Comtel Telcom Assets LP d/b/a Excel Telecommunications, hereby adopts, ratifies, and makes its own, as if the same had been filed by it, the following tariff filed with the Public Service Commission of the State of Missouri, under the name Excel Telecommunications, Inc. currently on file and approved by the Commission, representing the rates, terms and service of the telecommunications service of Excel Telecommunications, Inc.:

Excel Telecommunications, Inc., P.S.C. MO No. 4, Local Exchange Tariff

Becky Gipson
Director, Regulatory Affairs
2400 Marsh Lane
Carrollton, Texas 75006
(972) 478-3000

FILED
MO PSC
TA-2006-0214

TITLE PAGE

MISSOURI LOCAL TELECOMMUNICATIONS TARIFF

OF

COMTEL TELCOM ASSETS LP D/B/A EXCEL TELECOMMUNICATIONS

This tariff, filed with the Missouri Public Service Commission, contains the rates, terms, and conditions applicable to the provision of Basic Local Exchange and Local Exchange Services within the State of Missouri offered by Comtel Telcom Assets LP d/b/a Excel Telecommunications as a Competitive Telecommunications Company.

Issued: December 23, 2005 **Effective: February 6, 2006**

Issued By: Becky Gipson, Director, Regulatory Affairs
Comtel Telcom Assets LP d/b/a Excel Telecommunications
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SYMBOLS

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The following symbols are used for the purposes indicated below:

C - Changed regulation.

D - Delete or discontinue.

E – Correction of an error made during a revision.

I - Increase in a rate.

M - Moved from another tariff location.

N – New rate or regulation.

R - Reduction in a rate.

T - Change in text but no change in rate or regulation.

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TARIFF FORMAT

A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. 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 page. 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. 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 the 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 pages 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 page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages.) 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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LIST OF WAIVED STATUTES AND REGULATIONS

The Missouri Public Service Commission is its order in the case of *In the Matter of the Application of Excel Telecommunications, Inc. for a Certificate of Authority to Provide Basic Local Telecommunications Service and Exchange access Service in Portions of the State of Missouri and to Classify Said Services as Competitive,* Case No. TA-97-8, waived the following statutes and regulations:

Statutes

392.210.2 - uniform system of accounts
392.270 - valuation of property (ratemaking)
392.280 - depreciation accounts
392.290.1- issuance of securities
392.300.2- acquisition of stock
392.310 - stock and debt issuance
392.320 - stock dividend payment
392.330 - issuance of securities, debts, and notes
392.340 - reorganization(s)

Commission Rules

4 CSR 240-10.020 - depreciation fund income
4 CSR 240-30.040 - uniform system of accounts
4 CSR 240-35 - reporting of bypass and customer-specific arrangements

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APPLICATION OF TARIFF

The rules and regulations contained in this Section apply to the services and facilities provided by the Company in the State of Missouri. When services and facilities are provided in part by the Company and in part by other connecting companies, the regulations of the Company apply to the portion of the services or facilities furnished by the Company.

a. In the event of a conflict between any rate, rule, regulation or provision contained in this tariff and any rate, rule, regulation or provision contained in the tariffs of Companies in which the Company concurs, the rate, rule, regulation or provision contained in this tariff shall prevail.

b. Should there be any conflict between this tariff and the Rules and Regulations of the Commission, the Commission's rules shall apply unless otherwise established by the courts.

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

ACCESS LINE

A central office line which provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, cooperative corporation, corporation, or any combination thereof requesting affirmative service or action from the Company.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the tariff and (1), on whose premises a station of the private line service is located or (2), who receives from or sends to the customer over such private line or channel communications relating solely to the business of the customer.

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SECTION 1 - DEFINITIONS - (CONTINUED)

BUILDING

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the wires or cables of the Company can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to customers where the primary or obvious use is of a business, professional or occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See Local Service Area.

CANCELLATION CHARGES

A charge applicable under certain conditions when application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

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SECTION 1 - DEFINITIONS - (CONTINUED)

COMPANY

Excel Telecommunications, Inc.

COMMISSION

Missouri Public Service Commission.

CUSTOMER TROUBLE REPORT

Any oral or written report from a customer or user of telecommunications service received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities.

DELINQUENT BILLS

Outstanding account balances which are not paid by the due date.

DEMARCATION POINT

The point of interconnection between Company communications facilities and the terminal equipment, protective apparatus or wiring at a subscriber's premises. The Demarcation Point is located on the customer's side of the Company's protector or equivalent, where a protector is not used, and consists of a modular jack or equivalent.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECTORY

A book which alphabetically lists each telephone customer with his/her address and telephone number.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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DIRECTORY ASSISTANCE SERVICE

A service provided to assist customers in obtaining telephone numbers which are or are not listed in the directory.

DIRECTORY ASSISTANCE CALL COMPLETION

A service provided that gives customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance (DA) operator.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records, of information relative to a customer's telephone number, by which telephone users are able to ascertain the call number of a desired station.

DISCONNECT NOTICE

The written notice sent to a customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

DISCONNECTION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company for violation of tariff regulations by the customer, for a permanent interruption of telephone service. A "final" bill would be rendered showing moneys owed to the Company as of the date the service was disconnected.

ENTRANCE FACILITIES

Facilities extending from the point entrance on private property to the premises on which service is furnished.

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SECTION 1 - DEFINITIONS - (CONTINUED)

EXCHANGE

A unit established by the Company for the administration of telecommunications service in a specified area for which a separate local rate schedule is provided. The area usually embraces a city, town, or village and its environs. It consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE LINE

Any circuit connecting an exchange access line with a central office.

EXCHANGE SERVICE

Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of this Tariff.

(a) Flat Rate Service: A classification of exchange service furnished a customer under tariff provisions, for which a stipulated charge is made, regardless of the amount of use.

(b) Individual Line Service: A classification of exchange service which provides that only one exchange access line shall be served by the circuit connected.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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EXCHANGE SERVICE AREA

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The area within which the Company furnishes complete local telephone service at the applicable exchange rates for that area.

EXTENDED AREA SERVICE

A type of telephone service furnished under tariff provisions whereby customers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

FAMILY

A group of two or more persons related by blood, marriage or adoption and residing together. A primary family consists of the head of a household and all (one or more) other persons in the household related to the head. A secondary family comprises two or more persons such as guests, lodgers, or resident employees and their relatives, living in a household or quasi-household (other than the negligible number or such groups among inmates or institutions) and related to each other.

FLAT-RATE SERVICE

A classification of exchange service furnished a customer under tariff provisions for which a stipulated charge is made regardless of the amount of use.

FOREIGN EXCHANGE SERVICE

Exchange Service furnished under tariff provisions by means of a circuit connecting a customer's premises with a central office of an exchange other than that which regularly serves the exchange area in which the customer is located.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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GENERAL EXCHANGE SERVICES

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Services furnished by the Company connected to or associated with primary Local Exchange Service.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HOUSEHOLD

A Household comprises all persons who occupy a dwelling unit, that is, a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A Household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any, who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a Household.

ILEC

Incumbent Local Exchange Carrier.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

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INITIAL SERVICE PERIOD

The minimum period of time for which service is provided.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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INSTALLATION CHARGE

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A nonrecurring charge associated with optional service features and may sometimes be called an "initial" charge, and may apply in addition to Service Connection Charges.

INTERCEPT SERVICE

A service arrangement provided by the Company whereby calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed by an operator or by a recording that the called telephone number has been disconnected, discontinued, changed to another number, or that calls are received by another telephone.

INTERFACE

(a) The junction or point of interconnection between two systems or equipments having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

(b) The point of interconnection between Company equipment and communications facilities on the premises of the Customer. Also referred to as Demarcation Point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTRALATA

Long Distance Message Telecommunications Service where service point locations are within the same Local Access and Transport Area (LATA).

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SECTION 1 - DEFINITIONS - (CONTINUED)

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LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating telephone company exchanges which are grouped to serve common, social, economic and miscellaneous purposes.

LOCAL CALLING AREA

See Local Service Area.

LOCAL CHANNEL

Applies to that portion of a channel which connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE

Provides for telephone communication within local service area in accordance with the provisions of this Tariff, including the use of exchange facilities required to establish connection between exchange access lines.

LOCAL MESSAGE

A communication between two access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling access line and the called access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with a Company central office or offices and under the provisions of the Company) between access lines located in the same exchange or in different exchanges between which no long distance (toll) rates or charges apply.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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LOCAL SERVICE AREA (LOCAL CALLING AREA)

Service Commission

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under extended area service arrangement.

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

MAINTENANCE SERVICE CHARGE

A charge made by the Company when a service difficulty or trouble report results from customer-provided equipment or facilities.

MESSAGE

A communication between two exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.,) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK CONTROL SIGNALING UNIT

The terminal equipment furnished, installed and maintained by the Company for the provisions of network control signaling.

NETWORK INTERFACE

See Interface.

NON-LISTED TELEPHONE NUMBER

A telephone number associated with an exchange line which, at the request of the customer, is not listed in a telephone directory but may be obtained from the Directory Assistance Operator.

NON-PUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the customer, is not listed in a telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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ONE-PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premises.

OTHER COMMON CARRIER (OCC)

Denotes Specialized Common Carriers, Domestic and International Record Carriers and Domestic Satellite Carriers engaged in providing services authorized by the Federal Communications Commission.

