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***ALSO ADMITTED IN
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March 5, 2003

FILED⁴

MAR 06 2003

VIA FEDERAL EXPRESS

Mr. Dale Hardy Roberts, Secretary
Missouri Public Service Commission
200 Madison Street - Suite 100
Jefferson City, MO 65101

Missouri Public
Service Commission

RE: Case No. CA-2003-0242 - Application of BBC Telephone, Inc. for Certificate of
Service Authority and for Competitive Classification
Proposed Missouri Telecommunications Tariffs - YC-2003-1526

Dear Mr. Roberts:

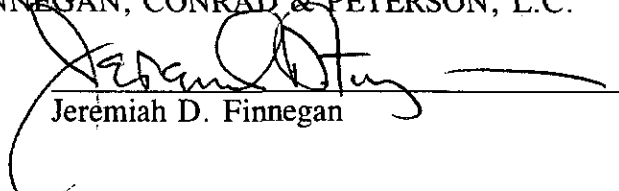
Enclosed for filing please find an original and six (6) copies of the substitute proposed tariff sheets for BBC Telephone, Inc. These replace the proposed tariff sheets filed on February 7, 2003 and have been changed in conformity with my conversation with Mr. Tom Solt of the Commission Staff.

Also, pursuant to Mr. Solt's request for some additional time to review these substitute sheets, we are hereby extending the proposed effective date from March 24, 2003 to April 8, 2003.

Please place the file stamp on the additional copy of the tariffs and return them in the self-addressed stamped envelope I have provided. Thank you for your assistance. Please contact me at (816) 753-1122 if there are any questions.

Very truly yours,
FINNEGAN, CONRAD & PETERSON, L.C.

By:


Jeremiah D. Finnegan

JDF:crb

Enclosures

cc: General Counsel of the Commission
Office of Public Counsel
Steven D. Gough
Southwestern Bell Telephone Legal Department

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MISSOURI TELECOMMUNICATIONS TARIFF

BBC Telephone, Inc., ("BBC") is a Competitive Telecommunications Company. This tariff is for local telephone service, using individual schedules.

BBC proposes to provide basic local exchange telecommunications service on a facilities and resold basis, throughout all exchanges currently served by the incumbent local exchange telecommunication company of Southwestern Bell Telephone Company ("SWBT"). The specific SWBT exchanges within which BBC proposes to offer service are listed in the incumbent provider's local exchange tariff.

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for (Local Exchange and/or Exchange Access) telecommunications services within the State of Missouri by BBC Telephone, Inc. Copies may be inspected, during normal business hours, at the following location.

**BBC TELEPHONE, INC.
154 N. EMPORIA
WICHITA, KS. 67202
(316) 262-1440**

No supplement to this schedule will be issued except for the purpose of canceling this schedule.

RESERVED FOR FUTURE USE

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TARIFF FORMAT

Page Numbering - Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially and from time to time new pages may be added to the Tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between Page No. 3 and Page No.4 would be numbered Page No. 3.1

Page Numbering Sequence - There are 7 levels of paragraph coding associated with this Tariff. Each level of coding is subservient to the next higher level:

- 2.
- 2.1
- 2.1.1
- 2.1.1.A.1
- 2.1.1.A.1.(a)
- 2.1.1.A.1.(a).I
- 2.1.1.A.1.(a).I.(i)

EXPLANATION OF SYMBOLS

- (AT) To signify "added to text."
- (C) To signify "correction."
- (CP) To signify "change in practice."
- (CR) To signify "change in rate."
- (CT) To signify "change in text."
- (DR) To signify "discontinued rate."
- (FC) To signify a "change in format lettering or numbering."
- (MT) To signify "moved text."
- (NR) To signify "new rate."
- (RT) To signify "removal of text."

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES

1.0 General Information

- 1.01 BBC Telephone, Inc. proposes to provide Local Exchange Telecommunications Services in the State of Missouri, as a facilities-based reseller. The target market for these services will be:

Low income households,
Consumers not desiring toll access,
Consumers not desiring operator services with the associated fees, and
High risk consumers.

- 1.02 BBC Telephone, Inc. will market services primarily to consumers who are unable to obtain telephone services with other local exchange providers for reasons including:

Prior outstanding bill requiring payment and/or a large deposit,
Unverifiable income source,
Unverifiable Social Security Number, and
Consumers with no credit history.

