

TELECOMMUNICATIONS TARIFF

OF

Convergia, Inc.

237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada

RESALE INTEREXCHANGE TELECOMMUNICATIONS SERVICE

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of telecommunications services provided by Convergia, Inc. within the state of Missouri. This Tariff is on file with the Missouri Public Service Commission. Copies may be inspected during normal business hours at the Company's principal place of business: 237 Hymus Boulevard, Pointe Claire, Quebec, H9R 5C7, Canada.

Convergia, Inc. operates as a competitive telecommunications company within the state of Missouri.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

WAIVER OF RULES AND REGULATIONS

The following Rules and Regulations have been waived for purposes of offering network services as set forth herein:

Commission Rules

- 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 240-33.030 Information regarding lowest price available.

Statutes

- Section 392.210.2 Establish uniform system of accounts for annual reports
- 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 Acquisition of stock.
- Section 392.310 Issuance of stocks and bonds.
- Section 392.320 Stock dividends.
- Section 392.330 Issuance of securities; debts and notes.
- Section 392.340 Reorganization(s).

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

TABLE OF CONTENTS

<u>Description</u>	<u>Sheet Number</u>
Title Sheet	1
Waivers	2
Table of Contents	3
Explanation of Symbols	5
Tariff Format	6
Application of Tariff	7
Section	
1. Technical Terms and Abbreviations	8
2. Rules and Regulations	10
2.1 Undertaking of the Company	10
2.2 Limitations of Service	11
2.3 Use	12
2.4 Liabilities of the Company	13
2.5 Limitation of Liability with Respect to Prepaid Calling Cards	17
2.6 Full Force and Effect	18
2.7 Interruption of Service	18
2.8 Restoration of Service	19
2.9 Minimum Service Period	19
2.10 Payments and Billing	19
2.11 Cancellation by Customer	21
2.12 Cancellation by Company	22
2.13 Interconnection	24
2.14 Deposits and Advance Payments	24
2.15 Credit Limit	24
2.16 Taxes	25

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

TABLE OF CONTENTS, Continued

<u>Description</u>	<u>Sheet number</u>
Section	
3. Description of Service	26
3.1 Timing of Calls	26
3.2 Convergia Telecommunications Services	27
3.3 Promotions	28
4. Rates	29
4.1 Service Charges	29
4.2 Miscellaneous Fees and Surcharges	31
4.3 Individual Case Basis (ICB) Arrangements	32

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

EXPLANATION OF SYMBOLS

- (C) To signify **changed** condition or regulation
- (D) To signify **deleted or discontinued** rate, regulation or condition
- (I) To signify a change resulting in an **increase** to a Customer's bill
- (M) To signify that material has been **moved from** another Tariff location
- (N) To signify a **new** rate, regulation condition or sheet
- (R) To signify a change resulting in a **reduction** to a Customer's bill
- (T) To signify a change in **text** but no change to rate or charge

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

TARIFF FORMAT

- A. **Sheet Numbering** - Sheet numbers appear in the heading of each sheet. Sheets are numbered sequentially. However, occasionally, 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 Commission. For example, the 4th revised Sheet 14 cancels the 3rd Revised Sheet 14. Because of various suspension periods, deferrals, etc. the Commission follows in its Tariff approval process, the most current sheet number on file with the Commission is not always the sheet in effect.
- C. **Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of code 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).

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

APPLICATION OF TARIFF

This Tariff contains the rates, terms and conditions applicable to the provision of specialized resold intrastate common carrier telecommunications services by Convergia, Inc. between various locations within the state of Missouri.

All services are interstate offerings. Intrastate service is an add-on service available only if the Customer subscribes to the Company's interstate offerings.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Account Code:

A numerical code, one or more of which are available to a Customer to enable identification of individual users or groups of users on an account and to allocate costs of service accordingly.

Called Station:

The terminating point of a call (i.e., the called number).

Calling Card:

A card issued by Company containing such account numbers assigned to its Customer which enables the charges for calls made to be properly billed on a pre-arranged basis.

Commission:

Missouri Public Service Commission (“Commission”).

Company:

Convergia, Inc. (“Convergia”)

Credit Card:

A valid bank or financial organization card, representing an account to which the costs of products and services purchased by the card holder may be charged for future payment. Such cards include those issued by VISA or MasterCard.