OTHER COMMON CARRIER TERMINAL LOCATION

A discrete operational and equipment location of the OCC from which the OCC furnishes and administers common carrier communications services to its patrons.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use of another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

PREMISES

Building or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public highway.

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SECTION 1 - DEFINITIONS - (CONTINUED)

PREMISES WIRING

All wire within a customer's premises, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premises inside wire is located on the customer's side of the Company's premises protector. By definition, Customer Premises Inside Wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PRESUBSCRIPTION

Presubscription is the process by which end user customers may select and designate to the Telephone Company an Interexchange Carrier (IC) to access, without an access code, for interLATA/interstate or interLATA/intrastate calls. This IC is referred to as the end user's predesignated IC.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY TERMINATION

Applied to channels which extend beyond the continuous property of a customer or the confines of a single building housing the premises of more than one customer. Also, denotes the first termination of such a channel at a station or PBX on the continuous property of a customer. When more than one customer's premises is located within the same building, the first termination of such a channel at that building constitutes a "Primary Termination." For purpose of this definition, the location of a "Primary Termination" for channel services associated with "Switching System Services" is considered to be at the "Switching System Services" serving central office. When the "Switching System Services" serving central office is not in the same exchange as the main location, the "Mileage Service Area" center for the main location will be used in lieu of the "Switching System Services" serving central office.

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SECTION 1 - DEFINITIONS - (CONTINUED)

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PUBLISHED TELEPHONE NUMBER

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A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

RESIDENCE EXCHANGE ACCESS LINE

An exchange access line used to provide exchange telephone service to a residence customer.

RESIDENTIAL SERVICE

Telecommunications service furnished to customers when the actual or obvious use is for domestic purposes.

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ROTARY LINE SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CALL

A visit to a customer's premises in connection with a service difficulty. See also Maintenance Service Charge.

SERVICE CHARGES

A nonrecurring charge applying to the provisions of telephone service.

SUBSCRIBER

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this tariff and responsible for the payment of charges and compliance with the rules and regulations of the Company.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

SUSPENSION OF SERVICE

An arrangement made at the request of the customer or initiated by the Company, for temporarily interrupting service.

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SECTION 1 - DEFINITIONS -- (CONTINUED)

TARIFF

The schedule of the Company containing all rates, and charges stated separately by type or kind of service and the customer class, and the rules and regulations of the Company stated separately by type or kind of service and the customer class as filed with the Commission.

TELECOMMUNICATIONS SERVICES

The various services offered by the Company as specified in this tariff.

TELEPHONE NUMBER

A numerical designation assigned to a customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "Central Office Designation".

TELEPHONE OR TELECOMMUNICATIONS NETWORK

The local telephone exchange and long distance message telecommunications facilities, or network; both inter and intrastate.

TEMPORARY DISCONNECTION

See Suspension of Service.

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less then twelve consecutive months) such as service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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SECTION 1 - DEFINITIONS - (CONTINUED)

TERMINATION AGREEMENT

An agreement between the Company and the customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a customer's obligation for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the customer or by the Company, under its regulations concerning cancellation for cause.

TONE DIALING SERVICE

A classification of exchange service whereby calls are originated through the use of tone dial instruments in lieu of a rotary dial instrument.

TRUNK

A telephone communication path connecting a central office and customer premises equipment, used in the establishment of end-to-end service.

UNBUNDLED NETWORK ELEMENT

Physical and functional elements of the network that can be combined into a complete set in order to provide end-to-end circuits.

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SECTION 2 - RULES AND REGULATIONS

REC'D APR 22 2002

2.1 Undertaking of Excel Telecommunications, Inc.

Service Commission

2.1.1 The Company undertakes to provide the services offered in this tariff on the terms and conditions and at the rates and charges specified.

Local Exchange Service consists of furnishing one-way or two-way telecommunications to or from a demarcation point on the Customer's premises and another demarcation point within a Local Service Area.

Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing adjustments or prorating charges in this tariff, a month is considered to have 30 days.

Service will be provided where facilities, billing capability and the resale of total local service or underlying network elements are available, or a combination thereof.

The Company's obligation to furnish service, features and/or facilities is also dependent upon its ability to provide, secure and retain, without unreasonable expense to the Company (a) suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment, (b) suitable space for its plant and facilities in the building where service is or is to be provided, (c) facilities for interconnection from alternate suppliers.

In the event of a dispute, the non-prevailing party may be liable for reasonable court costs and attorney's fees.

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SECTION 2 -RULES AND REGULATIONS - (CONTINUED)

2.1 UNDERTAKING OF THE COMPANY - (Continued)

2.1.2 Terms and Conditions

Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer may also be required to execute any other documents as may be reasonably requested by the Company. The Company reserves the right, at its discretion, to change the terms and conditions specified in this tariff, including, but not limited to, the rates for services. Any changes to the terms and conditions will be applicable to services provided after the effective date of the change.

At the expiration of the initial term specified in each service order, or in any extension thereof, service shall continue on a month to month basis at the then current rates. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the service order shall survive such termination.

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SECTION 2 -RULES AND REGULATIONS- (CONTINUED)

2.2 Use

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

2.3 Limitations

2.3.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.3.2 Excel 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 the law.

2.3.3 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.

2.3.4 All facilities provided under this tariff are directly controlled by Excel 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.

2.3.5 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.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

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2.4 Liabilities of the Company

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2.4.1 Excel'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 copy-right 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 **INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS AND LOST SAVINGS, ARISING OUT OF, RESULTING FROM, OR IN ANY WAY RELATED TO, THE SERVICES AND FACILITIES FURNISHED BY THE COMPANY, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

2.4.5 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.4 Liabilities of Company - (Continued)

2.4.6 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.

2.5 Deposits

2.5.1 The Company does not normally collect deposits from Customers. However, deposits may be required from Customers whose credit history is unacceptable or unavailable. Deposits are collected in accordance with the rules of the Commission. On deposits held thirty (30) days or more, simple interest at the rate of prime lending rate published in the Wall Street Journal on September 1 of each year plus one percent (1%) for each year beginning December 1st. The interest shall be credited annually to the account of the subscriber or paid upon the return of the deposit, whichever occurs first. Interest will not accrue on any deposit after the date on which a reasonable effort has been made to return it to the subscriber.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.6 Taxes

2.6.1 All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.6.2 Missouri Universal Service Fund (N)

A. The Company will place, on each retail end-user customer's bill, a surcharge equal to the Missouri Universal Service Fund percentage assessment ordered by the Missouri Public Service Commission.

B. The surcharge will appear as a separate line item detailed as "Missouri Universal Service Fund."

C. The surcharge percentage will be applied to the total of each customer's charges for intrastate regulated telecommunications services that meet the definition of net jurisdictional revenues at 4 CSR 240-31.010(12). (N)

2.7 Telephone Numbers

2.7.1 The Company reserves the right to change the telephone number or numbers assigned to a customer or the central office designation associated with such telephone number or numbers, or both, as reasonably appropriate in the conduct of its business. The customer has no property right in any number or central office designation assigned by the Company.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

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2.8 Equipment

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2.8.1 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 PBX, key systems or Pay Telephone. 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. The Customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities.

2.8.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others, to disconnect, rearrange, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.8.3 Equipment the Company provides or installs at the Customer premises for use in connection with services the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.8.4 The Customer shall be responsible for payment of service charges, as set forth herein, for visits by the Company's agents or employees to the premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

2.8.5 The Company shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for the transmission of signals by customer-provided equipment or for the quality of, or defects in, such transmission; or the reception of signals by customer-provided equipment.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

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2.8 Equipment - (Continued)

Service Commission

2.8.6 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements set forth in the section for the installation, operation and maintenance of customer-provided facilities, equipment and wiring in the connection of such facilities and equipment to Company-provided facilities and equipment.

2.8.7 Title to all facilities provided by the Company under this tariff shall remain in the Company's name or in the name of the carrier supplying the services and facilities being resold.

2.9 Installation

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

2.10 Application for Service

2.10.1 Application for service, or requests from customers for additional service or changes in the grade or class of service, become contracts when received by the Company and are subject to the minimum contract term of one month unless specified otherwise. The Company reserves the right to require application for service to be made in writing on forms supplied by it.

Any general change in rates, rules or regulations modifies the terms of the contract to the extent of such change without further notice. However, if rates are increased, the customer may cancel his contract upon reasonable written notice and upon payment for all service and any contractual liability.

2.11 Payment for Service

2.11.1 The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by Excel. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the Missouri Public Service Commission.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.11 Payment for Service - (Continued)

2.11.2 Excel billing invoices will be considered correct and binding upon the Customer if no written notice or telephone call is received from the Customer within thirty (30) days of the date of the invoice. Adjustments to Customer's bills shall be made to the extent circumstances exist which reasonably indicate that such changes are appropriate.

Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

If a Customer is not satisfied with the Company's response to an inquiry or request for credit, he or she may appeal to the Missouri Public Service Commission for final resolution.

2.11.3 Alternative Payment Processing (N)

Excel allows Customers to make payment for services rendered through alternative payment processing options, including but not limited to, credit card payments and automated clearing house ("ACH") transactions. Customers may make payment using alternative payment processing through Excel's Customer Care Center, the Company's internet website or other methods approved by Excel. The acceptance of alternative payment processing options for the satisfaction of the Customer's debts to Carrier shall not constitute a waiver by Carrier of its right to payment by legal tender.