- 1.03 BBC Telephone, Inc. intends to utilize advanced payments pursuant to 4 CSR 240-33.050, and does not intend to require telephone customer deposits.

2.0 Regulatory Compliance

- 2.01 BBC Telephone, Inc. understands and will comply with the minimum Basic Local Telecommunications Service requirements, pursuant to 4 CSR 240-32.100.

- 2.02 BBC Telephone, Inc. will maintain a full and complete schedule of all rates, rentals and charges utilized by the Company in its tariff, and provide a copy of such tariff at its principal office and with the Public Service Commission of Missouri for public review, and will adhere to all the other requirements of 4 CSR 240-30.010.

- 2.03 All billing and payment requirements will conform to 4 CSR 240-33.040

- 2.04 BBC acknowledges and accepts the discontinuance to service requirements promulgated by 4 CSR 240-33.070.

- 2.05 BBC will conform to 4 CSR 240-33.060.

3.0 Billing Process

- 3.01 Due to the high risk and unknown status of many of these consumers, BBC Telephone, Inc.'s operating cost per customer is expected to be far higher than existing Local Exchange Providers in business for many years. The rates and service charges contained in this tariff reflect these anticipated higher operating costs.

- 3.02 Similar to existing Local Exchange Providers, BBC Telephone, Inc. proposes to require

payment in advance for service, as follows:

- A. An advance payment, equal to the consumers monthly service rate and connection charges (not including the purchase of equipment), is required before connection for service in order to secure the liability of BBC Telephone, Inc.
 - B. In the middle of the current billing period, a billing statement will be mailed giving a summary of services paid for, including an itemized listing of the advance payment and a billing summary for the next billing period or month.
- 3.03 The preferred payment due for charges associated with the next billing period or month shall be the first day of the next billing period or month. The preferred payment due date will be offered to all customers.
- A. For example: BBC Telephone, Inc., Customer (A) paid an initial advance payment on March 28, and the service was connected April 1. On April 9, a statement containing the billing summary for the first month of services as well as the charges and amount due for the second month of service would be issued. It would presumably be received by April 20, and the due date for May service would be May 1. The bill is delinquent if not paid on or before the due date.
 - B. This process is to ensure that payment is received by BBC Telephone, Inc., in advance of services rendered, which will effectively limit the liability of BBC Telephone, Inc..
 - C. Bills and Statements will be issued by BBC Telephone, Inc..
- 4.0 Services and Rates: *No supplement to this schedule will be issued except for the purpose of canceling this schedule.*

	<u>Customer Services And Options</u>	<u>Monthly Charges</u>	<u>Service Charge</u>
4.01a	Flat Rate Local Line Charge	\$ <u>34.95</u>	\$ <u>100.00</u>
4.01b	Transfer (existing service to another location)		\$ <u>40.00</u>
4.01c	Long Distance Connection (optional)		\$ <u>35.00</u>
4.01d	Technical Support (optional)	\$ <u>2.00</u>	
4.01e	Toll Restriction (optional, unless ¶ 5.0 is applicable)	\$ <u>2.00</u>	\$ <u>10.00</u>
4.02	Call Control Options-		
	Caller ID (name and number)	\$ <u>8.50</u>	\$ <u>6.50</u>
	Call Return	\$ <u>5.00</u>	\$ <u>6.50</u>

