

## AT&T MISSOURI GUIDEBOOK

PART 10 - Wide Area Telecommunications Services (WATS)  
SECTION 1 - Outward WATS and 800 Services

1st Revised Sheet 1  
Replacing Original Sheet 1

### WIDE AREA TELECOMMUNICATION SERVICE<sup>/1/</sup>

(C)

#### A. Applicability

Wide Area Telecommunication Service (WATS) is furnished or made available by the Company over service components wholly within, or partly within, the State of Missouri and between points within the State of Missouri.

#### B. General Regulations

##### 1. Definitions

The following definitions pertain to Wide Area Telecommunications Service. Other terms used in this Guidebook are found in Part 2, Section 1 of the Guidebook or in the definition portion of the Access Tariff.

##### Change

The substitution of 800 Service for Outward WATS or vice versa.

##### Company

Southwestern Bell Telephone Company d/b/a AT&T Missouri

##### Complementary Service

See *Jointly Provided WATS Service*

##### Hunting Arrangement

A grouping of 800 Service access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.

##### IntraLATA

Wide Area Telecommunications Service (WATS) where the originating service point location and the terminating service point location are all within the same Local Access and Transport Area (LATA).

##### Jointly Provided WATS Service

Jointly provided WATS Service is an arrangement between the Company and an interexchange carrier (IXC). In this arrangement the intraLATA usage will be carried by the Company and billed at the rates found in this Guidebook, and the interLATA usage will be carried by the IXC and billed at the rates of the IXC. Outward WATS service may originate on a WATS Access Line, and 800 Service may terminate to a WATS Access Line or to local exchange lines. Jointly provided WATS service is also referred to as complementary service.

##### Local Access and Transport Area (LATA)

The Local Access and Transport Area denotes a geographical area established for the administration of communications service. It encompasses designated local operating Company exchanges which are grouped to serve common social, economic and miscellaneous purposes.

/1/ Effective December 31, 2021, Wide Area Telecommunication Services (WATS) and 800 Services are withdrawn for Residential customers. (N)  
(N)

**REGULATIONS (cont'd)****A. Scope (cont'd)**

3. *Inward 800 Service*<sup>/1/</sup> - Service components for dial-type telecommunications to intraLATA 800 Service telephone numbers from intraLATA toll points within the State of Texas will be furnished in accordance with the regulations and schedules of rates and charges set forth in this guidebook. (C)
- a. InterLATA dial type telephone communication to an 800 Service telephone number is furnished by an interexchange carrier. Any interexchange carrier may provide interLATA service as provided in A.4, following.
  - b. The subscriber to intraLATA 800 Service can obtain the interLATA portion of the 800 Service from the interexchange carrier as an intrastate only service or as multi-jurisdictional service.
4. The interexchange carrier has two options for the provisioning of the 800 Service:
- a. Joint Provided Service - The interexchange carrier will provide the interLATA service under a joint provisioning agreement with the Company. The 800 Service has to terminate over a WAL service and the Company will bill the end-user directly for the intraLATA 800 Service at the rates stated in RATES, paragraph C.1, C.2 or C.3.

The provision of the WAL to the interexchange carriers' customers is provided pursuant to this guidebook. Interexchange carriers with which the Company currently has an agreement regarding the joint provisioning of intraLATA 800 WATS and WATS-like services are:

Company

AT&T Communications of the Southwest, Inc.

- b. Non-Joint Provided Service - The interexchange carrier will under the non-joint provided arrangement, provide both the intraLATA and interLATA portions of the service to the end-user customer. The Company will bill the appropriate intraLATA 800 Service rates as specified in RATES, paragraph C.6 to the interexchange carrier until January 5, 1994, at which time access charges will be billed from the Access Service Tariff. The interexchange carrier can terminate 800 Service calls over a WAL service, special access, common line or any other appropriate service arrangement.

The provision of the WAL to the interexchange carrier for an intrastate interLATA 800 Non-Joint provided arrangement is pursuant to Sections 6 and 7 of the Access Service Tariff.

- c. The jurisdictional allocation of the intrastate usage for either the joint provided arrangement or the non-joint provided arrangement will be determined as outlined in the Company's intrastate Access Service Tariff, Section 6, Switched Access Service, and the provisions stated in Section 2, 3.0, for splitting of intrastate 800 usage under the joint provided arrangement.