Customer:

The person, firm, corporation or other entity, which orders or uses service and is responsible for payment of charges and compliance with tariff regulation.

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, Continued

Disconnect or Disconnection:

The termination of a circuit connection between the originating station and the called station or the Company's operator.

Prepaid Calling Card:

A card issued by the Company permitting users to purchase a predetermined amount of access to the Company's long distance service prior to the use of Service(s). Also called a debit card.

Subscriber:

See "Customer" definition.

"800" Number:

An interexchange service offered pursuant to this tariff for which the called party is assigned a unique 800-NXX-XXXX or 888-NXX-XXXX or 887-NXX-XXXX number, or any other NPA, and is billed for calls terminating at that number.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS

2.1. UNDERTAKING OF THE COMPANY

- 2.1.1. Company's services are furnished for telecommunications originating and/or terminating in any area within the state of Missouri.
- 2.1.2. Company is a provider of resold interexchange telecommunications to Customers for the direct transmission and reception of voice, data, and other types of communications.
- 2.1.3. Company resells access, switching, transport, and termination services provided by interexchange carriers.
- 2.1.4. Subject to availability, the Customer may use account codes to identify the users or user groups on an account. The numerical composition of the codes shall be set by Company to assure compatibility with the Company's accounting and billing systems and to avoid the duplication of codes.
- 2.1.5. The Company's services are provided on a monthly basis unless otherwise provided, and are available twenty-four (24) hours per day, seven (7) days per week.
- 2.1.6. Request for service under this Tariff will authorize the Company to conduct a credit search on the Customer. The Company reserves the right to refuse service on the basis of credit history, and to refuse further service due to late payment or nonpayment by the Customer.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.2. LIMITATIONS OF SERVICE**

- 2.2.1. Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provisions of this Tariff.
- 2.2.2. Company reserves the right to immediately disconnect service without incurring liability when necessitated by conditions beyond the Company's control or when the Customer is using the service in violation of either the provisions of this Tariff or the Commission rules.
- 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.
- 2.2.4. The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, telephone number, process or code. All rights, titles and interests remain, at all times, solely with the Company.
- 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. The Company reserves the right to refuse an application for service by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.3. USE

- 2.3.1. Service may be used for the transmission of communications by the Customer for any lawful purpose for which the service is technically suited.
- 2.3.2. Service may not be used for any unlawful purpose or for any purpose for which any payment or other compensation is received by the Customer, except when the Customer is a duly authorized and regulated common carrier. This provision does not prohibit an arrangement between the Customer, authorized user or joint user to share the cost of service.
- 2.3.3. Application for service may be made verbally or in writing. The name(s) of the Customer(s) desiring to use the service must be set forth in the application for service.
- 2.3.4. The Company strictly prohibits use of the Company's services without payment or an avoidance of payment by the Customer by fraudulent means or devices including providing falsified calling card numbers or invalid calling card numbers to the Company, providing falsified or invalid credit card numbers to the Company or in any way misrepresenting the identity of the Customer.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.4. LIABILITIES OF THE COMPANY**

- 2.4.1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event exceeds an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects in transmission occur. For the purpose of computing such amount, a month is considered to have thirty (30) days. To the extent permitted by law, the Company will in no event be responsible for any indirect, incidental, consequential, reliance, special, lost revenue, lost savings, lost profits, or exemplary or punitive damages, regardless of the form of action, whether in contract, tort, negligence of any kind whether active or passive, strict liability or otherwise. The terms of this Section shall apply notwithstanding the failure of any exclusive remedy.
- 2.4.2. Company is not liable for any act or omission of any other company or companies furnishing a portion of the service.
- 2.4.3. Except as expressly warranted in writing by Company, Company makes no warranty or guarantee, express or implied, and Company expressly disclaims any implied warranties of merchantability and fitness for a particular purpose.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

2.4.4. Company shall be indemnified and held harmless by the Customer against:

- A. Claims for libel, slander, infringement of copyright or unauthorized use of any trademark, trade name or service mark arising out of the material, data, information or other content transmitted over Company's facilities; and
- B. Claims for patent infringement arising from combining or connecting company's facilities with apparatus and systems of the Customer; and
- C. All other claims arising out of any act or omission of the Customer in connection with any service provided by Company.