Customers may elect to enroll in Excel's Recurring Payment Plan, whereby the Customer's payment is automatically processed by Excel each month through the Customer's selected alternative payment processing option. (N)

Material previously located on Original Page No. 34 can now be found on Original Page No. 34.1 (M)

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.11 Payment for Service - (Continued)

2.11.3 Alternative Payment Processing - (Continued)

Beginning February 1, 2004, any residential Customer who enrolls in Excel's Recurring Payment Plan will be eligible to receive a one-time credit in the amount of ten dollars ($10.00). This credit will be applied to the Customer's monthly billing statement after the Customer's first successful and valid automated payment transaction and should appear on one of the following two billing statements. Each Customer will be eligible to receive the credit only once per Customer account. A Customer becomes ineligible to receive this credit if, prior to the credit being applied to the Customer's account, one or more of the following occurs: 1) the account is suspended for non-payment of charges; 2) the account is suspended for violation(s) of regulations in this tariff; 3) the Customer cancels services or withdraws from the Recurring Payment Plan or 4) the Customer fails to comply with relevant laws and regulations. (T)

2.12 Billing and Payment Procedures

2.12.1 Excel issues residential bills on a monthly basis with bills received by the customer on or about the same day each month.

Monthly rates for any service provided under this Tariff will apply for each month, or partial month. When a Customer cancels service or when service is discontinued by the Company during a billing cycle, new charges will not be assessed for billing periods subsequent to the discontinuance of service. (N) (N)

2.12.2 Excel will not alter the residential billing cycle unless affected customers are sent a bill insert or other written notice explaining the alteration not less than 30 days prior to the effective date of the alteration. Such notification is not required when a customer requests a number or billing change or when the customer disconnects and reconnects service or transfers service from one premises to another.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.12 Billing and Payment Procedures - (Continued)

2.12.3 Excel allows residential customers at least 21 days to pay bill charges and offers a preferred payment date plan pursuant to Missouri Public Service Commission Rule CSR 240.33.040 (3) & (4) as may be amended from time to time.

2.12.4 Reserved for Future Use (D)(T)

2.12.5 Excel sets forth the following on residential bills:

2.12.5.A the number of access lines which charges are stated;
2.12.5.B the beginning or ending dates of the billing period;
2.12.5.C the date the bill becomes delinquent if not paid on time;
2.12.5.D the unpaid balance (if any);
2.12.5.E the amount for basic service and an itemization of the amount due for toll service, if applicable, including the date and duration of each toll call;
2.12.5.F an itemization of the amount due for taxes, franchise fees, Relay Missouri surcharge, 911 surcharges (if applicable) and other surcharges as may be necessary and appropriate;
2.12.5.G the total amount due;
2.12.5.H if applicable, the amount of a deposit and interest accrued on a deposit which has been credited to the charges stated;
2.12.5.I a telephone number where inquiries may be made; and
2.12.5.J if a deposit is held by the company.

2.12.6 During the first billing period in which a residential customer receives service, Excel provides each customer an insert or written notice which contains an itemized account of the charges for the equipment and service for which the customer has contracted. (M)

2.12.7 Multi-Brand and Affiliate Credit and Collections Practices

Excel may collect on behalf of the Company and/or its affiliates or brands in one or more transactions as permitted by law.

Excel reserves the right to apply credit balances from one Excel affiliate to another to satisfy outstanding account balances. (M)

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.12 Billing and Payment Procedures - (Continued)

2.13 Late Payment Charge

2.13.1 If any portion of a Customer's payment is not received by the Company two business days prior to the next billing cycle or if any portion of the payment is received by the Company in funds which are not immediately available upon presentment, a late payment charge shall be due to the Company. The late payment charge shall be the portion of the payment not received two business days prior to the next billing cycle, multiplied by 1.5%. For unpaid balances of $10.00 or more, a minimum late payment charge of $5.00 shall apply. (D)(N) (D)

Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. Any disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts of the same bill may be subject to the late payment charge if they remain unpaid by the due date noted on the Customer's bill. (N)

2.14 Cancellation by Customer

2.14.1 Customer may cancel service immediately by placing a telephone call to the Company or by providing 30 days written notice to the Company.

Unless otherwise specified herein, if a Customer terminates services before the completion of a term plan for any reason whatsoever other than a service interruption (as defined herein), the Customer agrees to pay to the Company termination liability charges, as defined below.

a. any unpaid Nonrecurring Charges; plus

b. all remaining Recurring Charges for the balance of the term. Alternatively, the customer may pay remaining Recurring Charges in a lump sum, which will equal the sum of all Recurring Charges for the balance of the term discounted at the prime rate announced in the Wall Street Journal on the third business day following the date of cancellation.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.15 Interconnection

2.15.1 Service furnished by Excel may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with Excel's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.16 Refusal or Discontinuance by Company

2.16.1 Service may be discontinued for any of the following reasons:

2.16.1.A Nonpayment of an undisputed delinquent charge;

2.16.1.B Failure to post a required deposit or guarantee;

2.16.1.C Unauthorized use of telephone utility equipment in a manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment;

2.16.1.D Failure to substantially comply with terms of a settlement agreement;

2.16.1.E Neglect or refusal to provide reasonable access to Excel or its agents for the purpose of inspection and maintenance of equipment owned by Excel or its agents;

2.16.1.F Material misrepresentation of identity in obtaining telephone utility service;

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.16 Refusal or Discontinuance by Company - (Continued)

2.16.1.G Noncompliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service;

2.16.1.H Use of telephone service for any other property or purpose than that described in the application; and

2.16.1.I Use of equipment by customer or authorized user in such a manner as to adversely affect Excel's equipment or service to others.

2.16.2 Notice shall be given in accordance with the rules and regulations of the Missouri Public Service Commission, including CSR 240.33.070.

2.16.3 Notwithstanding any other provision of the Commission's rules, the Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency if requested shall provide the Company with reasonable evidence of such necessity.

2.16.4 Notwithstanding any other provisions of the Commission's rules, service to a customer may be discontinued at any time after written notice has been sent, certified mail, to such customer at his/her last known address and at the address where the service to be discontinued is provided if such customer:

(A) Incurs charges not covered by a deposit or guarantee and evidences an intent not to pay such charges when due; or

(B) Damages or evidences an intent to damage telephone utility equipment.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.16 Refusal or Discontinuance by Company - (Continued)

2.16.5 The notice required by Section 2.17.4 shall state how a customer has evidenced an intent not to pay charges when due or evidenced an intent to damage telephone utility equipment.

2.16.6 Whenever service is discontinued for fraudulent use of service, Excel may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.

2.16.7 Service may be discontinued without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

2.17 Settlement Agreement for Residential Customers

2.17.1 When a residential customer is unable to pay a charge in full when due, Excel shall permit the customer to enter into an initial settlement agreement under which the charge may be paid as mutually agreed to by both Excel and the customer. A copy of the settlement agreement shall be delivered or mailed to the customer upon request by the customer.

2.17.2 Matters treated by a settlement agreement shall not constitute a basis for discontinuance as long as the terms of the settlement agreement are followed.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.18 Inspection, Testing, and Adjustment

2.18.1 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.

2.19 Tests, Pilots, Promotional Campaigns and Contests

2.19.1 The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees or installation fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will obtain Commission approval regarding specific promotions and contests.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

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2.20 Interruption of Service

2.20.1 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.

2.21 Cost of Collection and Repair

2.21.1 The Customer is responsible for any and all costs incurred in the collection of past due monies due the Carrier including legal and accounting expenses incurred by the Company's use of collection agencies or use of legal action. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

2.22 Returned Check Charges

2.22.1 In addition to any late payment charges specified in this tariff, the customer will be assessed a charge of $15.00 for each check, bank draft, or electronic funds transfer submitted by the customer to the Company which a financial institution refuses to honor.

2.23 Service Implementation

2.23.1 Absent a promotional offering, service implementation charges per service order will apply to new service order or to orders to change existing service for the business services listed in Section 3.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.24 Reconnection Charge

2.24.1 A reconnection fee will be charged when service is re-established for customers who have been disconnected for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged.

2.25 Operator Services

2.25.1 Excel will not bill for incomplete calls where answer supervision is available. Excel will not bill for incomplete calls and will remove any changes for incomplete calls upon (a) subscriber notification or (b) Excel's knowledge.

2.25.2 The caller and billed party, if different from the caller, will be advised that Excel is the operator service provider at the time of the initial contact.

2.25.3 Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.

2.25.4 Only tariffed rates approved by this Commission for Excel shall appear on any local exchange telephone company (LEC) billings.

2.25.5 Excel shall be listed on the LEC billing if the LEC has multi-company billing ability.

2.25.6 Excel will employ reasonable calling card verification procedures, acceptable to the telephone company issuing the calling card.

2.25.7 Excel will route all 0- or 00- emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.25 Operator Services - (Continued)

2.25.8 Upon request, Excel will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual origination point.

2.25.9 Excel will refuse operator services to traffic aggregators which block access to other companies.

2.25.10 Excel will assure that traffic aggregators will post and display information including: (1) that Excel is the operator service provider; (2) detailed complaint procedures; and (3) instructions informing the caller on procedures to reach the LEC operator and other authorized interexchange companies.