	<u>Customer Services And Options</u>	<u>Monthly Charges</u>	<u>Service Charge</u>
	Call Blocker	\$ <u>5.00</u>	\$ <u>6.50</u>
4.03	Optional Calling Features-		
	Automatic Redial	\$ <u>5.00</u>	\$ <u>6.50</u>
	Conference Calling (3-way)	\$ <u>5.00</u>	\$ <u>6.50</u>
	Call Forwarding	\$ <u>5.00</u>	\$ <u>6.50</u>
	Selective Call Forwarding	\$ <u>5.00</u>	\$ <u>6.50</u>
	Priority Call	\$ <u>5.00</u>	\$ <u>6.50</u>
	Speed Call	\$ <u>5.00</u>	\$ <u>6.50</u>
	Call Waiting	\$ <u>6.75</u>	\$ <u>6.50</u>
	Call Waiting ID	\$ <u>5.00</u>	\$ <u>6.50</u>
	Personalized Ring	\$ <u>N/A</u>	\$ <u>N/A</u>
	Preferred Number Service	\$ <u>N/A</u>	\$ <u>N/A</u>
4.04	Optional Features Plus Package-		
	Combines all Call Control Options (4.02) plus choice of seven (7)		
	Option Calling Features (4.03)	\$ <u>25.00</u>	\$ <u>5.00</u>
4.05	Optional Voice Response Dialing	\$ <u>N/A</u>	\$ <u>N/A</u>
4.06	Voice Mail (requires Call Forwarding Busy Line Don't Answer)		
	Call Forwarding Busy Line Don't Answer	\$ <u>5.00</u>	\$ <u>6.50</u>
	Voice Mail	\$ <u>N/A</u>	\$ <u>N/A</u>
4.07	Directory Listing(s)		
	Single, basic listing	<u>N/C</u>	<u>N/C</u>
	Additional listing (each)	<u>N/C</u>	<u>N/C</u>

<u>Customer Services And Options</u>		<u>Monthly Charges</u>	<u>Service Charge</u>
Non-Published Listing		\$ <u>3.00</u>	\$ <u>11.25</u>
4.08	Switched Access Services		
The Company concurs with the description of and rates for Switched Access Services confirmed in Southwestern Bell Telephone Company's Access Service Tariff approved by and on file with the Commission			
4.09	Service Extension fee		\$ <u>5.00</u>
	Service Reconnection fee		\$ <u>20.00</u>
If payment is not received before the fifth day of the prepaid billing period, a \$5.00 service extension fee will be assessed. Upon the expiration of the 10 day disconnection notice, BBC will be entitled to disconnect service. If the Customer then desires to reestablish service, BBC shall be entitled to a \$20.00 service reconnection fee.			
5.0	Toll Restriction Requirement		
5.01	BBC Telephone, Inc., reserves the right to require Toll Restriction to restrict access to toll charges and operator service charges with respect to customers who use 1+ and/or 0+ services in an excessive manner as defined in 5.02. Toll Restriction prevents the customer from placing 1+ and 0+ dialed calls. The only calls the customer may place are local exchange calls and toll free calls.		
5.02	Excessive usage of 1+ and/or 0+ dialing shall be charges in excess of \$15.00 per month for such services.		
		<u>Monthly Charges</u>	<u>Service Charge</u>
	Toll Restriction	\$ <u>2.00</u>	\$ <u>10.00</u>
	Toll Billing Exception (TBE)	<u>N/C</u>	<u>N/C</u>
6.0	Operator Service Requirements:		
	BBC does not intend to offer operator services.		
7.0	9-1-1 Requirements		
1.	BBC is obligated to supply the E-911 service provider in BBC service are with accurate information necessary to update the E-911 database at the time BBC submits customer orders to the local exchange telecommunications company whose service is being resold pursuant to these tariffs.		

2. At the time BBC provides basic local service to a Customer by means of BBC own cable pair, or over any other exclusively owned facility, BBC will be obligated to make the necessary requirement or facility additions in order to accurately and properly update the database for E-911
3. BBC will be obligated to provide facilities to route calls from the end users to the proper Public Safety Answering Point. BBC recognizes the authority of the E-911 customer to establish service specifications and grant final approval or denial of service configurations offered by BBC
4. BBC will collect 911 surcharges and remit all surcharge revenue to the appropriate governmental entity pursuant to RSMo 190.310. BBC will observe and adhere to the Commission's emergency telephone service rules in 4 CSR 240-34

8.0 Promotions

From time to time, the Company may engage in promotional offerings or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings or trials, the Company may offer special rate incentives and waive in full or in part. Promotions are allowed to go into effect after 7 days prior notice to the Commission for competitive companies. BBC will provide tariff notification to the Commission no less than (7) days prior to the beginning of each promotion identifying the promotion, the exchange(s) within which the promotion will be offered, and the start and end dates of the promotion. BBC will offer all promotions in a nondiscriminatory manner.