2.4.5. The Company is not liable for any defacement of, or damage to, the equipment or premises of a Customer resulting from the furnishing of services when such defacement or damage is not the result of the Company's negligence.

2.4.6. Company shall not be liable for and the Customer indemnifies and holds harmless from any and all loss claims, demands, suits, or other action or liability whatsoever, whether suffered, made instituted or asserted by the Customer or by any other party or person, for any personal injury to, death of any person or persons, and for any loss, damage, defacement or destruction of the premises of the Customer or any other property, whether owned by the Customer or by others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of equipment or wiring provided by Company where such installation, operation, failure to operate, maintenance, condition, location or use is not the direct result of Company's negligence.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.4. LIABILITIES OF THE COMPANY, Continued**

- 2.4.7. No agents or employees of connecting, concurring or other participating carriers or companies shall be deemed to be agents or employees of the Company without written authorization.
- 2.4.8. The Company is not liable for any failure of performance hereunder due to causes beyond its control, including, but not limited to, unavoidable interruption in the working of its circuits or those of another common carrier; acts of nature, storms, fire, floods, or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or any other governmental entity having jurisdiction over the Company or of any department, agency, commission, bureau, corporation, or other instrumentality or any one or more of such instrumentality or any one of more of such governmental entities, or of any civil or military authority; national emergencies, insurrections, riots, rebellions, wars, strikes, lockouts, work stoppages, or other labor difficulties; or notwithstanding anything in this Tariff to the contrary, the unlawful acts of the Company's agents and employees, if committed beyond the scope of their employment.
- 2.4.9. The Company shall not be liable for damages or adjustments, refunds, or cancellation of charges unless the Customer has notified the Company, in writing and within 30 days from date of invoice, unless Commission rules specify otherwise, of any dispute concerning charges, or the basis of any claim for damages, after the invoice is rendered by the Company for the call giving rise to such dispute or claim, unless ordered by the Commission pursuant to Missouri law. The Company shall not be responsible for claims made outside the thirty (30) day period. Any such notice must set forth sufficient facts to provide the Company with a reasonable basis upon which to evaluate the Customer's claim or demands.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.4. LIABILITIES OF THE COMPANY, Continued

- 2.4.10. The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.
- 2.4.11. The Company will use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of, and compliance by the Customer with, the regulations contained in this Tariff. The Company does not guarantee availability by any such date and will not be liable for any delays in commencing service to any Customer.
- 2.4.12. The Company's liability for gross negligence or intentional misconduct is not limited by this tariff.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.5. LIMITATIONS OF LIABILITY WITH RESPECT TO PREPAID CALLING CARDS**

2.5.1 In addition to the provisions of Section 2.4, the Company limits its liabilities with respect to Prepaid Calling Cards as follows:

- A. The Company makes no warranty, guarantee, representation, either express or implied, regarding the merchantability, accuracy, reliability, condition or fitness of the information provided in connection with the use of the Services.
- B. The Company will have no liability to Customer or any third party for claims that a Prepaid Calling Card or its PIN has been lost, stolen or fraudulently used. In no event will the Company be obligated to restore any Prepaid Calling Card account or otherwise reimburse any Cardholder for any calls charged to the Prepaid Calling Card account which such Cardholder denies having made.
- C. If the Company issues a Prepaid Calling Card and the PIN will not access the Company's Service, the Company's sole liability will be the manufacturing and shipping costs associated with replacing such cards. This obligation is exclusive and is in lieu of all other warranties, express or implied, including but not limited to, any warranty of merchantability or fitness for a particular purpose. In no event will the Company be liable for special or consequential damages arising from the relationship or the conduct of business contemplated therein.
- D. If Company chooses to subcontract the printing of Prepaid Calling Cards, Company cannot be held liable for delays of delivery or any other problem(s) that are directly related to the subcontractor.
- E. Upon the Customer's receipt of Company Prepaid Calling Cards, the Customer will assume all risk of loss or misuse of such Prepaid Calling Cards.

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.6. FULL FORCE AND EFFECT**

Should any provision or portion of this Tariff be held by a court or administrative agency of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions of this Tariff will remain in full force and effect.