2.26 Access to Telephone Relay Services

2.26.1 Where required by the Commission, the Company will participate in telephone relay services for handicapped and/or hearing impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.27 Access to Carrier of Choice

2.27.1 End users of the Company's local service shall have the right to select the interexchange telecommunications service provider (IC) of their choice. The IC should request confirmations/verifications of choice from its customers no later than the date of submission of its first bill to the customer. ICs should maintain signed letters of agency or confirmations of choice on file for use in dispute resolution.

2.28 Directory Listings

2.28.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.

2.28.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to the use of telephone service.

2.28.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as a result of the publication of such listings in the directories.

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SECTION 2 - RULES AND REGULATION S- (CONTINUED)

2.28 Directory Listings - (Continued)

2.28.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.

2.28.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.

2.28.6 Generally, the listed address is the location of the subscriber's place of business or residence.

2.28.7 Liability of the Company due to directory errors and omissions is as specified in Section 2 of this tariff.

2.28.8 Generally, a business listing consists of a name or dual name, a designation descriptive of the subscriber's business if not self-explanatory, the address, and the business telephone number. The main listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.29 Customers Rights and Responsibilities

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

2.29.1 Your Telephone Bill

You will receive a telephone bill from us each month. Excel does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Excel reserves the right to collect advance payments for recurring and non-recurring charges. Payment in full is due within 21 days of the date of the bill. If Excel does not receive your payment within 21 days, your service is subject to suspension or disconnection. When paying by mail, be sure to allow enough time for your payment to reach Excel by the due date.

2.29.2 Disconnection of Suspension of Telephone Service

Your telephone service is subject to disconnection or suspension for any of the reasons listed below. If service is disconnected, a new telephone number will be assigned and you will be required to pay installation charges again. If service is suspended, your telephone number is reserved for 10 days and you will not be charged installation charges again.

(1) Nonpayment of an undisputed delinquent account. Your service will not be discontinued for nonpayment of a delinquent charge until five days after a charge has become delinquent. Additionally, Excel will make reasonable efforts to contact you at least 24 hours in advance prior to disconnecting your service.

(2) Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.

(3) Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.

(4) Misrepresentation of the identity in obtaining telephone utility service.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.29 Customers Rights and Responsibilities - (Continued)

2.29.3 Reconnection of Service

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

(1) Payment for all undisputed amounts must be received by Excel or its authorized Agent.

(2) Installation charges must be paid again if your service has been disconnected. Installation charges will not be charged if your service has been suspended.

(3) Excel does not normally require deposits, although deposits may be required from customers whose credit history is unacceptable or unavailable. Excel reserves the right to collect deposits for recurring and non-recurring charges.

2.29.4 Procedures for Handling Inquiries and Complaints

Telephone inquiries may be directed to Excel Telecommunications, Inc. at 800-783-2909. Written inquiries may be directed to Excel Telecommunications, Inc., 8750 North Central Expressway, Suite 2000, Dallas, TX, 75231.

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SECTION 2 - RULES AND REGULATIONS - (CONTINUED)

2.29 **Customers Rights and Responsibilities - (Continued)**

2.29.5 Filing a Complaint with the Missouri Public Service Commission

If Excel cannot resolve your complaint, you may call the Missouri Public Service Commission, located at Governors Office Building 200 Madison Street Jefferson City, Missouri 65102, toll free at 800-392-4211 to file an informal complaint.

If your complaint cannot be resolved informally, you may file a formal complaint in writing with the Missouri Public Service Commission at their mailing address: Governors Office Building 200 Madison Street Jefferson City, Missouri 65102.

Also, the Missouri Office of the Public Counsel, representing the public before the Public Service Commission, has an office at Governors Office Building Suite 650, 200 Madison Street P.O.Box 7800 Jefferson City, Missouri 65102. The Public Counsel's telephone number is (573) 751-4857.

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SECTION 3 - DESCRIPTION OF SERVICE

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3. CONSUMER LOCAL SERVICE DESCRIPTIONS N/C

EXCEL Telecommunications, Inc. (the Company and/or EXCEL) is a telecommunications provider incorporated under the laws of the State of Missouri. EXCEL Telecommunications, Inc. provides telecommunications services in the areas certified to it within the State of Missouri.

EXCEL Telecommunications, Inc.'s authority to serve this area is granted in its Service Provider Certificate of Operating Authority as determined by the Missouri Public Service Commission (the Commission). EXCEL Telecommunications, Inc. maintains its primary office of operations at Dallas, Texas.

All rules, regulations and rates of the Company apply to its certified area unless otherwise specifically noted in this tariff.

EXCEL Local Exchange Services may be offered in conjunction with an associated long distance service offering provided by EXCEL.

3.1 NONRECURRING CHARGES

3.1.1 Service Connection Charges

These charges are nonrecurring and apply to various Customer requests for connecting, moving or changing service. They are in addition to any other scheduled rates and charges that would normally apply under this tariff. The charges in this section for the connection, move, or change of service contemplate work being performed by Company employees involved at a time when overtime wages do not apply. No distinction is made between a "New Installation and Connection" and an "Outside Move". All changes in location of Customer's equipment or service from one premises to another, are treated as new service connections with service charges applying. Service charges are in addition to other rates and charges normally applying under this tariff. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of usage charges. Maintenance service charges will apply in those instances where EXCEL makes a repair visit to the customer's premises and the service difficulty or trouble is not on EXCEL's side of the demarcation point. N/C

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.1 NONRECURRING CHARGES - (Continued)

N/C

3.1.1 Service Connection Charges - (Continued)

a. Local Service – New Order Charge(s):

This charge is for receiving, recording and processing information necessary to execute a Customer's request for new service. One Local Service Charge, per line, is applicable for all new orders requested at the same time of the initial order for the same Customer. If service is established at a new location and the Customer later moves back to the old location or a separate location, this service charge will apply in connection with the reestablishment of service, accordingly.

b. Local Service Activation Charge(s):

This charge is applicable where existing local service or telephone numbers are activated or migrated to EXCEL's service when facilities or construction is not required.

N/C

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

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3.1 NONRECURRING CHARGES - (Continued)

3.1.1 Service Connection Charges - (Continued)

N/C

c. Local Service – Change Order Charge(s):

Following are examples of Change Order Charges applicable to EXCEL's MyLine Local Service offering(s):

--**Long Distance PIC Charge(s)** - To transfer a Customer from one carrier to another for long distance service, a Long Distance PIC Charge applies as specified in this tariff. This charge will not be applied when the customer initiates local service with the Company.

--**IntraLATA PIC Charge(s)** - To transfer a Customer from one carrier to another for IntraLATA service, a IntraLATA PIC Charge applies as specified in this tariff. This charge will not be applied when the customer initiates local service with the Company.

--**Feature Service Change Charge(s)** - When a Customer adds, deletes, or changes a feature or features within a local package, the Company cannot apply more than one Feature Service Charge per order per line.

--**Record Order Charge(s)** - One Record Order Charge, per line, is applicable for all changes and/or additions ordered and provided at the same time for the same Customer. When multiple Record Orders are required for Company reasons, only one Record Order Charge applies. Charges are applicable to, but not limited to, the following:

- Change of a directory listing name or address
- Change of a telephone number except in the case of harassing calls
- Change of billing address

N/C

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3.1 NONRECURRING CHARGES - (Continued)

3.1.2 Miscellaneous Charges

a. Line Installation Charge(s):

To add a new primary line to customer's residence if facilities construction is required. No distinction is made between a "New Installation or Connection" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.

b. Additional Line Installation Charge(s):

To add an additional new line to customer's residence if another telephone line is provided by the Company at the same residence and initiated at the same time. No distinction is made between a "New Installation or Connection" and an "Outside Move." If the Customer requests that their service is established, maintained, moved or changed at hours of the day or days of the week (other than normal work hours or days), or on holidays, or interrupts work once begun, or when overtime wages apply, a charge based on the additional costs will apply in addition to any other applicable charges.

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

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3.1 NONRECURRING CHARGES - (Continued)

N/C

3.1.2 Miscellaneous Charges - (Continued)

c. Local Number Portability Charge(s):

Provides end users of telecommunication service, where facilities permit, the ability to retain their existing telephone number when switching from one local exchange service provider to another provided that the end user Customer remains within the same rate center. LNP Service provides for the completion of all calls to ported telephone numbers, as described above, regardless of where the call originates. A monthly recurring charge for LNP Service will apply to Customers receiving service in local calling areas served by the Company. The charge will be assessed on a per line basis.

d. FCC Approved Customer Line Charge(s):

The FCC Approved Customer Line Charge provides for the use of Customers' Telephone Company provided common lines by customers for access to such end users to furnish Interstate Communications. The charge is billed to residential Customers on a monthly basis. One Primary Residential line charge will be billed each month to one line at a service location. If a Customer has more than one line at a single service location, a Non-Primary Residential line charge will be billed to each additional line.