9.0 Number Intercept Treatment (4 CSR 240-32.050)

Upon changing a Customer's telephone number, BBC will make number intercept services known to the Customer and provide this service for (30) days at no charge to the Customer, provided the Customer so desires.

10.0 Cancellation/Termination Liability:

In the event that Customer cancels or terminates a local telephone agreement any time before the expiration of a prepaid billing period, BBC will not be responsible for any refund to Customer, unless the cancellation/termination resulted in BBC's inability to provide service.

11.0 Geographic Service Area:

- 11.01 BBC proposes to provide basic local exchange telecommunications service on a facilities and resold basis, throughout all exchanges currently served by the incumbent local exchange telecommunication company of Southwestern Bell Telephone Company (SWBT). The specific SWBT exchanges within which BBC proposes to offer service are listed as follows:

Adrian	Advance	Agency	Altenburg-Frohna
Antonia	Archie	Argyle	Armstrong
Ash Grove	Beaufort	Bell City	Belton
Benton	Billings	Bismark	Bloomfield
Bloomsdale	Blue Springs	Bonne Terre	Boonville
Bowling Green	Bridgeton	Brookfield	Camdenton
Campbell	Cape Girardeau	Cardwll	Carl Junction
Carrollton	Carthage	Caruthersville	Cedar Hill
Center	Chaffee	Charleston	Chesterfield
Chillicothe	Clarksville	Clever	Climax Springs
Creve Couer	Deering	Dekalb	Delta
DeSoto	Dexter	Downing	East Prairie
East Independence	Edina	Eldon	Elsberry
Essex	Eureka	Excelsior Springs	Fair Grove
Farley	Farmington	Fayette	Fenton
Ferguson	Festus-Crystal City	Fisk	Flat River
Florissant	Frankford	Fredericktown	Freeburg
Fulton	Gideon	Gladstone	Glasgow
Grain Valley	Gavois Mills	Gray Summit	Greenwood
Hannibal	Harvester	Hayti	Herculancum-Pevely
Higbee	High Ridge	Hillsboro	Holcomb
Hornersville	Imperial	Independence	Jackson
Jasper	Joplin	Kansas City Metropolitan	Kennett
Kirksville	Kirkwood	Knob Noster	Ladue
Lake Ozark-Osage Beach	Lamar	LaMonte	Lancaster
Leadwood	Lee's Summit	Liberty	Lilbourn
Linn	Lockwood	Louisiana	Macks Creek
Malden	Manchester	Marble Hill	Marceline
Marionville	Marshall	Marston	Maxville
Mehiville	Meta	Mexico	Moberly
Monett	Montgomery City	Morehouse	Nashua
Neosho	Nevada	New Franklin	New Madrid
Nixa	Oak Ridge	Oakville	Old Appleton
Oran	Overland	Pacific	Parkville
Patton	Paynewville	Perryville	Pierce City
Pocahontas-New Wells	Pond	Popular Bluff	Portage Des Sioux
Portageville	Puxico	Qulin	Raytown
Republic	Richmond	Richwoods	Risco
Riverview	Rogersville	Rushville	St. Charles
St. Clair	St. Joseph	St. Louis Metropolitan	St. Marys
Ste. Genevieve	San Antonio	Sappington	Scott City
Sedalia	Senath	Sickeston	Slater
Smithville	South Kansas City	Spanish Lake	Springfield Metropolitan
Stanberry	Stafford	Tiffany Springs	Trenton

Tuscumbia	Union	Valley Park	Versailles
Vienna	Walnut Grove	Wardell	Ware
Washington	Webb City	Webster Groves	Wellsville
Westphalia	Willard	Wyatt	

12.0 Calling Scopes:

12.01 BBC concurs in the calling scope of the incumbent SWBT.

13.0 Settlement Agreements:

BBC intends to issue service on a prepaid basis. In the event that a Customer no longer wishes to maintain service, he will not pre-pay for the next month, and pursuant to 4 CSR 240-33.040, service will discontinue after the prepaid period expires. For that reason, BBC does not require a settlement agreement.

14.0 Rights and Responsibilities:

14.01 Customers:

Rights and Responsibilities of Missouri Residential Telephone Customer

This information is provided in accordance with the rules of the Missouri Public Service Commission and explains your rights and responsibilities as a residential telephone customer.

