

Missouri Public
Service Commission

REC'D JUL 08 1998

Title Sheet

MISSOURI INTEREXCHANGE TELECOMMUNICATIONS TARIFF

OF

Z-TEL COMMUNICATIONS, INC.

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for interexchange telecommunications services provided by Z-Tel Communications, Inc. ("Z-Tel") within the State of Missouri. Z-Tel operates as a competitive telecommunications company within the State of Missouri.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SYMBOLS

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The following are the only symbols used for the purposes indicated below:

- C Changed regulation.
- D Delete or discontinue.
- I Change Resulting in an increase to a Customer's bill.
- M Moved from another tariff location.
- N New
- R Change resulting in a reduction to a Customer's bill.
- T Change in text or regulation.

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777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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TARIFF FORMAT

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A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.

B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the PSCM. For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the PSCM follows in its tariff approval process, the most current sheet number on file with the Commission is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.

C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

D. Check Sheets - When a tariff filing is made with the PSCM, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some sheets.) The tariff user should refer to the latest Check Sheet to find out if a particular sheet is the most current on file with the PSCM.

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BY: D. Gregory Smith, Chief Executive Officer
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777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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STATEMENT OF COMPETITIVE CARRIER STATUS

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Z-Tel Communications, Inc. is classified as a competitive telecommunications company in the state of Missouri for which the following statutory and regulatory requirements are waived.

4 CSR 240-10.020	- Depreciation fund income
4 CSR 240-30.010(2)(C)	- Posting of exchange rates at central operating offices
4 CSR 240-30.040	- Uniform system of accounts
4 CSR 240-32.030(1)(B) and (C)	- Exchange area maps and records of access lines
4 CSR 240-32.030(2)	- In-state record keeping
4 CSR 240-32.050(3) through (6)	- Information concerning local service tariffs, maps, directories and telephone numbers
4 CSR 240-32.070(4)	- Coin telephones
4 CSR 240-33.030	- Minimum charge rule
4 CSR 240-33.040(5)	- Finance fee
4 CSR 240-35	- By Pass
Section 392.210.2	- System of Accounts
Section 392.240(1)	- Rates--reasonable average return on investment
Section 392.270	- Property valuation
Section 392.280	- Depreciation rates
Section 392.290	- Issuance of securities
Section 392.300.2	- Stock ownership and sale
Section 392.310	- Issuance of stocks and bonds
Section 392.320	- Stock dividends
Section 392.330	- Issuance of securities, debt and notes
Section 392.340	- Reorganization

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code billed to the same Customer address.

Authorized User - A person, firm or corporation, or any other entity authorized by the Customer or Subscriber to communicate utilizing the Company's services.

Calling Card Call - A billing arrangement whereby the originating caller may bill the charges for a call to an approved LEC-issued calling card. The terms and conditions of the local exchange carrier apply to payment arrangements.

Carrier or Company -Z-Tel Communications, Inc., unless otherwise indicated by the context.

Collect Billing Call - A billing arrangement whereby the originating caller may bill the charges for a call to the called party, provided the called party agrees to accept the charges.

Commercial Credit Card Call - A billing arrangement whereby the originating caller may bill the charges for a call to an approved commercial credit card. The terms and conditions of the credit card company apply to payment arrangements.

Commission - Refers to the Missouri Public Service Commission.

Company's Point of Presence - Location of the serving central office associated with access to the Company's network.

Customer - The person, firm, corporation or other entity which orders, cancels, amends or uses service and is responsible for payment of charges and compliance with the Company's tariff.

Customer Dialed Calling Card Call - A service whereby the End User dials all of the digits necessary to route and bill the call to a calling card.

* Material previously located on this page now found on Original Sheet 5.1.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT'D.

End User - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

(M)

Equal Access - A form of dialed access provided by local exchange companies whereby interexchange calls dialed by the Customer are automatically routed to the Company's network. Presubscribed Customers may also route interexchange calls to the Company's network by dialing an access code supplied by the Company.

LATA - Local Access and Transport Area.

LEC - Local Exchange Company.

NECA - National Exchange Carriers Association.