N/C

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3.1 NONRECURRING CHARGES - (Continued)

N/C

3.1.2 Miscellaneous Charges - (Continued)

e. Restoration of Service Charge:

If service is disconnected for nonpayment, service will be reestablished only upon receipt of payment of all charges due, which include charges for service and facilities during the period of disconnection and which may include a service restoration fee. If the Customer has a history of payments returned for insufficient funds, the Company may require payment by cash, money order, personal check or certified check. If payment is made by personal check, restoration will be effected upon clearance of the check. When a Customer's service has been disconnected in accordance with this Tariff and the service has been terminated through the completion of the Company's service order, service will be reestablished only upon a basis of an application for new service. During the period of disconnection, Customer's telephone number will not be reassigned. Once service has been terminated, the telephone number may be reassigned to another Customer.

f. Special Construction Charge(s):

To perform any customer required special construction or change of existing telephone equipment at the customer premises.

N/C

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES

3.2.1 EXCEL MyLine Local Service Offerings

Customers subscribing to the Company's Local Service must purchase a local package consisting of an access line (dial tone). Customers who order an additional line(s), are exceptions to the local package purchase requirement. The EXCEL Classic MyLine Local Service Packages described below in sections b., c. and d. are only available to existing customers of the Excel Classic MyLine Local Service Packages (formerly known as Excel MyLine Local Service Packages) as of February 28, 2004. EXCEL Local Service offers are furnished as follows where facilities or interconnection service arrangements are available: (N) (N)

a. **EXCEL MyLine StandAlone Local Service:** Single line service with no features.

b. **EXCEL Classic MyLine Basic Local Service Package:** Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return and Three-Way Calling. (T)

c. **EXCEL Classic MyLine Value Local Service Package:** Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return, Three-Way Calling, Caller ID-Name and Number and Call Blocking. (T)

d. **EXCEL Classic MyLine Complete Local Service Package:** Single line service with Touch Tone, with the following custom features included: Call Waiting, Call Return, Three-Way Calling Caller ID-Name and Number, Call Blocking, Priority Call, Call Forwarding, Auto Redial, Speed Dialing 8, Anonymous Call Rejection (ACR). (T)

e. **Additional Lines:** Additional lines include Touch-Tone and may be purchased with or without a package provided that the customer's primary line continues to be served by the Company as the primary Local Exchange Carrier.

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3.2 LOCAL EXCHANGE SERVICES - (Continued)

N/C

3.2.2 Touch Tone Calling Service

a. Touch Tone calling service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of central office facilities.

b. All dial-type lines that terminate in an instrument equipped for tone-type address signaling shall be equipped for Touch Tone calling service except for dial-type lines served from a central office where the special facilities for Touch Tone calling service are not available.

c. Other facilities, miscellaneous and supplemental equipment, requested by Customers and not detrimental to this service or other services of the Company will be furnished under the regulations and at the rates specified in the applicable sections of this tariff.

N/C

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SECTION 3 – DESCRIPTION OF SERVICE - (CONTINUED)

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3.2 LOCAL EXCHANGE SERVICES - (Continued) N/C

3.2.3 **Extended Metropolitan Area Calling Service**

a. Extended Metropolitan Area Calling Service is an optional service whereby Customers in certain exchanges may expand their local calling area for a recurring monthly fee. One-way Extended Area Calling Service allows Customers to make direct dialed calls to Customers in other specified exchanges for a flat-rate monthly fee. Two-way Extended Area Calling Service allows Customers to make direct dialed calls to and receive direct dial calls from customers in other specified exchanges for a flat-rate monthly fee. The minimum contract period for this service is one month. This service shall not be shared or jointly used.

b. For the purpose of Extended Metropolitan Area Calling Service, EXCEL concurs with applicable sections of the Local Exchange Price List filed by Southwestern Bell with respect to Metropolitan Exchanges in the State of Missouri. The minimum contract period for this service is one month. This service is only available on single party residential lines and may not be shared or jointly used. N/C

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3.2 LOCAL EXCHANGE SERVICES - (Continued)

N/C

3.2.4 Transfer of Calls Service

Transfer of Calls Service is a service used when a Customer disconnects service or changes their telephone number. Calls to the intercepted telephone number are referred to a recorded message if requested by the Customer. The announcement states that the called number has been disconnected or changed. If the number is available, it is given to the caller. The number may not be available because, for example, it is non-published or the Customer left the area without providing a forwarding telephone number. This service is available where resources permit, and is provided for a period of thirty (30) days.

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.5 EXCEL MyLine℠ Basic Package (N)

EXCEL MyLine℠ Basic Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to EXCEL MyLine℠ Basic Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: EXCEL MyLine℠ $.05 Plan or EXCEL MyLine℠ $.03 Plan as described in Section 6.3 of EXCEL's Missouri P.S.C. Tariff No. 2 "Telecommunications Services Tariff." Rates and charges for the EXCEL MyLine℠ Basic Package may vary based on the Customer's selected long distance calling plan. The availability of EXCEL MyLine℠ Basic Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

EXCEL MyLine℠ Basic Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following three Call Management Features: Call Return as described in Section 3.3.i, Call Waiting as described in Section 3.3.k and Three-Way Calling as described in Section 3.3.n. The Customer will also receive 100 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes. The Customer will also be eligible for EXCEL's Friends-R-Free Discount Program as described in Section 6.1.9 of Missouri P.S.C. Tariff No. 2 "Telecommunications Services Tariff." (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.5 EXCEL MyLine℠ Basic Package - (Continued) (N)

EXCEL MyLine℠ Basic Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine℠ Basic Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine℠ Basic Package are set forth in Section 4.2.3 following. (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.6 EXCEL MyLine℠ Value Package (N)

EXCEL MyLine℠ Value Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to EXCEL MyLine℠ Value Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select one of the following two long distance service plans: EXCEL MyLine℠ $.05 Plan or EXCEL MyLine℠ $.03 Plan as described in Section 6.3 of EXCEL's Missouri P.S.C. Tariff No. 2 "Telecommunications Services Tariff." Rates and charges for the EXCEL MyLine℠ Value Package may vary based on the Customer's selected long distance calling plan. The availability of EXCEL MyLine℠ Value Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

EXCEL MyLine℠ Value Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.3.p, Call Waiting as described in Section 3.3.k, Three-Way Calling as described in Section 3.3.n, Call Waiting ID as described in Section 3.3.l, Call Return as described in Section 3.3.i, Speed Dialing 8 as described in Section 3.3.m, Call Forwarding as described in Section 3.3.c, and Auto Redial as described in Section 3.3.b. The Customer will also receive 200 minutes of domestic long distance usage subject to the Customer's selected long distance plan, and any additional long distance usage beyond the included minutes will be billed according to the same selected long distance plan. The included long distance usage does not accumulate on a month-to-month basis, and no credit will be given to Customers who do not use the included minutes. The Customer will also be eligible for EXCEL's Friends-R-Free Discount Program as described in Section 6.1.9 of Missouri P.S.C. Tariff No. 2 "Telecommunications Services Tariff." (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.6 EXCEL MyLine℠ Value Package - (Continued) (N)

In addition to the features described herein, EXCEL MyLine℠ Value Package includes subscription to an unregulated service, EXCEL's Voice Mail. EXCEL MyLine℠ Value Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine℠ Value Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine℠ Value Package are set forth in Section 4.2.3 following. (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.7 EXCEL MyLine℠ Complete Package (N)

EXCEL MyLine℠ Complete Package provides residential Customers in Missouri with local and long distance calling for a flat rate. In order to subscribe to EXCEL MyLine℠ Complete Package, the Customer must select EXCEL as the primary service provider for local exchange, intraLATA interexchange and interLATA interexchange telecommunications services. Furthermore, the Customer must select the EXCEL MyLine℠ $.05 Plan as described in Section 6.3 of EXCEL's Missouri P.S.C. Tariff No. 2 "Telecommunications Services Tariff." The availability of EXCEL MyLine℠ Complete Package to the Customer may be restricted based upon both EXCEL's access to services through the incumbent local exchange carrier and the Customer's creditworthiness as determined by information contained in a credit bureau report received from a credit reporting agency.

EXCEL MyLine℠ Complete Package is a bundled service package which includes Basic Residential Local Service as described in Section 3.2 and the following eight Call Management Features: Caller ID as described in Section 3.3.p, Call Waiting as described in Section 3.3.k, Three-Way Calling as described in Section 3.3.n, Call Waiting ID as described in Section 3.3.l, Call Return as described in Section 3.3.i, Speed Dialing 8 as described in Section 3.3.m, Call Forwarding as described in Section 3.3.c, and Auto Redial as described in Section 3.3.b. The Customer will also receive unlimited domestic long distance usage. The unlimited domestic long distance usage is for residential voice use only and applies to non-operator assisted, direct-dialed domestic calls. Use for home office, small business, large commercial business, or other commercial use is prohibited and may result in termination of the service. (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.2 LOCAL EXCHANGE SERVICES - (Continued)

3.2.7 EXCEL MyLine℠ Complete Package - (Continued)

In addition to the features described herein, EXCEL MyLine℠ Complete Package includes subscription to an unregulated service, EXCEL's Voice Mail. However, Excel MyLine℠ Complete Package may be provisioned without the Voice Mail feature upon request of the Customer. EXCEL MyLine℠ Complete Package does not include equipment associated with the Caller ID feature. EXCEL does not prorate the monthly charges for the MyLine℠ Complete Package. If the Customer's service is discontinued prior to the conclusion of a billing period, the Customer will remain responsible for the monthly charges for the entire billing period. Rates and charges associated with EXCEL MyLine℠ Complete Package are set forth in Section 4.2.3 following. (N) (N)