Your Telephone Bill

You will receive a telephone bill from BBC each month. BBC provides basic local telephone service. BBC does not require a deposit but does require an advance payment for service. Payment in full is due on the first day of the prepaid billing period. Each prepaid billing period consists of one month, beginning on the first day of each month, and ending on the last day of each month. If payment is not received by the first day of the prepaid billing period, your account is delinquent, your service is subject to suspension or disconnection and BBC shall be entitled to send a 10 day disconnection notice via first class mail.

Rates and Charges

<u>Customer Services And Options</u>	<u>Monthly Charges</u>	<u>Service Charge</u>
Flat Rate Local Line Charge	\$ <u>34.95</u>	\$ <u>100.00</u>
Transfer (existing service to another location)		\$ <u>40.00</u>
Long Distance Connection (optional)		\$ <u>35.00</u>
Technical Support (optional)	\$ <u>2.00</u>	

<u>Customer Services And Options</u>	<u>Monthly Charges</u>	<u>Service Charge</u>
Toll Restriction (optional, unless ¶ 5.0 is applicable)	\$ 2.00	\$ 10.00
Caller ID (name and number)	\$ 8.50	\$ 6.50
Call Return	\$ 5.00	\$ 6.50
Call Blocker	\$ 5.00	\$ 6.50
Automatic Redial	\$ 5.00	\$ 6.50
Conference Calling (3-way)	\$ 5.00	\$ 6.50
Call Forwarding	\$ 5.00	\$ 6.50
Selective Call Forwarding	\$ 5.00	\$ 6.50
Priority Call	\$ 5.00	\$ 6.50
Speed Call	\$ 5.00	\$ 6.50
Call Waiting	\$ 6.75	\$ 6.50
Call Waiting ID	\$ 5.00	\$ 6.50
Option Calling Features (4.03)	\$ 25.00	\$ 5.00
Call Forwarding Busy Line Don't Answer	\$ 5.00	\$ 6.50
Non-Published Listing	\$ 3.00	\$ 11.25
Service Extension Fee		\$ 5.00
Service Reconnection Fee		\$ 20.00
Toll Restriction	\$ 2.00	\$ 10.00

Payment Arrangements

Payment must be sent to BBC or made at one of our Agent locations. Payment for service may be made by credit card or check, or may be paid in cash at an authorized Agent location. If you are temporarily having difficulty paying your telephone bill, please call BBC immediately at 1-888-923-7278. By doing this, you may avoid having your phone service suspended or disconnected.

If you wish to dispute a charge, you may do so by written notice, in person, or by a telephone message.

Disconnection or Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 1 day and you will not be charged installation charges again.

1. Nonpayment of an undisputed delinquent account.
2. Failure to post a required deposit or guarantee
3. Unauthorized used of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.
4. Failure to comply with the terms of a settlement agreement.

5. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.
6. Misrepresentation of the identity in obtaining telephone utility service.
7. As provided by federal and state law.

Reconnection of Service

After local telephone service has been disconnected, BBC will restore your service when the reason for the disconnection has been remedied. Before restoring your service, the following will be required:

- 1) Payment for all undisputed amounts must be received by BBC or its authorized agent.
- 2) Installation charges must be paid again if your service has been disconnected.
- 3) Installation charges will not be charged if your service has been suspended.

Telephone inquiries may be directed to BBC at 1-888-923-7278. Written inquiries may be directed to BBC Telephone, Inc., 154 N. Emporia, Wichita, KS 67202.

Filing a Complaint with the Missouri Public Service Commission

If BBC cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governor's Office Building, 200 Madison Street, P.O. Box 360, Jefferson City, Missouri 65101. If BBC cannot resolve your complaint, you may call the Missouri Public Service Commission at 800-392-4211 to file an informal complaint.

You may contact the Missouri Office of the Public Counsel, representing the public before the Public Service Commission. The Missouri Office of the Public Counsel has an office at the Governor's Office Building, Jefferson City, Missouri 65101. The Public Counsel's telephone number is (573) 751-4857.

15.0 Equal Access Requirements:

All end-users have the choice of intraLATA and interLATA interexchange carriers. BBC does not attempt to restrict its end-users from the same interexchange carrier choices as are available to the end-users of ILECs whose services are being sold.