/1/ Effective December 31, 2021, Inward 800 Service is withdrawn for Residential customers. (N)

**REGULATIONS (cont'd)****A. Scope (cont'd)**

5. *Common Line 800 Service*<sup>/3/</sup> - Common Line 800 Service is the intraLATA 800 Service provided by the Company where 800 Service calls are terminated over exchange telephone service facilities. Common Line 800 Service is not available for use with cellular telephone service or mobile telephone service. (C)
- a. Common Line 800 Service Description
1. Area of Service - Common Line 800 Service is available in each LATA. If the customer wants to receive service in more than one LATA using the same 800 number, the customer must subscribe to exchange telephone service in each LATA, or arrange for an Interexchange Carrier to provide transport of the interLATA calls.
  2. A unique ringing signal is available as an option to Common Line 800 Service<sup>/1/</sup>. A unique ringing signal will allow the customer to distinguish whether an incoming call was placed by dialing the customer's 800 service number or the customer's local exchange telephone number. This feature is not available for use on PBX trunks, or on local exchange facilities arranged for multi-line hunting. If a customer has Common Line 800 Service configured for multiple terminations, unique ringing will be provided only on one termination. The termination with unique ringing must be in the Company's serving area. There is no additional monthly recurring charge for this feature. Change charges do not apply unless this feature is added subsequent to the initial installation of Common Line 800 service.
  3. Only one 800 number will be assigned to terminate calls on any given exchange telephone service facility.
  4. Customers of Common Line 800 Service may receive call detail information or summary usage information<sup>/2/</sup>.
  5. In the event that the customer's exchange telephone service goes out of service (for reasons other than negligence or a willful act of the customer), at the customer's request, the Company will permit termination of the customer's 800 service calls to an alternate facility at no charge.
  6. Emergency Update Service - Provides the customer with a secondary call routing plan to be used in the event that the customer's primary call routing plan cannot be used. The service provides call handling in the event of an unusual situation. The change charges for Common Line 800 Service apply to this service. There is no charge to activate the service, nor to change back to the primary call routing plan.

/1/ Where facilities permit.

/2/ If automatic number identification (ANI) is not available and the customer has requested call detail information, the from number (NXX) or the from city will not be provided. Other call detail information will be provided.

/3/ Effective December 31, 2021, Common Line 800 Service is withdrawn for Residential customers. (N)

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

2. Undertaking of Company

Transmitting Messages - The Company does not transmit messages but furnishes the use of its services to its customers for communications.

The design, maintenance and operation of Wide Area Telecommunications Service envisions that communications will originate or terminate at a WATS service point for the purpose of communicating with service points in the specified service areas. Connections of customer premises equipment or communications systems or interexchange customer-provided premises equipment or communications systems to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

3. Availability of Service

Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**

## 4. Liability of the Company

- a. In view of the fact that the customer has exclusive control of his communications over the services furnished him by the Company, and of the other uses for which service components may be furnished him by the Company and because of unavailability of errors incident to the services and to the use of such service components of the Company, the services and service components furnished by the Company are subject to the terms, conditions and limitations herein specified.
- b. The Company's failure to provide or maintain service under this Guidebook shall be excused by labor difficulties, governmental orders, civil commotion, acts of God and other circumstances beyond the Company's reasonable control, subject to the interruption allowance provisions of this Guidebook.
- c. With respect to any claim or suit, by a customer or by any others, for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission or service occurring in the course of furnishing service, channels or other service components, the Company's liability, if any, shall not exceed an amount equivalent to the proportionate charge to the customer for the period during which such mistake, omission, interruption, delay, error or defect in transmission or service occurs and continues. This liability shall be in addition to any amounts that may otherwise be due to the customer under this Guidebook as an allowance for interruptions. No other liability shall in any case attach to the Company in consideration of such interruptions. However, such mistakes, omissions, interruptions, delays, errors or defects in transmission or service which are caused or contributed to by the negligence or willful act of the customer or which arise from or in connection with the use of customer premises equipment or service components shall not result in the imposition of any liability whatsoever upon the Company.
- d. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the service components or the use thereof, against claims for infringement of patents arising from combining with, or using in connection with, service components furnished by the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with service components provided by the Company.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

4. Liability of the Company (cont'd)

- e. When the lines of other companies are used in establishing connections to service points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.
- f. The Company does not guarantee nor make any warranty with respect to service components provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer, or by any other party or person for any personal injury to or death of any person or persons and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said service components so provided.

The Company may require each customer to sign an agreement for the furnishing of such service components as a condition precedent to the furnishing of such equipment.