2.7. INTERRUPTION OF SERVICE

2.7.1. Credit allowance for interruptions of service which are not due to Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment and/or communications equipment 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 of any interruptions of service. Before giving such notice, the Customer shall ascertain that the trouble is not being caused by any action or omission of the Customer, not within the Customer's control.

2.7.2. For purposes of credit computation for leased facilities, every month shall be considered to have 720 hours. No credit shall be allowed for an interruption of a continuous duration of less than two (2) hours.

2.7.3. The subscriber shall be credited for an interruption of two (2) hours or more at the rate of 1/720th of the monthly charge for the facilities affected for each hour or major fraction thereof that the interruption continues.

Credit formula: $\text{Credit} = (A/720) \times B$

A - outage time in hours

B - total monthly charge for affected utility

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.8. RESTORATION OF SERVICE**

The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D, of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

2.9. MINIMUM SERVICE PERIOD

The minimum service period is one month (30 days).

2.10. PAYMENTS AND BILLING

- 2.10.1. The Company will comply with the billing and payment standards for residential customers as set forth in 4 CSR 240-33.040.
- 2.10.2. Charges for service are applied on a recurring basis. Service is provided and billed on a monthly (30 day) basis, and sent via first class mail or be electronic posting to a secure site on the Internet. The billing date is dependent on the billing cycle assigned to the Customer. Service continues to be provided until canceled by the Customer.
- 2.10.3. The Customer is responsible in all cases for the payment of all charges for services furnished to the Customer. Charges are based on actual usage, and are billed monthly in arrears.
- 2.10.4. Billing is payable via check, wire transfer, credit card or automatic bank debit upon receipt and past due thirty (30) days after issuance and posting of invoice. Switched access Customers who request printed invoices will be charged a monthly recurring fee set forth in Section 4.2. Switched access Customers who requested electronic bills will incur no monthly billing fee. Bills not paid within thirty-one (31) days after the date of posting are subject to a 1.5 percent late payment charge for the unpaid balance, and may be subject to additional collection agency fees.

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.10. PAYMENTS AND BILLING, Continued

2.10.5. A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.

2.10.6. Billing disputes should be addressed to Company's customer service organization via telephone to 800.293.7778. Customer service representatives are available from 8:00 AM to 8:00 PM Eastern Time. Messages may be left for Customer Services from 8:01 PM to 7:59 AM Eastern Time, which will be answered on the next business day. In the event of an emergency that threatens customer service, Customer Service Staff may be paged.

2.10.7. In the case of a dispute between the Customer and the Company for service furnished to the Customer, which cannot be settled with mutual satisfaction, the Customer can take the following course of action:

- A. First, the Customer may request, and the Company will perform, an in-depth review of the disputed amount. The undisputed portion and subsequent bills must be paid on a timely basis or the service may be subject to disconnection.
- B. Second, if there is still disagreement over the disputed amount after the investigation and review by a manager of the Company, the Customer may appeal to the Commission for its investigation and decision.

The address and telephone number of the Commission are:

Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0362

Telephone number: 573.751.3234
Toll Free: 800.392.4211

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.11. CANCELLATION BY CUSTOMER

- 2.11.1. Customer may cancel service by subscribing to another presubscribed interexchange carrier.
- 2.11.2. Customer is responsible for usage charges and associated local exchange company charges, if any, while still connected to the Company's service, even if the Customer utilizes services rendered after the Customer's request for cancellation has been made.
- 2.11.3. Any non-recoverable cost of Company expenditures shall be borne by the Customer if:
 - A. The Customer orders service requiring special facilities dedicated to the Customer's use and then cancels the order before such service begins, before completion of the minimum period or before completion of some period mutually agreed upon with the Customer for the non-recoverable portions of expenditures; or
 - B. Liabilities are incurred expressly on behalf of the Customer by Company and not fully reimbursed by installation and monthly charges; and
 - C. If based on an order for service and construction has either begun or has been completed, but no service provided.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.12. CANCELLATION BY COMPANY