(M)

Operator Dialed Surcharge - A charge applying to calls made when the user dials "00" only or any valid company operator access code and requests that the operator dial the destination number.

(N)

Operator Station Call - A service whereby the caller places a non-Person to Person call with the assistance of an operator (live or automated).

(N)

* Material now found on this page previously located on First Revised Sheet 5 and First Revised Sheet 6.

(N)

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, CONT'D.

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Person to Person Call - A service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department or office to be reached through a PBX attendant.

Personal Identification Number (PIN) - PINs may be used in conjunction with shared 800 service to uniquely identify the terminating location for an incoming call. Upon dialing a shared 800 number, the caller enters the PIN number associated with the party they are trying to reach.

Personal Identification Number (PIN)- See Authorization Code.

Subscriber - The person, firm, corporation, or other legal entity which arranges for services of the Company on behalf of third party Customers or Authorized Users. The Subscriber is responsible for compliance with the terms and conditions of this tariff. A Subscriber is also a Customer under the terms of the tariff.

Switched Access Origination/Termination - Where originating or terminating access between the Customer and the interexchange carrier is provided on local exchange company Feature Group circuits. The cost of switched Feature Group access is billed to the interexchange carrier.

Terminal Equipment - Devices, apparatus, and associated wiring, such as teleprinters, telephones, or data sets.

V & H Coordinates - Geographic points which define the originating and terminating points of a call in mathematical terms so that the airline mileage of the call may be determined. Call mileage is used for the purpose of rating calls.

Z-Tel - Refers to Z-Tel Communications, Inc.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS

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2.1 Undertaking of Z-Tel Communications, Inc.

Z-Tel's services and facilities are furnished for communications originating at specified points within the State of Missouri under terms of this tariff.

Z-Tel installs, operates, and maintains the communications services provided hereinunder in accordance with the terms and conditions set forth under this tariff. Z-Tel may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities, when authorized by the Customer, to allow connection of a Customer's location to the Z-Tel network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are available twenty-four (24) hours per day, seven days (7) per week.

2.2 Limitations

- 2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, or both facilities and equipment, and subject to the provisions of this tariff.
- 2.2.2 Z-Tel reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D **REC'D JUL 08 1998**

2.2 Limitations, Cont'd.

- 2.2.4** All facilities provided under this tariff are directly or indirectly controlled by Z-Tel and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- 2.2.5** Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.
- 2.2.6** Z-Tel reserves the right to discontinue the offering of service or deny an application for service if a change in regulation materially and negatively impacts the financial viability of the service in the best business judgment of the Company.
- 2.2.7** The Company does not process local emergency calls, "911" or operator calls. All calls of this nature will be processed by the presubscribed carrier of the telephone from where the call originates, which in all instances is not Z-Tel.

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D.

REC'D JUL 08 1998

2.4 Liabilities of the Company

- 2.4.1 Z-Tel's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- 2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.4.3 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, tradename or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.
- 2.4.4 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D

REC'D JUL 08 1998

2.5 Deposits

The Company does not collect deposits from its Customers.

2.6 Advance Payments

The Company does not collect advance payments from its Customers.

2.7 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates for services paid for in arrears.

2.8 Miscellaneous Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs. Examples of such programs include, but are not limited to, the Universal Service Fund, the Primary Interexchange Carrier Charge, and compensation to payphone service providers for the use of their payphones to access the Company's service. The Company will submit these changes to the Missouri Public Service Commission for prior approval.

2.9 Interconnection

Service furnished by Z-Tel may be connected with the services or facilities of other carriers. Such service or facilities, if used, are provided under the terms, rates and conditions of the other carrier. The Customer is responsible for all charges billed by other carriers for use in connection with Z-Tel's service. Any special interface equipment or facilities necessary to achieve compatibility between carriers is the responsibility of the Customer.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D.

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2.10 Terminal Equipment

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained at the expense of the Customer, except as otherwise provided. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.11 Installation and Termination

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D

REC'D JUL 08 1998

2.12 Payment for Service

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer for transmission of calls via the Company. This includes payment for calls or services originated at the Customer's number(s) or incurred at the specific request of the Customer. The Customer agrees to pay to the Company any cost(s) incurred as a result of any delegation of authority resulting in the use of his or her communications equipment and/or network services which result in the placement of calls via the Company. The Customer agrees to pay the Company or its authorized agent any and all cost(s) incurred as a result of the use of the service arrangement, including calls which the Customer did not individually authorize.