The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between the service components provided in an explosive atmosphere and points outside the hazardous area where connection may be made with regular service components of the Company. The customer may be required to install and maintain these service components within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

- g. The charges specified in this Guidebook do not contemplate work being performed by the Company employees involved at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests that overtime be performed or interrupts work once begun, an additional charge based on the additional costs involved applies.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

5. Limitation of Service

- a. WATS does not include conference or other calls requiring operator handling, except that an operator will reach the called telephone number where service components are not available for customer dial completion. (C)

WATS is not represented as adapted for connection to other services of the Company or to customer-provided systems. The service contemplates the provision of satisfactory transmission only between the access line and the calling or called station. The access line will be terminated only at a customer's premises located in the same serving exchange of the same state as that for which the rate applies.

- b. As a result of action taken by certain independent telephone companies and an Order in Case No.TC-2000-325 upholding the position of these independent telephone companies, subscribers to the Company's 800 services are not able to receive 1-8xx dialed calls from the following independent Company exchanges:

Chariton Valley Exchanges

Atlanta	Excello
Bevier	Forest Green
Bosworth	Hale
Bucklin	Huntsville
Bynumville	Jacksonville
Callao	New Boston
Clifton Hill	New Cambria
De Witt	Prairie Hill
Ethel	Salisbury

Goodman Exchanges

Goodman	Lanagan
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Mid-Missouri Exchanges

Arrow Rock	Latham
Blackwater	Marshall Junction
Bunceton	Miami
Fortuna	Nelson
Gilliam	Pilot Grove
High Point	Speed

Ozark Exchanges

Noel	Southwest City
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Seneca Exchanges

Seneca	Tiff City
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**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

5. Limitation of Service (cont'd)

Mark Twain Rural Telephone Company

Barning	Leonard
Bethe	Newark
Brashear	Novelty
Durham	Philadelphia
Greentop	Steffenville
Hurdland	Williamstown
Knox City	
Wyaconda	

Alma Telephone Company

Alma

Choctaw Telephone Company

Halltown

Green Hills Telephone Company

Avalon	Bogard
Breckenridge	Cowgill
Dawn	Knoxville
Lock Springs	Ludlow
Mooreville	Polo
Stet	Tina
Wheeling	

Kingdom Telephone Company

Auxvasse	Big Springs
Hatton	Mokane
Rhineland	Tebbetts
Williamsburg	



**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

5. Limitation of Service (cont'd)

Modern Telephone Company

Memphis  
Unionville

Queen City

Mo-Kan Telephone Company

Freeman

Northeast Missouri Rural Telephone Company

Arbela  
Green City  
Luray  
Novinger  
Pollack  
Winigan

Brook  
Lemons  
Martinstown  
Omaha  
Tobins Creek

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

6. Use of Service for Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

7. Suspension and Termination of Service for Cause

- a. The WATS Access Line may be suspended by the Company in accordance with 'Suspension of Service' in Part 2, Section 4 of the Guidebook. For the purposes of administering this provision, the WATS Access Line is considered business service.
- b. Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, by notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service. This written notice shall be sent or delivered to the customer five (5) days prior to the date of the proposed discontinuance. If in the judgment of the Company, unusual risk of financial loss exists, service may be discontinued after 48 hours' written notice has been furnished to the customer.
- c. 800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without injurious effects upon it or any other service rendered by the Company. The Company may terminate or refuse to furnish 800 Service to any customer without incurring any liability if the use of the service would interfere with or impair WATS or any other service rendered by the Company, provided that in the case of a termination of service, at least five days have elapsed following written notification to the subscriber by mail or in person of the Company's intention to terminate the service for such cause.
- d. The rules and regulations as applied to billing and collection practices for services provided to customers are found in 'Rules and Regulations Applying to All Customers' Contracts' (Part 2, Section 2), Suspension of Service (Part 2, Section 4) and Restoration of Service (Part 2, Section 2).
- e. The WATS Access Line may not be suspended at the customer's request.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

8. Use of the Service by the Customer

- a. The service is provided for use by the customer and may be used by others when so authorized by the customer, providing that all such usage shall be subject to the provisions of this Part.
- b. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes, but is not limited to:
  1. The placing or acceptance of a WATS call in response to any uncompleted long distance message call which was not completed in order to transmit or receive intelligence without the payment of the applicable long distance message charge.
  2. The obtaining, or attempting to obtain, or assisting another to obtain to attempt to obtain Wide Area Telecommunications Service by rearranging, tampering with or making connection with any service components of the Company or by any trick, scheme, false representation or credit device, or by or through any other fraudulent means or device whatsoever with intent to avoid the payment, in whole or in part, the regular charge for such service.
  3. The use of the service or service components of the Company a call or calls, anonymous or otherwise, if in a manner reasonably to frighten, abuse, torment or harass another.
  4. The use of profane or obscene language.
  5. The use of the service in such a manner as to interfere unreasonably the use of service by one or more other customers.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

9. Advance Payments

Applicants for service who do not have an account with the Company or whose financial responsibility is not a matter of general knowledge may be required to make an advance payment at the time of application equal to the Installation Charges, if applicable, and at least one month's estimated charges for the service desired.