16.0 Listing of Waivers:

In its Certificate of Service Authority and for Competitive Classification, BBC has requested waiver of the following statutes:

<u>Statutes</u>	<u>Missouri Public Service Commission Rules</u>
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392.210.2

<u>Statutes</u>	<u>Missouri Public Service Commission Rules</u>
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392.240(1)	4 CSR 240-10.020
392.270	4 CSR 240-30.010 (2)(C)
392.280	4 CSR 240-30.040
392.290	4 CSR 240-32.030 (4)(C)
392.300.2	4 CSR 240-33.030
392.310	
392.320	
392.330	
392.340	

17.0 Call Waiting:

This feature enables the Customer to view on a display unit the Calling Party Directory Name and/or Number (CPN) on incoming telephone calls. When Caller ID is activated on a Customer's line, the CPN of incoming calls are displayed at the called CPE during the first, long silent interval of the ringing cycle.

Per line blocking for blocking of CPN will be available upon request, at no charge, **ONLY** to the following entities for lines over which the official business of the agency is conducted, including those at the residences of employees/volunteers, where an executive officer of the agency registers a need for blocking and provides the required certification to Applicant:

- a) Private, nonprofit, tax exempt, domestic violence intervention agencies,
- b) Federal, state, and local law enforcement agencies.

The CPN will not be transmitted from a line equipped with this capability. Per line blocking is operational on a continuous basis but can be deactivated by the Customer by dialing an access code immediately prior to placing a call. Line blocking Customer can unblock their CPN information on a per call basis, at no charge, by dialing an access code (*82 on their touch tone pad or 1182 from a rotary phone) immediately prior to placing a call.

A Customer may prevent the delivery of their calling name and/or number to the called party by dialing an access code (*67 on their touch tone pad or 1167 from a rotary phone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge. If the calling party activates blocking, the CPN will not be transmitted across the line to the called party. Instead, Calling Line Identification Customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID Customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer Owned Pay Telephones. If the Caller ID Customer also subscribes to Anonymous Call Rejection, the calling party will be routed to a telephone company recording advising the caller that the called party will not accept calls whose CPN has been blocked.

Any Customer subscribing to Caller ID will be responsible for the provision of a display device which will be located on the Customer's premises. The installation, repair, and technical capability of that equipment to function in conjunction with the feature specified herein will be the responsibility of the Customer. Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

Telephone CPN information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

18.0 Call Trace

Customers receiving annoying or anonymous calls may request (1) a telephone number change, which will be provided at no charge by company's name or (2) the capability to utilize Call Trace on a per activation basis, as needed. Call Trace allows the customer to dial a code (*57) to automatically request that the following information be recorded:

- The originating telephone number;
- The date and time of the call; and
- The date and time call trace was activated.

When Call Trace successfully identifies a calling number, a recording instructs the customer to call a toll free number, which will activate a Voice Response Script and assist the customer in establishing an open file. Should the customer decide to prosecute the call originating party, the customer should contact BBC for further instructions. Activation of Call Trace never authorizes BBC to provide the called party with the name or telephone number of the calling party. In the event that Call Trace is not available or is unable to resolve the case, it may be necessary to place a manual trap on the customer's telephone line.

19.0 Resale Restrictions:

BBC's services will be sold to end users only, and will not be resold to any other customers.

20.0 Company Liability:

BBC shall not be liable to customers for negligence in handling an emergency call, but shall be liable for gross negligence or intentional wrongdoing in handling an emergency call.

21.0 Customer Liability:

Customer shall be liable to BBC if BBC's equipment is damaged or destroyed by Customer's

negligence or intentional misuse. Customer shall also be liable to BBC for unpaid delinquent bills, together with interest at the maximum rate authorized under applicable law.

21.01 Taxes/Surcharges. The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income assessed in conjunction with services used. Any taxes imposed by a local jurisdiction (e.g., County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions.

22.0 Directory Listing:

BBC shall provide for a single directory listing in the telephone directory published by the ILEC in Customer's exchange area. In order for listings to appear in an upcoming directory, the Customer must subscribe to service from BBC in time to meet the directory publisher's schedule.