All charges due by the Customer are payable to the Company or any agency duly authorized to receive such payments within 30 days of bill issuance. The billing agency may be the Company, a local exchange telephone company, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies having jurisdiction. Any objections to billed charges must be promptly reported to the Company or its billing agent. Adjustments to Customers' bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.13 Cancellation by Customer

Customers may cancel service verbally or in writing at any time. The Company shall hold the Customer responsible for payment of all charges, including fixed fees, which accrue up to the cancellation date. Charges may be avoided by dialing another carrier's access code. In the event the Customer executes a term commitment agreement with the Company, the Customer must cancel service and terminate the agreement in accordance with the agreement terms.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D.

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2.14 Refusal or Discontinuance by Company

2.14.1 Z-Tel may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given fifteen (15) days notice to comply with any rule or remedy any deficiency:

- A. For failure of the Customer to pay a bill for service when it is due, provided that suspension or termination of service shall not be made without five (5) days written notice to the Customer, except in extreme cases.
- B. For failure of the Customer to meet the Company's deposit and credit requirements.
- C. For failure of the Customer to make proper application for service.
- D. For Customer's violation of any of the Company's rules on file with the Commission, provided five (5) days' written notice is given before termination.
- E. For failure of the Customer to provide the Company reasonable access to its equipment and property.
- F. For Customer's breach of the contract for service between the Company and the Customer.
- G. For a failure of the Customer to furnish such service, equipment, and/or rights-of-way necessary to serve said Customer as shall have been specified by the Company as a condition of obtaining service.
- H. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D.

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2.14 Refusal or Discontinuance by Company, Cont'd.

2.14.2 Z-Tel may refuse or discontinue service without notice to the Customer for any of the following reasons:

- A. In the event of tampering with the Company's equipment.
- B. In the event of a condition determined to be hazardous to the Customer, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- C. In the event of a Customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
- D. In the event of fraudulent use of the service.

2.15 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 2 - RULES AND REGULATIONS, CONT'D

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2.16 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

2.17 Tests, Pilots, Promotional Campaigns and Contests

See Section 5 of this Tariff.

2.18 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Company, including legal and accounting expenses. Customer is also responsible for recovery costs of Company-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.19 Late Payment Charge

A late fee of 1.5% per month will be charged on any past due balance. The late payment fee is not applicable to residential accounts. Payment required is within thirty (30) days subsequent to the invoice date and is considered past due after the thirty day period.

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BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

SECTION 2 - RULES AND REGULATIONS, CONT'D.

2.20 Return Check Charge

The Company reserves the right to assess a return check charge of \$25.00 whenever a check or other payment type is submitted by the Customer to the Company for payment of service is not accepted by the institution on which it is written. This charge applies each time a check is returned to the Company by a bank for insufficient funds.

(I/T)
(T)

2.21 Other Rules

The Company may temporarily suspend service without notice to the Customer, by blocking traffic to certain cities or NXX exchanges, or by blocking calls using certain Personal Identification Numbers when the Company deems it necessary to take such action to prevent unlawful use of its service. The Company will restore service as soon as service can be provided without undue risk.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 3 -DESCRIPTION OF SERVICE

3.1 General

Z-Tel provides outbound and operator assisted calling services to its presubscribed customers and directory assistance services for communications originating and terminating within the State of Missouri under terms of this tariff. Intrastate service is offered as an add-on to interstate service.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D.

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3.2 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call.

The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between the Wire Center of the Customer's equipment and that of the destination point is calculated by using the "V" and "H" coordinates found in BellCore's V&H Tape and NECA FCC Tariff No. 4.

- Step 1 Obtain the "V" and "H" coordinates for the Wire Centers serving the Customer and the destination point.
- Step 2 Obtain the difference between the "V" coordinates of each of the Wire Centers. Obtain the Difference between the "H" coordinates.
- Step 3 Square the differences obtained in Step 2.
- Step 4 Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the Wire Centers.