The amount of the advance payment is credited to the customer's account as applying to any indebtedness under the contract.

10. Payment of Charges

- a. The customer is responsible for payment of all charges for service furnished. Charges are based on rates and regulations in effect at the time the service is furnished. Usage charges are billed at the end of the billing cycle. All other recurring charges are billed monthly in advance. All charges are due when the bill is rendered.
- b. The rules and regulations as applied to billing and collection practices for services provided to customers are found in 'Rules and Regulations Applying to All Customer's Contracts' (Part 2, Section 2), Suspension of Service (Part 2, Section 4) and Restoration of Service (Part 2, Section 2) of the Guidebook.

11. Deposits

The Company may require an applicant or a present customer to post a deposit in accordance with the provisions of Rules and Regulations Applying to All Customers' Contracts found in Part 2, Section 2 of the Guidebook.

12. Defacement of Premises

The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service or the installation of the service components and associated wiring furnished by the Company on such premises or by the installation or removal thereof when such defacement or damage is not the result of negligence of the agents or employees of the Company.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

13. Theft of Service Components

The customer is required to reimburse the Company for any loss through theft of the service components on the customer's premises.

14. Cancellation of Application for Service

- a. Where an application for service is canceled by the applicant prior to the start of installation of service components, no charge applies.
- b. Where installation of service components has been started prior to the cancellation, Installation Charges apply.

15. Call Handling and Destination Features

The Call Handling and Destination Features described in the Common Line 800 Service section of this Part are also available for use with IntraLATA 800 Service that is terminated to a WATS Access Line.

Call Handling and Destination Features are call routing features that are available for use with intraLATA 800 Service that utilizes the 800 Database of the Company. These features, excluding Originating Location Service, may not be used to make call routing decisions on an Interexchange Carrier's interLATA 800 Service.

If the Company has been authorized by the Interexchange Carrier to accept orders for the Interexchange Carrier's call routing features, the Company may add the Interexchange Carrier's interLATA call routing information to the 800 database record. Authorization will be granted via a written agreement between the Company and the Interexchange Carrier. A copy of the agreement is available upon request.

16. Provision of Equipment

17. Minimum Contract Period

The minimum contract period is one day.

18. Rates for Fractional Periods

- a. The charges for a fractional part of a month will be a proportionate part of the monthly recurring charges based on the actual number of days the service is furnished.
- b. To determine charges for a fractional part of a month, every month is considered to have 30 days.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**

## 19. Maintenance and Repairs

The Company undertakes to maintain and repair the service components which it furnishes to customers. The customer shall be responsible for damages to service components of the Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any service components installed by the Company except upon the written consent of the Company.

A nonrecurring Maintenance Service Charge of \$25.00 will apply for each repair visit to a customer's premises or the premises of any other customer where the service difficulty or trouble results from the use of customer premises equipment or service components.

## 20. Access to Customers' Premises

The agents and employees of the Company shall have the right to enter the premises of a customer at any reasonable hour for the purpose of installing, inspecting or repairing the service components of the Company or upon termination of the service for the purpose of removing such service components.

## 21. Allowance for Interruptions

- a. Credit is allowed for interruption of the access line of 24 consecutive hours or more after being reported out of order. Interruption to the access line, not due to the negligence of the customer, is credited at one-thirtieth of the monthly charge for the access line for each 24 hours or major fraction thereof of interruption. The refund may be accomplished by a credit on a subsequent bill for WATS Service.
- b. Long Distance Telecommunications Service furnished at the customer's request when his Wide Area Telecommunications Service is interrupted is charged for at the Long Distance Telecommunications rates contained in Part 9 of the Guidebook.

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**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

22. Special Construction

- a. Rates and charges for special construction will be provided as set forth in Section 14 of the Access Services Tariff.
- b. Special construction is that construction undertaken:
  1. Where service components are not presently available, and there is no other requirement for the service components so constructed.
  2. Of a type other than that which the Company would normally utilize in the furnishing of its services.
  3. Over a route other than that which the Company would normally utilize in the furnishing of its services.
  4. In a quantity greater than that which the Company would normally construct to serve the customer's needs.
  5. On a temporary basis until permanent service components are available.
  6. Involving abnormal costs.
  7. In advance of the normal construction on an expedited basis.
- c. A request for charges for special construction will be subject to a special Quotation Charge for the direct administrative and engineering costs associated with the preparation of that particular quotation. The amount of such charges will be credited to the account of the customer when an order for that particular special construction is received within 90 days of the quotation. The customer will authorize, through a designated representative, the request for a quotation before the Company undertakes any work involved in developing such quotations.