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SECTION 3 – DESCRIPTION OF SERVICE - (CONTINUED)

3.3 CUSTOM FEATURES

N/C

The features in this section are made available on an individual basis or as a part of feature packages. Custom features are offered on a monthly basis where facilities or interconnection arrangements are available.

a. **Anonymous Call Rejection - ACR - (*77)** - Allows customers to automatically reject all calls that have been marked anonymous, unavailable, or private by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

b. **Auto Redial - Repeat Dialing - (*66)** - This feature automatically redials the last outgoing number dialed by the Customer. Activation and deactivation of this feature is completed by the Customer. Repeat Dialing will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

Repeat Dialing (usage sensitive) is available on a pay-per-use basis, and the functionality is the same as Repeat Dialing. Repeat Dialing (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

N/C

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SECTION 3 – DESCRIPTION OF SERVICE – (CONTINUED)

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3.3 CUSTOM FEATURES - (Continued)

c. **Call Forwarding** - Permits a customer to transfer all incoming calls to another dialable telephone number. The customer pre-selects a second telephone number to which all incoming calls are to be transferred automatically. Calls may be transferred to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. Call Forwarding shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of message toll charges that would regularly be applicable between the access line originating the call and the access line to which the call is transferred. Customers utilizing Call Forwarding service are responsible for the payment of charges for each toll call between the customer's access line and the distant access line to which the call was transferred.

d. **Call Forwarding - (Busy Line)** - automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

e. **Call Forwarding - (No Answer)** - automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

f. **Call Forwarding - (Busy Line /No Answer)** - provides for the automatic routing of incoming calls to a preselected telephone number when the called telephone number is busy and/or does not answer within a determined number of rings. When Call Forwarding service is provisioned in a central office, the pre-selected forwarded telephone number must be within the same central office control group. No assurance can be given that transmission will be fully satisfactory during Call Forwarding service calls.

g. **Call Forwarding - (Remote Access To)** - Remote Access to Call Forwarding provides the Customer that is a subscriber of a Call Forwarding service with the ability to activate, deactivate or change Call Forwarding designations from a remote location. This service can only be accessed from a Dual Tone Multi-Frequency (DTMF) equipped telephone which has a full set of characters including "*" and "#". All charges incurred to access the remote number will be billed appropriately. The transmission may not meet normal standards depending upon the distance and routing necessary.

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SECTION 3 - CONSUMER LOCAL SERVICE DESCRIPTIONS - (CONTINUED)

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3.3 CUSTOM FEATURES - (Continued)

N/C

h. **Call Forwarding - (Selective)** - Selective Call Forwarding provides the Customer with the ability to forward incoming calls from pre-selected telephone numbers to another telephone number. The Customer can construct or modify a telephone number screening list. Incoming calls will be screened against the Customer's list and only those telephone calls from telephone numbers on the list will be forwarded. The Selective Call Forwarding Customer is responsible for the payment of charges (i.e., toll charges) for each call between the Selective Call Forwarding equipped telephone line and the line to which the call is being forwarded. Calls from numbers not on the list will receive standard call completion. The Customer must also subscribe to the Call Forwarding feature.

Subscribers to Selective Call Forwarding activate the service and construct or modify the screening list by dialing *63 and following the prompts. This service may be temporarily deactivated by dialing *83.

i. **Call Return - (*69)** - This feature allows the Customer to automatically return the most recent incoming call, even if it is not answered. If the telephone number is busy, Call Return will attempt to call the number for a maximum of thirty (30) minutes after the feature is activated. Once the call is established, the Customer will hear a special ring when the call can be completed. This is accomplished by the Customer activating a code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions. The operability of this call back feature is dependent upon whether the caller's originating telephone number can be recognized, or not.

Call Return (usage sensitive) is available on a pay per use basis and the functionality is the same as Call Return. Call Return (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.3 CUSTOM FEATURES - (Continued)

N/C

j. **Call Trace - (Customer Originated)** - Allows a customer to request an automatic trace of the last incoming call. This provides an easy way to trace obscene, threatening or harassing calls. A Call Trace may be activated at any time during or immediately following the call to be traced. The incoming call detail recorded by the Company showing the results of the trace (i.e., telephone number traced) will not be released to the customer. Such call detail shall be provided only to law enforcement authorities upon request. A trace cannot be successfully completed if the incoming call originates in a telephone central office not equipped for Call Trace Service.

At its option or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary tracing arrangement using Call Tracing at no charge to the customer when in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of harm or destruction of property.

k. **Call Waiting** - This feature provides a tone signal that alerts the Customer talking on the line when a second call is incoming. A maximum of two calls may be in process at one time. A Customer who subscribes to Call Waiting can also inhibit the reception of the Call Waiting tone for the duration of a single call, preventing interruption of the call by activating the code (*70) to cancel Call Waiting. This functionality is automatically included with the Call Waiting feature at no additional cost to the Customer.

l. **Call Waiting ID (With Name and Number)** - Call Waiting ID with Name and Number is an enhanced version of Call Waiting ID. It is designed for use by a Call Waiting subscriber. A customer who is off-hook on an existing call, is able to receive the telephone number of a new incoming call on their customer-provided premise equipment attached to the Customer's subscriber line. Additionally, the name found in the Company's records, applicable to the line originating the call, including the non-published and non-listed service is displayed on customer- provided premise equipment. The Customer must purchase the equipment separately, and it is not available under this tariff.

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SECTION 3 – DESCRIPTION OF SERVICE - (CONTINUED)

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3.3 CUSTOM FEATURES - (Continued) N/C

m. **Speed Dialing 8** - This feature allows the Customer to reach a list of frequently called numbers by dialing an abbreviated code. The Customer may call up to eight pre-selected numbers by dialing one-digit codes. Programming of these numbers is completed by the Customer.

n. **Three-Way Calling** - Enables a customer to add a third party on an existing call without operator assistance, thereby establishing a three-way conversation. The transmission quality may vary depending on the distance and routing necessary and may not necessarily meet normal standards.

Three-Way Calling (usage sensitive) is available on a pay per use basis and the functionality is the same as Three-Way Calling. Three-Way Calling (usage sensitive) will be provisioned with local service unless customer requests the feature to be blocked or it is included in a package.

o. **Caller ID - (Number Only)** - This feature automatically displays a caller's telephone number, including non-published and non-listed service on a customer provided display unit. The customer must purchase the equipment separately, and it is not available under this tariff.

p. **Caller ID - (Name and Number)** - Allows the Customer to identify most callers by letting him/her see the names and phone numbers on special display equipment. The customer must purchase the equipment separately, and it is not available under this tariff

q. **Caller ID - Name and Number Blocking Per Line - (*67)** - Any Company calling party may prevent the delivery of Calling Party Number and Calling Party Name to the called party by dialing an access code (*67 on their touch-tone pad or 1367 from a rotary telephone) immediately prior to placing a call. The access code will activate blocking on a per call basis. N/C

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SECTION 3 B DESCRIPTION OF SERVICE - (CONTINUED)

3.3 CUSTOM FEATURES - (Continued)

r. **Priority Call Service (*61)** - This feature permits the Customer to preselect telephone numbers that can be given a distinctive alerting signal or ring. The Customer can create or change a list of telephone numbers by dialing an activation code. NOTE: Some telephones are only capable of providing a standard ring. Customers must contact the manufacturer or distributor of their telephone set if they have any questions.

s. **Distinctive Ring** - Distinctive Ring allows a Customer to establish up to two telephone numbers on the same access line and to distinguish calls to each number by distinctive ringing patterns. The standard ringing pattern applies to the billing telephone number, while the dependent telephone number receives a distinctive ringing pattern for incoming calls. Distinctive Ring is available to single line residential customers where facilities are available. (N)

When a Distinctive Ring Customer also subscribes to Call Waiting, incoming calls to the billing telephone number will activate the standard Call Waiting tone. Calls to dependent telephone number will activate a distinctive Call Waiting tone. When a Distinctive Ring Customer subscribes to any Call Forwarding service, the dependent telephone number may be forwarded to the same number as the billing telephone number or receive no forwarding treatment. (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

N/C

3.4 DIRECTORY LISTINGS

3.4.1. **General** - Customers shall provide the Company with information for all listings. The Company will include the Standard listing in the White Pages (Alphabetical Section) of the telephone directory and will offer one additional listing to the Customer. The Customer must identify its non-published and non-listed telephone numbers for directory purposes.

3.4.2. **Directory Listing - Standard** - The Customer will receive one Standard listing per telephone number, in the alphabetical section of the directory, at no additional charge.

3.4.3. **Directory Listing - Additional** - The term Additional listing denotes any White Page listing, regardless of form, in addition to the Standard listing. A monthly rate applies for one Additional listing. An additional listing may be any of the following:

a. Names of members of the Customer's family or of persons residing in the Customer's household.

b. When the Customer's name or names of other persons residing in the household is spelled in more than one way, additional listings of the alternative spelling are permitted.

N/C

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.4 DIRECTORY LISTINGS - (Continued) N/C

3.4.4 **Non-Published Directory Listings** - Non-published telephone numbers are not listed in either the Company's directories or directory assistance records available to the general public. When a call is placed from a telephone number associated with a non-published listing, the number and name may be disclosed if the called party has equipment to display Calling Number Delivery and/or Calling Name Delivery. Customers may prevent the display of the calling number and name by activating Caller ID blocking.