Formula:

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

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Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

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3.3 Timing of Calls

Billing for calls placed over the network is based in part on the duration of the call.

3.3.1 Timing for all calls begins when the called party answers the call (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection.

3.3.2 Chargeable time for all calls ends when one of the parties disconnects from the call.

3.3.3 Minimum call duration and additional increments for billing are specified in the description of each service.

3.3.4 There is no billing applied for incomplete calls.

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Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

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3.4 Rate Periods

Unless otherwise specified in this tariff, the following rate periods apply to all services subject to time of day discounts:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO 5:00 PM*	DAYTIME RATE PERIOD					EVE	
5:00 PM TO 11:00 PM*	EVENING RATE PERIOD						
11:00 PM TO 8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* Up to, but not including

Missouri Public
Service Commission89-115
FILED NOV 14 1998

ISSUED: July 8, 1998

EFFECTIVE: 7/14/98

BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
777 South Harbour Island Boulevard, Suite 990
Tampa, Florida 33602

NOV 14 1998

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D**3.5 Member to Member Service**

Member to Member Service is available to all Z-Tel Customers of services listed below. Member to Member allows Z-Tel Customers to call other Z-Tel Customers without incurring per call usage charges or depleting the bundled minutes call allowance. Calls under the Member to Member option must originate on and terminate to a telephone number presubscribed to a Z-Tel Network Exchange Bundled Service. Customers are not required to identify Customers in their calling circle. Such identification will be handled by the Company's network.

Member to Member calling between Z-Tel Customers applies to both intrastate and interstate calling. There is no limit to the number of minutes included in Member to Member.

Member to Member Service is available at no charge.

Z-LinePVA: Not Available

Z-LineLONG DISTANCE 500: Available at no charge. Included in the Z-LineLONG DISTANCE 500 offering

3.6 {Reserved for future use}**3.7 {Reserved for future use}**

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

EFFECTIVE: August 20, 2003

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MO PSC

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(N)

(N)

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SECTION 3 - DESCRIPTION OF SERVICE, CONTINUED Missouri Public
Service Commission

3.8 [Reserved for Future Use]

REC'D OCT 05 2000 (T)

3.9 Directory Assistance

Directory Assistance is available to Customers of Z-Tel. A Directory Assistance charge applies to each call to the Directory Assistance Bureau. Up to two requests may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

A business or residence main telephone exchange line may be registered for exemption from Directory Assistance charges where one of the users of the line is considered to be legally blind, visually or physically handicapped, or where the user's handicap prevents the dialing of a telephone in a conventional manner or permits only the dialing of "0". Requests for exemption must be accompanied by certification of the handicap. Acceptable certifications include those signed by a physician, issued by a state agency qualified to certify such handicaps or pre-existing certifications establishing visual or physical inability to use a directory such as those which qualify the handicapped person for an income tax exemption or social security benefits on the basis of blindness or physical disability or for use of the facilities of an agency for the blind.

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(N)Missouri Public
Service Commission

FILED NOV 04 2000

ISSUED: October 5, 2000

EFFECTIVE: November 4, 2000

BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

moi0004

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

REC'D MAY 31 2002

3.10 Z-Line Travel Card Service

Service Commission

Customers subscribing to any Z-Tel Home Edition Service will receive a Z-Line Travel Card for placing long distance calls while away from home. Calls originate via toll free access code dialing. Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

3.11 Reserved For Future Use

3.12 Reserved For Future Use

(T)
(D)

(D)

Missouri Public

FILED JUL 01 2002

Service Commission

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By: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

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3.13 Reserved For Future Use

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By: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

Missouri Public
Service Commission

3.14 Operator Assisted Service

REC'D FEB 26 2001(N)

Z-Tel's Operator Assisted Service is available for use by the Company's presubscribed customers. The Company's Operator Assisted Service allows the Customer to select from the special call handling or billing arrangements specified below. Call rates and applicable service charges will be assessed based on the call type (i.e., calling/credit card, collect, third party billed, or person-to-person). Rates are based on mileage, call duration and method of billing. Calls are billed in one minute increments, with additional per call charges reflecting the level of operator assistance and billing method. Operator service charges are not discounted for time of day.