- 2.12.1. The Company will comply with the requirements of 4 CSR 240-33.070 when discontinuing service to residential customers.
- 2.12.2. Company reserves the right to immediately discontinue furnishing the service to Business Customers without incurring liability:
 - A. In the event of a condition determined to be hazardous to the Customer, to other customers of the utility, to the utility's equipment, the public or to employees of the utility; or
 - B. By reason of any order or decision of a court or any other governmental authority which prohibits the Company from furnishing such service;
 - C. If the Company deems such refusal necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or services without notice;
 - D. For unlawful use of the service or use of the service for unlawful purposes;
 - E. If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past, current or planned use of Company's services;

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued

2.12. CANCELLATION BY COMPANY, Continued

- 2.12.3. Company may discontinue service to Business Customers according to the following conditions upon five (5) days' notice:
- A. For violation of Company's filed tariffs;
 - B. For the non-payment of any proper charge as provided by Company's Tariff; or
 - C. For Customer's breach of the contract for service between the utility and Customer.
- 2.12.4. The discontinuance of service(s) by the Company pursuant to this section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished up to the time of discontinuance. The remedies available to the Company set forth herein shall not be exclusive and the Company shall at all times be entitled to all the rights available to it under law or equity.
- 2.11.5. The Company may refuse to permit collect calling, calling card and third-number billing which it determines to be fraudulent and/or may limit the use of these billing options or services.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.13. INTERCONNECTION**

- 2.13.1. Service furnished by Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by Company. Any special interface of equipment or facilities necessary to achieve compatibility between the facilities of Company and other participating carriers shall be provided at the Customer's expense.
- 2.13.2. Interconnection between the facilities or services of other carriers shall be under the applicable terms and conditions of the other carriers' tariffs. The Customer is responsible for taking all necessary legal steps for interconnecting Customer-provided terminal equipment or communications equipment with Company's facilities. The Customer shall secure all licenses, permits, rights-of-way and other such arrangements necessary for interconnection.

2.14. DEPOSITS AND ADVANCE PAYMENTS

The Company does not require deposits from customers. If, in the future, the Company does require deposits, it will comply with the requirements as set forth in 4 CSR 240-33.050, which pertains to deposits and guarantees of payment for residential customers. Advance payments are required for the Company's prepaid calling card service.

2.15. CREDIT LIMIT

The Company may, at any time and at its sole discretion, set a credit limit for any business Customer's consumption of Services for any monthly period.

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 2 - RULES AND REGULATIONS, Continued**2.16. TAXES**

All state and local taxes (*i.e.*, gross receipts tax, sales tax, municipal tax) are listed as separate line items and are not included in the quoted rates for services paid for in arrears. All state and local taxes are included in the quoted rates for prepaid services. All charges and fees subject to the Missouri Public Service Commission jurisdiction, except taxes and franchise fees, will be submitted to the Commission for prior approval.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 3 - DESCRIPTION OF SERVICE

3.1. TIMING OF CALLS

- 3.1.1. The Customer's long-distance usage charge is based on the actual usage of Company's service. Usage begins when the receiver of the called number is answered. The moment of the called party's answer is determined by hardware supervision in which the local telephone company sends a signal to the underlying carrier's switch or the software utilizing audio tone detection. The timing of the call occurs when the called party answers and terminated when either party hangs up.
- 3.1.2. Unless otherwise stated in this Tariff, the minimum call duration for billing purposes for all services is six (6) seconds with six (6) second billing increments thereafter.
- 3.1.3. Any portion of an applicable increment, after the appropriate minimum time for the call, will be rounded upward to the next increment. Calls less than the minimum length will be rounded to the minimum length.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.2. CONVERGIA TELECOMMUNICATIONS SERVICES**

- 3.2.1. Company provides switched access telecommunications services, which allow Customer to establish a communications path between two stations by using uniform dialing plans.
- 3.2.2. **One Plus Service** is a switched or dedicated access service offering users outbound “1 plus” long distance telecommunications services.
- 3.2.3. **Toll Free Service** is a switched or dedicated access service offering users inbound, toll free long distance telecommunications services. This service enables the caller to contact the Customer without incurring toll charges, through the use of an assigned toll free number. The Customer pays for the call.
- 3.2.4. **Calling Card Service** permits the caller to charge the principal presubscribed location for a call while the caller is away from the principal location. The Customer may place calls from any touch-tone phone in the United States by dialing a toll free number and entering a personal identification code, followed by the desired telephone number. Calling Card calls appear on the Customer’s monthly long-distance bill.
- 3.2.5. **Prepaid Calling Card Service** is a discretionary, switched access service available to Customers via a toll-free number from any touchtone telephone in the United States. Customers purchase the Company’s prepaid calling cards, which immediately enable users to place calls from any touchtone telephone, at the Company’s tariffed rates.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 3 - DESCRIPTION OF SERVICE, Continued**3.2. CONVERGIA TELECOMMUNICATIONS SERVICES, Continued****3.2.5. Prepaid Calling Card Service, Continued**