23. Billing Information

When WATS or a WATS-like service is provided by an Interexchange Customer, the Interexchange Customer is required to provide sufficient billing information so that the Company can bill the end user for intraLATA usage as provided for in this Guidebook. If sufficient billing information is not provided by the Interexchange Customer, the Interexchange Customer will be liable for the revenue associated with the intraLATA usage.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**

## 24. Common Line 8XX Toll Free Service Regulations (C)

Common Line 8XX Toll Free Service provides 8XX Toll Free Service utilizing the 8XX Toll Free Data Base of the Company. The 8XX Toll Free Service calls will be terminated over exchange telephone service facilities provided by the Company. Termination to Remote Call Forwarding Service is also permitted. Common Line 8XX Toll Free Service is not available for use with cellular telephone service, mobile telephone service, or pay telephone service. (C)

Area of Service defines the geographic locations within the state from which the customer wants to accept calls for a given 8XX Toll Free number. (C)

If the customer wants an Area of Service which is larger than a single LATA, the customer must subscribe to exchange telephone service in each LATA in the Area of Service or arrange for an Interexchange Carrier to provide transport of the interLATA calls.

Only one 8XX Toll Free number will be assigned to terminate calls on any given exchange telephone service facility. (C)

Customers of Common Line 8XX Toll Free Service may receive call detail information or summary usage information. Call detail information will be provided only in areas where facilities permit. (C)

In the event that the customer's exchange telephone service goes out of service (for reasons other than negligence or a willful act of the customer), at the customer's request, the Company will change, at no charge, the customer's Common Line 8XX account record to permit termination of the 8XX Toll Free Service calls to an alternate facility. (C)

Rates for Common Line 8XX Toll Free Service and its optional features can be found in D. of this Part. (C)

The business subscriber to Common Line 8XX Service will receive at no additional charge one Primary Listing and one Foreign Listing for each 8XX Toll Free number. (C)

The Primary Listing must be in the subscriber's local exchange, and the Foreign Listing must be in an exchange other than the exchange in which the service is furnished. Additional Foreign Listings may be provided at the rates and charges as found in the Part 4, Section 3. (C)



**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****B. General Regulations (cont'd)**24. Common Line 800 Service<sup>/1/</sup> Regulations (cont'd) (C)(D)  
(D)

## a. Call Handling and Destination Features

Call Handling and Destination Features are features that are available for use with Common Line 800 Service that utilizes the 800 Data Base of the Company. The customer may subscribe to one or more of the features. These features include the following services:

*Originating Location Service* - This feature will permit the customer to select territories from which they wish to receive calls based on the originating location of the call. All customers will receive this feature.

*Time of Day Service* - This feature will permit the customer to have the terminating location of the 800 call vary based on the time of day the call is placed. USOC: 8HFTD

*Day of Week Service* - This feature will permit the customer to have the terminating location of the 800 call vary based on the day of the week the call is placed. USOC: 8HFDW

*Traffic Allocation Service* - This feature will permit the customer to have the 800 calls routed to multiple terminations based on a percentage of all 800 calls. USOC: 8HFTA

*Specific Day Routing Service* - This feature will permit the customer to arrange the service so that the terminating location of the call is varied based on a specific day of the year. For example, calls placed on Christmas Day could be routed to a number different than the number that receives the calls the other 364 days of the year. USOC: 8HFSD

*Multiple Carrier Service* - This feature will permit the customer to have multiple carriers for the interLATA 800 Service calls. Carrier selection will be based on Originating Location Service. USOC: 8HFMC

## b. Emergency Update Service

Emergency Update Service provides the customer with a secondary call routing plan to be used in the event that the customer's primary call routing plan cannot be used. The intent of this service is to provide for call handling in the event of an unusual situation other than out of service exchange service as described in paragraph B.24. The Change Charge for Common Line 800 Service will apply to establish or subsequently change Emergency Update Service. The specific rate is dependent on the number of terminations involved in the Emergency Update Service plan. Once the service plan is established, there is no charge to activate the service, nor to change back to the primary call routing plan. USOC: 8HFEU

/1/ Effective December 31, 2021, Common Line 800 Service is withdrawn for residential customers. (C)

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**B. General Regulations (cont'd)**

24. Common Line 800 Service<sup>/1/</sup> Regulations (cont'd) (C)

c. Unique Ring Signaling

A unique ringing signal is available as an option to Common Line 800 Service. A unique ringing signal will allow the customer to distinguish if the incoming call was placed by dialing the customer's 800 number or the customer's local exchange telephone number.