The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to long distance usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Operator Station - These charges apply in addition to long distance usage charges for non-Person-to-Person calls placed using the assistance of a Company operator and billed Collect, to a Third Party or via some method other than a Calling Card or Commercial Credit Card.

Person-to-Person - This charge applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

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ISSUED: February 26, 2001

EFFECTIVE: March 27, 2001

BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

MOi0102

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D Missouri Public
Service Commission

3.15 Public Telephone Surcharge

REC'D FEB 26 2001 (N)

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

MOi0102

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D**3.16 Z-LinePVA**

Z-LinePVA allows residential customers to access the Company's Personal Voice Assistant (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails, voice mail and Follow Me/Find Me, Notify Me and Fast Access service¹. Access is via toll free number. Service is available 24 hours a day, 7 days a week.. An interstate Monthly Recurring Charge applies to this service in addition to usage².

Customers may choose a per minute option or prepaid option as follows.

3.16.1 Per Minute Option

All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

3.16.2 PVA Prepaid Option:

Service includes 200 minutes of PVA platform time, which may be used for outbound calling as well as access to PVA features. Access is via toll free number. Service expires 90 days after activation. Customers will receive a voice interrupt message 1 minute prior to the end of the 200 minute allowance notifying them that their allowance is about to expire. The Customer will also be voice prompted when access their PVA with the number of minutes remaining. additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

3.16.3 Special Edition Prepaid Option

Service includes 500 minutes of inbound and outbound calling, as well as use of PVA features and expires 90 days after activation. Access is via personal 800 services. Customers will receive a voice interrupt message 1 minute prior to the end of the 500 minute call allowance notifying them that their minute allowance is about to expire. The Customer will also be voice prompted when accessing their PVA with the number of minutes remaining. Additional service is available through recharging in 100 minute increments. There is no limit to the number of recharges for this product. International calling is not available through this service.

¹ Voice mail, review and delivery of emails, Follow Me/Find Me, Notify Me and Fast Access services are not regulated by the Commission.

² Interstate services and rates are posted on the Company's website at www.z-tel.com.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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(N)

(N)

(N)

(N)

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

3.17 Z-LineLONG DISTANCE 500 Service:

Z-LineLONG DISTANCE 500 Service is a presubscribed service providing outbound calling for residential customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails¹. The service includes a monthly call allowance of combined intrastate and interstate toll calling of 500 minutes and Member to Member calling at no charge. Calls placed above the call allowance will be billed in one (1) minute increments rates. Customers are provided a toll free number for placing calls while away from home and the same rates and call allowance applies. An interstate Monthly Recurring Charge applies to this service in addition to usage².

¹ Contact lists and review of delivery of emails not services regulated by the Commission.

² Interstate services and rates are posted on the Company's website at www.z-tel.com.

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MO PSC MOi0308

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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D

3.18 Z-Line 800 Service

Z-Line 800 Service provides customers with a personal toll free telephone number with which to access the company's travel card platform and Personal Voice Assistant (PVA) enhanced services. Voice mail is included with this service¹ as are the enhanced features Find Me, Notify Me.¹

This service may be purchased on a stand-alone basis without the purchase of any other Z-Tel service. In addition, the service is available as an add-on to existing Z-Line Unlimited Service, Z-LineHOME Basic with PVA and Z-LineHOME Select with PVA services.

Customers will use their personal toll free number to access the Company's travel card and PVA platform. End users wishing to contact the Customer or leave a message for the customer may do so through the Z-Line 800 Service.

An interstate Monthly Recurring Charge applies to this service in addition to usage.