3.4.5 **Non-Listed Directory Listings** – Non-listed numbers are not listed in the Company's directories but are included in directory assistance records available to the general public.

3.4.6 **Regulations** - Incoming calls will be completed by the Company only when the calling party places the call by dialing the telephone number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the Customer's request to refrain from publishing his/her telephone number in the directory does not create any relationship or obligation, direct or indirect, to any other person than the Customer.

The Company's liability, if any, for its gross negligence or willful misconduct or the right of the Customer to seek any legal remedy available for the same is not limited by this tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the Customer for damages associated with publishing the telephone number of non published service in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the Customer may have made for such unpublished service for the period during which the service was affected. Except as otherwise indicated, the Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claims to have been caused, directly or indirectly, by the publication/non-publication of the non published listed number or the disclosing/non-disclosing of said number to any person. N/C

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SECTION 3 – DESCRIPTION OF SERVICE - (CONTINUED)

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3.5 LOCAL OPERATOR SERVICES

3.5.1 Directory Assistance

Allows Customers to obtain help determining listed telephone numbers. A maximum of two (2) requested telephone numbers will be provided for each Directory Assistance call.

3.5.2 Directory Assistance Call Completion Service

Directory Assistance Call Completion (DACC) provides a Customer calling Directory Assistance with the option of having the call to the requested numbers completed. Directory Assistance Call Completion Service is furnished only where facilities are available.

For local calls, charges for DACC are not applicable to Customers with disabilities that qualify for exemptions from Directory Assistance charges. Two types of Directory Assistance Call Completion are offered:

a. Fully Automated: The Customer receives the requested directory number from an automated voice system. The Customer accepts DACC by depressing "1" from a Touch-Tone telephone when prompted by the DACC announcement.

b. Semi-Automated: The Customer receives the requested directory number and then requests the operator to provide call completion to the requested number.

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

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3.5 LOCAL OPERATOR SERVICES - (Continued)

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3.5.3 Busy Line Verification

Provides operator assistance in determining if there is a conversation in progress at the called station. The charge only applies if 1) a conversation is detected, or 2) the line is detected to be off-hook but no conversation.

3.5.4 Busy Line Verification/Interrupt

Provides for operator interruption of a conversation in progress on a called station. A charge applies for each attempt to interrupt regardless of whether or not the called station releases the call. A Busy Line Verification must be made prior to a Busy Line Interrupt and both service charges will apply.

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SECTION 3 – DESCRIPTION OF SERVICE - (CONTINUED)

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3.5 LOCAL OPERATOR SERVICES - (Continued)

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3.5.5 Operator Assisted

Operator Assisted station-to-station and person-to-person charges are determined by adding the appropriate Operator Assisted service charge and/or surcharge, including the applicable calling rate.

The service charge categories for station-to-station Operator Assisted Calls are as follows:

- Collect
- Bill to Third Party
- All Other Operator Assisted Calls

A surcharge applies to Operator Assisted station-to-station and person-to-person calls. The surcharge applies in addition to any applicable service charges.

Incoming Collect and Billed to Third party Calls can be blocked at the customer's request.

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.6 Local Service Areas

Excel Telecommunications, Inc. provides local exchange and basic local exchange telecommunications service in the following exchanges currently served by Southwestern Bell Telephone and Verizon Midwest. The geographic area in which service is to be offered follows the exchange boundaries and is no smaller than an exchange. Excel concurs in Southwestern Bell's and Verizon Midwest's local calling scopes that apply to the specific exchanges.

3.6.1 Southwestern Bell Telephone Company Territory

Zone 1

Belton	Blue Springs	Bridgeton	
Creve Coeur (STLMO27DS0)	East Independence	Ferguson	(T)
Florissant	Farley	Grain Valley	(N)
*Greenwood	Hazelwood	Gladstone	(N)
Independence	Lee's Summit	Kansas City	(N)
Kirkwood	Ladue	Liberty	
Manchester (NPA-636, NXX-891)	Mehlville	Nashua	(N)
Oakville	Overland	Parkville	
Raytown	Riverview	Sappington	
South Kansas City	Spanish Lake	St. Louis Tiffany	
	Springs	Webster Groves	

Zone 2

Camdenton	Cape Girardeau	Carthage	
Cedar Hill	Chesterfield	Chillicothe	(M)
Elwood	Desoto	Dexter	
Eldon	Excelsior Springs	Farmington	(M)
Fenton	Festus - Crystal City	Flat River	(M)
High Ridge	Fulton	Gravois Mills	(M)
Hannibal	**House Springs	Pacific**	(N)
Joplin (JPLNMOMADS0,	Harvester	Imperial	(T)
JPLNMOARS0)	Jackson		

* Exchange reclassified from Zone 3 as of June 6, 2004
** Existing customers will be granfathered on existing rate plans

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.6 Local Service Areas - (Continued)

3.6.1 Southwestern Bell Telephone Company Territory - (Continued)

Zone 2 - (Continued)

Kennett	Kirksville	Marshall	
Lake Ozark - Osage Beach	Manchester (MNCHMOMA59DS0)		(M)(T)
Moberly	Maxville	Mcclure	(N)
Mexico	Nevada	Monett	
Neosho	*Puxico	Sedalia	(N)
Poplar Bluff	Perryville	St. Clair	(M)
Sikeston	St. Charles	St. Joseph	(M)
Union	Valley Park	Washington	
		Webb City	

Zone 3

Adrian	Advance	Agency	
Altenberg Frohna	Antonia	Archie	
Argyle	Armstrong	Ash Grove	
Beaufort	Bell City	Benton	
Billings	Bismarck	Bloomfield	
Bloomsdale	Bowling Green	Bone Terre	(N)
Boonville	Brookfield	Campbell	(N)
Cardwell	Carl Junction	Carrollton	
Caruthrsville	Center	Chaffee	
Charleston	Clarksville	Clever	
Climax Springs	CREVECOEUR (NPA-312, NXX-529)		(N)
De Kalb	Deering	Delta	
Downing	E Prairie	Edina	
Elsberry	Essex	Eureka	(N)
Fayette	Fisk	Frankford	(N)
Freeburg	Fredericktown	Kaskaskia	(N)
Knob Noster	Pond	Richmond	
Ste. Genevieve			

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.6 Local Service Areas - (Continued)

3.6.1 Southwestern Bell Telephone Company Territory - (Continued)

Zone 3 - (Continued)

Gideon	Glasgow	Gray Summit
Hayti	Hercump Valley	Higbee
Hillsboro	Holcomb	Hornersville
Jasper	La Monte	(M)
Lamar	Lancaster	Leadwood
Lilbourne	Linn	Lockwood
Louisiana	Mackscreek	Malden
Marble Hill	Marceline	Marionville
Marston	Meta	Montgomery City
Morehouse	New Franklin	New Madrid
Oak Ridge	Old Appleton	Oran
Patton	Paynesville	Pierce City
Pocahontas	Portage Des Sioux	Portageville
Puxico	Qulin	Richwoods
Risco	Rushville	San Antonio
Scott City	Senath	Slater
Smithville	St Marys	Stanberry
Trenton	Tuscumbia	Versailles
Vienna	Walnut Grove	Wardell
Ware	Weldon Springs	Wellsville
Westphalia	Wyatt	

Zone 4

Fair Grove	Nixa	Republic
Rogersville	Springfield	Strafford
JOPLIN (NPA-417, NXX-571 & 572)		Willard (N)

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

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3.6 **Local Service Areas - (Continued)**

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3.6.1 **Southwestern Bell Telephone Company Territory** - (Continued)

Springfield Metropolitan Exchange
-Springfield Principal Zone
-Metropolitan Calling Area 1
Fair Grove
Nixa
Republic
Rogersville
Stafford
Willard
St. Charles
St. Clair
St. Joseph
St. Marys
St. Louis Metropolitan Exchange
-St. Louis Principal
-Metro Calling Area 1
St. Louis MCA – 1 Zones
Ferguson
Ladue
Mehlville
Overland
Riverview
Sappington
Webster Groves
-Metro Calling Area 2
St. Louis MCA – 2 Zones
Bridgeton
Creve Couer
Florissant
Kirkwood
Oakville
Spanish Lake
Stanberry
Ste. Genevieve
Trenton
Tuscumbia
Union
Valley Park
Versailles
Vienna
Walnut Grove
Warden
Ware
Washington
Webb City
Wellsville
Westphalia
Wyatt

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.6 Local Service Areas - (Continued)

3.6.2 Verizon Midwest Incorporated Territory

Alton
Ashland
Augusta
Ava
Belle
Bernie
Bland
Blue Eye
Bourbon
Bradleyville
Branson
Branson West
Buffalo
Cabool
Cape Fair
Cassville
Caulfield
Ceder Creek
Centralia
Chamois
Clark
Columbia
Conway
Crane
Cross Timbers
Cuba
Dalton
Dardenne/Lake, St. Louis
Defiance
Dora
Elkland
Exeter
Foley
Foristell
Fordland
Forsyth
Gainesville
Galena
Hallsville
Hawk Point
Hermann
Hermitage
High Hill
Highlandville
Holstein
Hurley
Jamestown
Jenkins
Jonesburg
Kimberling City
Koshkonong
Lawson
Leasburg
Louisburg