A unique ringing signal is available only where facilities permit.

This feature is not available for use on PBX trunks, or on local exchange facilities arranged for multi-line hunting.

There is no additional monthly charge for this feature. There is no additional nonrecurring charge if this feature is ordered on the initial installation of Common Line 800 Service. The change charges found in the Rates section of this Part of the Guidebook apply when this feature is added subsequent to the initial installation of Common Line 800 Service.

If the customer has the Common Line 800 Service configured for multiple terminations, unique ringing will be provided on only one termination. The termination with unique ringing must be in the Company's service area.

25. Telecommunications Service Priority System

The priority provisioning and restoration of services offered under this guidebook relative to the National Security Emergency Preparedness (NSEP) Telecommunications Service Priority (TSP) System shall be pursuant to the regulations and rates as delineated in Part 8, Section 5 of the Guidebook.

For application in this guidebook, such regulations, rates and charges shall be interpreted to apply on a "per request, per IntraLATA Access Line" basis.

/1/ Effective December 31, 2021, Common Line 800 Service is withdrawn for Residential customers. (N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/1/</sup> (cont'd)**

(C)

**C. Connections of Customer Premises Equipment and Communications Systems**

Customer premises equipment and communications systems may be connected at the customer's premises to Wide Area Telecommunications Service (WATS) furnished by the Company when such connections are made in accordance with the provisions of the Connections of Terminal Equipment and Communications Systems Section of Part 2, Section 9.

**D. Rates**

## 1. General

Each WATS access line will be arranged, at the option of the customer, for either Outward or 800 Service<sup>/1/</sup>, but not both.

(C)

Rates for the 800 Service access line in paragraph D.4.a., and the Outward WATS access line in paragraph D.4.b., following, are for the IntraLATA portion only.

Service Charge(s) will apply for jacks and premises charges as found in the Service Connection Charges of the Part 3, Section 1.

The Company may, during certain promotional periods, waive in full or in part the Service and Equipment charge and/or monthly rates as provided for in Part 2 and Part 3 of the Guidebook.

## 2. Rate Periods

Rates applicable are based on the time of day, day of week as follows:

Business Day Period

8 a.m. to 5 p.m. Monday through Friday. The Business Day Period for holidays (New Year's Day, Independence Day, Thanksgiving Day, Labor Day, Christmas Day) is charged at Evening Period Rates.

Evening Period

5 p.m. to 11 p.m. Sunday through Friday

Night/Weekend Period

11 p.m. to 8 a.m. all days  
8 a.m. to 11 p.m. Saturday  
8 a.m. to 5 p.m. Sunday

/1/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS) and 800 Services are withdrawn for Residential customers.

(N)  
(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/1/</sup> (cont'd)** (C)

**D. Rates (cont'd)**

3. Minimum Average Time Requirement (MATR)

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

4. Rates - Inward WATS (800 Service) or Outward WATS

a. 800 Service <sup>/1/</sup>	<u>USOC</u>	<u>Monthly Rate</u>	(C)
IntraLATA Access Line, each	8L9	\$43.00	
<i>Installation Charges</i>		<u>Nonrecurring Charge</u>	
Each 800 Service Line		\$121.00	
	<u>Business Day</u>	<u>Evening</u>	<u>Night/Weekend</u>
First 9 hours, each hour	\$18.00	\$14.40	\$11.70
Next 9 hours, each hour	15.30	12.24	9.95
Next 17 hours, each hour	13.01	10.41	8.46
Over 35 hours, each hour	11.06	8.85	7.19

/1/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS) and 800 Service are withdrawn for Residential customers. (N)  
(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/2/</sup> (cont'd)** (C)

**D. Rates (cont'd)**

4. Rates - Inward WATS (800 Service)<sup>/2/</sup> or Outward WATS (cont'd) (C)

b. Outward WATS	<u>USOC</u>	<u>Monthly Rate</u>	
IntraLATA Access Line, each <sup>/1/</sup>	WAX	\$43.00	
<i>Installation Charges</i>			
Each outward WATS line <sup>/1/</sup>			<u>Nonrecurring Charge</u> \$106.00
	<u>Business Day</u>	<u>Evening</u>	<u>Night/Weekend</u>
First 10 hours, each hour	\$13.50	\$10.80	\$8.78
Next 10 hours, each hour	11.48	9.18	7.46
Next 18 hours, each hour	9.76	7.81	6.34
Over 38 hours, each hour	8.30	6.64	5.40

/1/ The access line rate and charge are not applicable when outward WATS is provisioned over SmartTrunk Service.