(N)

¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MOi0313
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SECTION 3 - DESCRIPTION OF SERVICE, CONT'D**3.19 Z-Line LONG DISTANCE Service**

Z-Line LONG DISTANCE Service is a presubscribed service providing outbound calling for residential Customers. The service also provides access to the Company's Personal Voice Assistant Service (PVA) for call completion and enhanced services such as dialing assistance, contact lists, review of and delivery of emails as well as VoiceMail, Find Me and Notify Me functions.¹ Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

3.20 Z-Line Business Long Distance with PVA

Z-Line Business Long Distance with PVA is a presubscribed long distance service providing outbound calling for business Customers. The service also provides access to the Company's Personal Voice Assistant enhanced service platform for call completion and enhanced services such as dialing assistance, contact lists, voice mail, and review of and delivery of emails, as well as Find Me and Notify Me functions¹

3.21 Z-Line LONG DISTANCE Essential

Z-Line LONG DISTANCE Essential is a presubscribed service providing outbound calling for residential Customers. Calls are billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Customers may request an optional toll free number, which terminates at the Customer's telephone number, with a call allowance of 60 minutes of domestic inbound calling for an additional monthly recurring charge. Calls are billed in one (1) minute increments.

¹ Contact lists, review of and delivery of emails, VoiceMail, Find Me and Notify Me are not services or features regulated by the Commission.

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By: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MO PSC MOi0401

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(N) --- (N)

SECTION 3 - DESCRIPTION OF SERVICE, CONT'D**3.22 Affinity Pricing Plan - Z-Line Discount Program**

The Z-Tel Affinity Pricing Plan - Z-Line Discount Program offers discounts on specific Z-Tel services to members of trade associations that represent business entities or individuals within an industry, professional or business classification; employees of business entities; members of organizations with affiliated franchisees, independent agents, independent distributors or business representatives; entities that are members of a buying group not organized only for the purpose of qualifying for the discounts provided herein; non-profit entities affiliated with non-profit chapters, agencies, administrative offices or organizations affiliated with charitable, religious, educational, scientific and literary organizations, or customers or members of commercial organizations or institutions, who have entered into an Affinity Marketing Agreement with the Company.

Customers will receive a 10% discount on the Monthly Recurring Charge for the following services: Z-LineLONGDISTANCE 500. The discount will remain in place as long as the employee, individual or member remains and employee, individual or member of the affinity group. All other terms and conditions of the above-mentioned tariffed services apply.

(N)

(N)

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By: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

Effective: May 19, 2004

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MO PSC
MOi0405

SECTION 4 - RATES

Missouri Public
Service Commission

4.1 {Reserved for future use}

REC'D APR 28 1999 (D)

4.2 {Reserved for future use}

4.3 {Reserved for future use}

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(D)

ISSUED: April 28, 1999

EFFECTIVE: May 27, 1999

BY: D. Gregory Smith, Chief Executive Officer
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

Missouri Public
Service Commission

FILED MAY 27 1999 mo9902

SECTION 4 - RATES

4.4 Member to Member Service

Member to Member Service is available to all Z-Tel Customers of services listed below.

Z-Line PVA: Not Available

Z-LineLONG DISTANCE 500: Available at no charge. Included in the Z-LineLONG DISTANCE 500 offering

4.5 Directory Assistance

Up to two requests may be made on each call to Directory Assistance.

	Residential	Business
Per Call Rate:	\$1.25 (I)	\$0.95

(N)

ISSUED: June 18, 2004

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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MO PSC
MO10409

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SECTION 4 - RATES, CONT'D.**4.6 Z-Line Travel Card Service**

Calls are billed in sixty (60) second increments with an initial period, for billing purposes, of sixty (60) seconds. There is no per call charge.

Rate Per Minute: \$0.20

4.7 Z-LinePVA

All calls made through this service will be billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

4.7.1 Per Minute Option

Rate Per Minute: \$0.069

(N)

4.7.2 PVA Prepaid Option

Service Price: \$9.95

Recharge for each 100 minutes \$9.95

PVA DA access is charged at 5 minutes of usage per instance

Payphone Surcharge is charged at 5 minutes of usage per instance

(N)

4.7.3 Special Edition Prepaid Option

Service Price: \$19.95

Recharge for each 100 minutes \$9.95

PVA DA access is charged at 5 minutes of usage per instance

Payphone Surcharge is charged at 5 minutes of usage per instance

(N)

(M)

(M)

*Material previously located on this page now found in Section 4, Sheet 22.2.1

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MO PSC MOi0316

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SECTION 4 - RATES, CONT'D.**4.8 Z-LineLONG DISTANCE 500 Service:****(M)**

Calls placed above the call allowance will be billed in one (1) minute increments rates. Customers are provided a toll free number for placing calls while away from home and the same rates and call allowance applies. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Call Allowance:	500 minutes
Direct dial rate per minute above call allowance	\$0.076
PVA rate per minute above call allowance:	\$0.049

4.9 Z-Line Business Long Distance with PVA

Calls are billed in six (6) second increments. Customers are provided a toll free number for placing calls while away from the office, and the same rates apply.