Prepaid calling cards are available to end-users through purchase from either the Company or agents of the Company and may be obtained in various unit denominations with a per unit value.

Calls to 700, 800, 888, 900, and 950 numbers are not permitted with this Service.

Calls may only be charged against the Prepaid Calling Card if there is a sufficient balance available to cover the cost of the call. Card balances will be depleted and reduced based upon Customer usage. Customers are informed five (5) minutes and one (1) minute before their account is depleted. When the balance of available time is depleted the call will be terminated. Cards are nonrefundable and will expire on the date specified on the card or by the carrier.

3.3. PROMOTIONS

The Company may, from time to time, engage in special promotions of new or existing Service offerings of limited duration designed to attract new Customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the services and may be limited to a specific geographical area or to a subset of a specific market group; provided, however, all promotional offerings shall be offered in accordance with applicable Commission rules or regulations. The Company will provide tariff notification to the Commission no less than seven (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. The Company will offer all promotions in a non-discriminatory manner.

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 4 - RATES

4.1. SERVICE CHARGES

Service charges per account are based on the following schedules:

4.1.1. Convergia Switched One Plus Service

Initial Six (6) Seconds	Additional Six (6) Seconds
\$0.019	\$0.019

4.1.2. Convergia Dedicated One Plus Service

Initial Six (6) Seconds	Additional Six (6) Seconds
\$0.015	\$0.015

4.1.3. Convergia Switched Toll-Free Service

Initial Six (6) Seconds	Additional Six (6) Seconds
\$0.019	\$0.019

4.1.4. Convergia Dedicated Toll-Free Service

Initial Six (6) Seconds	Additional Six (6) Seconds
\$0.015	\$0.015

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

**Filed
MO PSC**

SECTION 4 – RATES, Continued

4.1. SERVICE CHARGES, Continued

4.1.5. Convergia Postpaid Calling Card Service

Initial Sixty (60) Seconds	Additional Sixty (60) Seconds
\$0.19	\$0.19

4.1.6. Convergia Prepaid Calling Card Service

Initial Sixty (60) Seconds	Additional Sixty (60) Seconds
\$0.19	\$0.19

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC

SECTION 4 – RATES, Continued

4.2. MISCELLANEOUS FEES AND SURCHARGES

4.2.1. Late Payment Penalty

Bills not paid within thirty (30) days after the date of posting are subject to a payment charge of 1.5% on the unpaid balance, and may be subject to additional collection agency fees.

4.2.2. Returned Check Charge

A charge of \$20.00 will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it is written.

4.2.3. Printed Billing Monthly Fee

Customers who request a printed bill will be assessed a \$1.99 monthly recurring charge.

4.2.4. Toll Free Number Directory Listing Fee

Customers who subscribe to the Company’s toll free service and would like their toll free numbers listed in toll free directory assistance will be charged the following fees:

Non-recurring directory fee:	\$15.00
Monthly recurring directory fee:	\$15.00

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003

Effective Date: March 8, 2003

Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Filed
MO PSC

SECTION 4 – RATES, Continued**4.3. INDIVIDUAL CASE BASIS (ICB)**

Private line services will be made available to customers in a nondiscriminatory manner. Rates for interexchange and local exchange dedicated access, private line, non-switched services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Missouri Public Service Commission Staff upon request on a proprietary basis. ICB rates will not be used for switched services.

CANCELLED - Missouri Public Service Commission - 04/24/2024 - XD-2026-0262

Issued: January 22, 2003
Issued By:

Steve Roussos
Convergia, Inc.
237 Hymus Boulevard
Pointe Claire, Quebec
H9R 5C7 Canada
1-800-293-7778

Effective Date: March 8, 2003

Filed
MO PSC