/2/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS) and 800 Service are withdrawn for Residential customers. (N)  
(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/1/</sup> (cont'd)** (C)**D. Rates (cont'd)**4. Rates - Inward WATS (800 Service)<sup>/1/</sup> or Outward WATS (cont'd) (C)

## c. Method of Applying Monthly IntraLATA Usage Rate

1. Rates for 800 Service in paragraph D.4.a., preceding, will apply to intraLATA usage only. Rates for interLATA 800 Service will be at the rates of the interexchange customer.

If sufficient data is not available to determine the customer's intraLATA usage, 47 percent of the total intrastate 800 Service usage will be considered to be intraLATA usage, and 53 percent will be considered to be interLATA usage.

2. Rates for Outward WATS Service in paragraph D.4.b., preceding, will apply to intraLATA usage only. Rates for interLATA Outward WATS usage will be at the rates as found in the guidebook of the interexchange customer.

## 5. Method of Determining Monthly Charges for Usage

For all WATS access lines on which usage is recorded by the Company by time-of-day rate periods, the usage charge is determined, separately for Outward WATS and 800 Service, using steps a. through e., following:

- a. Determine the total number of completed calls for each rate period for each service arrangement.
- b. Apply the Minimum Average Time Requirement of one minute by dividing the number of completed calls for each rate period in each service arrangement by 60. (one call = one minute.)
- c. Determine the total actual hours used for each rate period for each service arrangement.
- d. Determine the total chargeable hours for each rate period for each service arrangement. This is the greater of b. or c., above, rounded to the nearest tenth (one decimal place).
- e. Determine the total usage charge for all rate periods in each service arrangement by applying the rates shown in the rate table in paragraph D.4. *Rates* for Outward WATS or 800 Service.

/1/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS) and 800 Service are withdrawn for Residential customers. (N)  
(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/1/</sup> (cont'd)** (C)**D. Rates (cont'd)**

## 6. Timing of Calls

- a. Chargeable time begins when connection is established between a service point associated with the WATS access line and the calling or called service point and ends when the calling service point "hangs up," thereby releasing the network connection. If the called service point "hangs up" but the calling service point does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- b. When a connection is established in one rate period and ends in another, the rate for each rate period applies to the portion of the connection occurring within that rate period.
- c. The rate charged is determined by the day and time (standard or daylight savings) at the WATS access line location.
- d. When 800 Service<sup>/1/</sup> is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time begins when the 800 Service call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that chargeable time may begin. (C)

## 7. Access Line Extension (WEC)

The mileage rates and measurements are the same as for extension service on flat rate business service as provided in the Private Line Service, Part 15, Section 2.

## 8. Installation/Nonrecurring Charges

The charges for changing the 800 data base record for intraLATA 800 Service terminating to a WATS Access Line are the same charges that are shown as the change charges for Common Line 800 Service<sup>/1/</sup> in this Part. (C)

Discontinuance of WATS at one premise and its installation at another premise, all within the same exchange, is considered as an outside move and is subject to regular Installation/Nonrecurring Charges.

/1/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS), 800 Service, and Common Line 800 Service are withdrawn for Residential customers. (N)  
(N)

**WIDE AREA TELECOMMUNICATIONS SERVICE<sup>/1/</sup> (cont'd)** (C)

**D. Rates (cont'd)**

9. Listings

Listings will be provided upon request for WATS 800 Service<sup>/1/</sup> in directories within the State of Missouri. Rates for business regular extra listings as contained in Part 12 are applicable for all listings. (C)

10. Directory Assistance Service

- a. The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers.
- b. The regulations and rates set forth in Listing Services in Part 12 apply to calls from WATS customers who request assistance in determining telephone numbers of customers who are located in the calling scopes as defined in the Listing Services section.
- c. Outward WATS customers are not billed for Home Numbering Plan Area (HNPA) Directory Assistance calls.

11. Provision of Call Detail

The Company will provide to the subscriber of intraLATA Outward WATS or intraLATA 800 Service, as a part of the standard WATS bill, a printed itemization of each message completed via a WATS access line. This service is an optional service. The subscriber may elect to receive either summary usage information or call detail information. If the Company also provides the billing for the subscriber's interLATA usage provided by an interexchange carrier, the message detail of the interLATA usage will also be provided.