Rate Per Minute:	\$0.089
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(M)

* Material appearing on this page previously found in Section 4, Sheet 22.2

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 4 - RATES, CONT'D.

Missouri Public
Service Commission

4.10 Operator Assisted Service

REC'D FEB 26 2001

A. Usage Rates

Usage for Long Distance Operator Service calls will be billed at the rate in effect for the presubscribed service purchased by the Customer.

B. Per Call Service Charges

	<u>Rate per call</u>
Calling Card	
Non-Automated	\$1.15
Semi-Automated	\$0.70
Fully-Automated	\$0.35
Collect	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Billed to a Third Number	
Non-Automated	\$1.15
Semi-Automated	\$0.95
Fully-Automated	\$0.75
Person-to-person	
Non-Automated	\$2.55
Semi-Automated	\$2.15

Missouri Public
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BY: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

MOi0102

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SECTION 4 - RATES, CONT'D.**4.11 Public Telephone Surcharge**

	Residential	Business
Rate Per Call	\$0.60 (I)	\$0.30

4.12 Z-Line 800 Service

A call allowance of 120 minutes of inbound and/or outbound calling is included with this service. Calls above the call allowance will be billed in sixty (60) second increments.

An interstate Monthly Recurring Charge applies to this service in addition to usage.

Rate Per minute above 120 Minute Call Allowance: \$0.069

4.13 Z-Line LONG DISTANCE Service

Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Direct Dial rate per minute:	\$0.076
Call completion through PVA Rate Per Minute:	\$0.069

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 4 - RATES, CONT'D.**4.11 Public Telephone Surcharge**

	Residential	Business
Rate Per Call	\$0.47 (I)	\$0.30

(N)

4.12 Z-Line 800 Service

A call allowance of 120 minutes of inbound and/or outbound calling is included with this service. Calls above the call allowance will be billed in sixty (60) second increments.

An interstate Monthly Recurring Charge applies to this service in addition to usage.

Rate Per minute above 120 Minute Call Allowance: \$0.069

4.13 Z-Line LONG DISTANCE Service

Calls are billed in one (1) minute increments. Customers are provided a toll free number for placing calls while away from home, and the same rates apply. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Direct Dial rate per minute: \$0.076
Call completion through PVA Rate Per Minute: \$0.069

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By: Timothy M. Seat, Vice-President, Regulatory Affairs
Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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SECTION 4 - RATES, CONT'D.**4.14 Z-Line LONG DISTANCE Essential**

Outbound calls are billed in one (1) minute increments. An interstate Monthly Recurring Charge applies to this service in addition to usage.

Customers may request an optional toll free number, which terminates at the Customer's telephone number, with a call allowance of 60 minutes of domestic inbound calling for an additional monthly recurring charge. Calls are billed in one (1) minute increments.

Direct Dial rate per minute:	\$0.076
Toll Free rate per minute	\$0.076

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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MO PSC

SECTION 5 - PROMOTIONS

5.1 General

From time to time the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring or recurring charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. All promotions are subject to the prior approval of the Commission.

5.2 Demonstration of Service

From time to time the Company may demonstrate service for potential Customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.

5.3 Business Plus Long Distance Promotion I

Customers who sign a two (2) year agreement for Business Plus local exchange service will receive an intrastate toll rate of \$0.045 per minute. This promotion is available to new business Customers who place initial orders between December 3, 2003 and December 15, 2003.

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Z-Tel Communications, Inc.
601 South Harbour Island Boulevard, Suite 220
Tampa, Florida 33602

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