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.6 Local Service Areas - (Continued)

3.6.2 Verizon Midwest Incorporated Territory - (Continued)

Mano
Mansfield
Marshfield
Marthasville
Morrison
Moscow Mills
Mount Sterling
Mountain View
New Melle
Niangua
O'Fallon
Old Monroe
Ozark
Pittsburg
Prairie Home
Preston
Protein
Reeds Spring
Rocheport
Rockaway Beach
Seymour
Shell Knob
Sparta
St. James
St. Peters
Sale
Sturgeon
Summersville
Thayer
Theodosia
Thomasville
Troy
Truxton
Urbana
Vichy
Warrenton
Washburn
Wasola
Wentsville
West Plains
Wheatland
Willow Springs
Winfield
Woolridge
Wright City

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SECTION 3 - DESCRIPTION OF SERVICE - (CONTINUED)

3.7 Reserved for Future Use (T)

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3.7 Reserved for Future Use - (Continued) (T)

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SECTION 4 - RATES AND CHARGES

4.1 NON-RECURRING CHARGES

4.1.1 Service Connection Charges

		Non-Recurring Charge:
a.	Local Service Connection (New Service) Charge	**$25.00** per line
b.	Local Service Activation Charge	**$25.00** per line
c.	Local Service Change Order Charge(s)	
	- Long Distance PIC Charge	**$5.00** per line
	- IntraLATA PIC Charge	**$5.00** per line
	- Feature Service Charge	**$5.00** per line
	- Record Order Charge	**$5.00** per line

4.1.2 Miscellaneous Charges

		Recurring/ Non-Recurring Charges:	
			(D)
			(D)
a.	Local Number Portability	**$0.33**/month/per line	(T)
b.	FCC Approved Customer Line Charge (Primary Line)	**$5.00**/month/per line	
c.	FCC Approved Customer Line Charge (Additional Line(s))	**$7.00**/month/per line	
d.	Restoration of Service Charge	**$20.00**	
e.	Special Construction (Individual Case Basis)	**(ICB)**	(T)

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SECTION 4 - RATES AND CHARGES (CONTINUED)

4.2 LOCAL EXCHANGE SERVICES

4.2.1 Local Service Offerings: **Price Range:**

a. **EXCEL MyLine StandAlone Local Service:** **$30.00**/month

b. **EXCEL Classic MyLine Basic Local Service Package:** **$34.95**/month (I)

--Additional Line(s) **$34.95** each/month (I)

c. **EXCEL Classic MyLine Value Local Service Package:** **$44.95**/month (I)

--Additional Line(s) **$44.95** each/month (I)

d. **EXCEL Classic MyLine Complete Local Service Package:** **$54.95**/month (I)

--Additional Line(s)* **$44.95** each/month (I)

4.2.2 Touch Tone Calling Service

Prices for Touch Tone Calling Service, as defined in this tariff, are reflected in the Local Services Offerings prices in 4.2.1, preceding. Customers subscribing to Touch Tone Calling Service will be billed at the following rate in addition to all charges associated with the Customer's basic local service plan:

*The additional line option for EXCEL Classic MyLine Complete Local Service Package will not be available to new Customers after January 12, 2003.

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SECTION 4 - RATES AND CHARGES (CONTINUED)

4.2 LOCAL EXCHANGE SERVICES (Continued)

4.2.3 EXCEL MyLine℠ Bundled Service Packages - Rates and Charges

The following charges are applicable to customers located in Southwestern Bell Service Area Zones 1, 2 and 3 as set forth in Section 3.6.1 of this tariff. The EXCEL MyLine℠ bundled service packages will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

EXCEL MyLine℠ Basic Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$34.95	(I)
Additional Line	$34.95	(I)
-With MyLine℠ $.03 Plan		
Primary Line	$37.90	(I)
Additional Line	$37.90	(I)

EXCEL MyLine℠ Value Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$44.95	(I)
Additional Line	$44.95	(I)
-With MyLine℠ $.03 Plan		
Primary Line	$47.90	(I)
Additional Line	$47.90	(I)

EXCEL MyLine℠ Complete Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$53.95	(I)
Additional Line	$53.95	(I)

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SECTION 4 - RATES AND CHARGES (CONTINUED)

4.2 LOCAL EXCHANGE SERVICES (Continued)

4.2.4 EXCEL MyLine℠ Bundled Service Packages - Rates and Charges

The following charges are applicable to customers located in Southwestern Bell Service Area Zone 4 as set forth in Section 3.6.1 of this tariff. The EXCEL MyLine℠ bundled service packages will be billed at the following rates in addition to all charges associated with the Customer's optional services and/or additional long distance usage, if any:

EXCEL MyLine℠ Basic Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$44.95	(I)
Additional Line	$44.95	(I)
-With MyLine℠ $.03 Plan		
Primary Line	$47.90	(I)
Additional Line	$47.90	(I)

EXCEL MyLine℠ Value Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$54.95	(I)
Additional Line	$54.95	(I)
-With MyLine℠ $.03 Plan		
Primary Line	$57.90	(I)
Additional Line	$57.90	(I)

EXCEL MyLine℠ Complete Package	Monthly Rate	
-With MyLine℠ $.05 Plan		
Primary Line	$64.95	(I)
Additional Line	$64.95	(I)

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SECTION 4 - RATES AND CHARGES - (CONTINUED)

4.3 CUSTOM FEATURE RATES

The following a la carte features are furnished, as specified below:

	Per Month or Per Use Charge	
-Anonymous Call Rejection - (*77) / (ACR)	**$3.95** per month	(I)
-Auto Busy Redial - (*66)	**$3.95** per month or **$0.95** per use	
- Call Blocking - (*60) Full Restriction	**$3.95** per month	
- Call Forwarding	**$3.95** per month	
- Call Forwarding - Busy Line	**$3.95** per month	
- Call Forwarding - No Answer	**$3.95** per month	
- Call Forwarding - Busy/No Answer	**$3.95** per month	
- Call Forwarding - Selective	**$3.95** per month	
- Call Forwarding - With Remote Access	**$3.95** per month	(I)
- Caller ID - Number Only	**$3.95** per month	(R)
- Caller ID - With Name and Number	**$6.95** per month	
- Caller ID - Name and Number Blocking Per Line	**$3.95** per month	(I)
- Call Return (*69)	**$3.95** per month or **$0.95** per use	(I)
- Call Trace (*57)	**$7.00** per month	
- Call Waiting - Without ID	**$3.95** per month	(I)
- Call Waiting - With ID	**$3.95** per month	(I)
- Priority Call (*61)	**$3.95** per month	(I)
- Distinctive Ring	**$3.95** per month	(R)
- Speed Dialing 8	**$3.95** per month	(I)
- Three Way Calling	**$3.95** per month or **$0.95** per use	(I)
- Touch Tone Service	**$0.18** per month	

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SECTION 4 - RATES AND CHARGES – (CONTINUED)

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4.4 DIRECTORY LISTINGS

N/C

	Monthly Recurring Charge	Non-Recurring Charge
4.4.1 Directory Listing – Standard	No Charge	No Charge
4.4.2 Directory Listing - Additional	**$0.75**	**$10.00**
4.4.3 Directory Listing - Non Published	**$1.10**	No Charge
4.4.4 Directory Listing - Non Listed	**$1.10**	No Charge

N/C

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SECTION 4 - RATES AND CHARGES – (CONTINUED)

4.5 OPERATOR SERVICES

N/C

4.5.1 Local Directory Assistance Service Charge, up to 2 listings per call

$0.75 - Per Call

4.5.2 Local Directory Assistance with Call Completion

$1.30 - Per Call

4.5.3 Busy Line Verification/Interrupt Service Charges

$6.50 - Per Verification
$6.50 - Per Interrupt

4.5.4 Operator Assisted Calling Service Charges

	Per Call Charge
- Sent Paid	**$3.45**
- Station Collect	**$3.45**
- Station Collect / Directory Assistance	**$3.45**
- Bill to Third Number	**$3.45**
- Bill to Third Number / Directory Assistance	**$3.45**
- Person-to-Person	**$9.95**
- Person-to-Person / Directory Assistance	**$9.95**

4.5.5 Operator Service Per Minute Rate:

$0.55 per minute N/C

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SECTION 4 - RATES AND CHARGES (CONTINUED)

4.6 Reserved for Future Use (T)

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SECTION 5 - PROMOTIONAL OFFERINGS

From time to time, the Company may provide certain special offerings to its Customers in the form of service promotions. These special offerings may be limited to certain dates, times and locations. The Company's service promotions are listed below: (N)

5.1 EXCEL MyLine Basic Caller ID Promotion

Beginning September 1, 2003 and ending September 30, 2003, Excel offers the MyLine Basic and Caller ID Promotion to new residential Customers in the State of Missouri. New Customers who subscribe to EXCEL MyLine Basic Local Service Package and Caller ID during the aforementioned time period will be eligible to receive a billing credit to reimburse the Caller ID monthly recurring charges for the first three months of service. The billing credit will be applied to the Customer's account during the third month of service and should appear on the same invoice as the Customer's third monthly recurring charge for the Caller ID feature. The Customer must remain subscribed to both the EXCEL MyLine Basic Local Service Package and Caller ID for the entire three-month period in order to be eligible to receive the billing credit, and the Customer's account must be in good standing. (N)

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