A nonrecurring charge of \$5.00 (USOC: B14) for outward WATS or \$12.50 (USOC: B15) for 800 Service will apply for each service order prepared to establish or discontinue this service on existing accounts. No additional charge will apply if the service is requested on the initial order to establish WATS service. There is no additional monthly charge for this service.

/1/ Effective December 31, 2021, Wide Area Telecommunications Service (WATS) and 800 Service are withdrawn for Residential customers. (N)  
(N)



**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**D. Rates (cont'd)**

12. Common Line 800 Service - Business

IntraLATA Usage Rates<sup>/1/</sup>

- a. Per Minute Plan
  - Peak Time (Monday through Friday, 8:00 a.m. to 5:00 p.m.) \$0.15
  - Off-Peak Time (all other times)<sup>/2/</sup> 0.15

	<u>Initial Period</u>	<u>Additional Period Per Minute</u>
b. 2 Hour Block Plan <sup>/3/</sup>	\$15.00	\$0.125
c. 5 Hour Block Plan <sup>/4/</sup>	\$30.00	\$0.10
d. CUSTOM 8 <sup>SM</sup> Plan		

<u>Total Minutes of Usage Per Month</u>	<u>Rate Per Minute</u>
0 – 599	\$.150
600 – 899	.120
900 – 1199	.115
1200 – 1799	.110
1800 – 2399	.105
2400 – 2999	.102
3000+	.100

/1/ The time when call is established determines whether Day rates apply. The time is determined in accordance with the time -- standard or daylight saving -- legally or commonly in use at the location of the switching office of the calling service point. The time (at the calling service point) at which connection is established governs.

/2/ Includes all calls made on the following holidays: Christmas Day, New Year's Day, Independence Day, Thanksgiving Day and Labor Day.

/3/ Includes first 120 minutes or fraction thereof of usage.

/4/ Includes first 300 minutes or fraction thereof of usage.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**D. Rates (cont'd)**

12. Common Line 800 Service - Business (cont'd)

<u>Plan</u>	<u>Monthly Rate</u>	<u>USOC</u>
Per Minute Plan	\$5.00	WFA
2 Hour Block Plan	5.00	WFA
5 Hour Block Plan	5.00	WFA
CUSTOM 8 <sup>SM</sup>	10.00	WKA
<i>Change Charges</i>		<u>Nonrecurring Charge</u> <sup>/1,4/</sup>
Number of Terminations Changed, Per 800 Number <sup>/3/</sup>		
- 1 or 2 Terminations		\$20.00
- 3 to 10 Terminations		90.00
- over 10 Terminations		225.00
Charge to Change Usage Plans		5.00
Call Detail Information, per account /B15/		12.50 <sup>/2/</sup>

/1/ Service connection charges do not apply in addition to these nonrecurring charges.

/2/ Not applicable if a Change Charge applies on the same order or if ordered at time of service establishment.

/3/ If a change is made that requires only one record entry but the change is common to all terminations, the appropriate charge is the charge for changing one termination. An example would be the request for a change of the 800 number.

/4/ No Change Charge applies for 800 Service if the order is negotiated by a party other than the Company, and that party also enters the necessary information into the 800 database without the aid of Company personnel.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)****D. Rates (cont'd)**

## 12. Common Line 800 Service - Business (cont'd)

If the customer's Area of Service covers an area that is served by more than one Revenue Accounting Office (RAO), the customer's usage billing will be computed separately in each RAO. The customer will receive a separate billing statement from each RAO. Exception: If a LATA is served by two RAOs, the usage billing will not be split between the two RAOs.

The Minimum Average Time Requirement (MATR) for Common Line 800 Service usage is 30 seconds.

Method of Determining Monthly Usage Charges - Business Common Line 800 Service:

- a. Determine the total number of completed calls for each 800 telephone number per Revenue Accounting Office (RAO).
- b. Determine the minimum chargeable minutes for each 800 telephone number by multiplying the number of calls by .5.
- c. Determine the total actual minutes of use for each 800 telephone number per RAO.
- d. Determine the chargeable minutes of each 800 telephone number per RAO. This is the greater of 2. or 3. above. Round the result up to the nearest whole minute.
- e. Determine the total usage charge for per minute billing options by applying the rates shown in the rate table in this Section.
- f. Determine the total usage charge for block plan billing options by applying the rates shown in the rate table. For block plan options the initial period rate is the minimum monthly charge for any accumulated usage up to 120 or 300 minutes (depending on plan option selected) each month. The additional period rate is used for charging usage in excess of the initial allowable usage each month.

Usage which is delayed from being processed during the normal billing cycle will be billed as usage during the next billing period immediately following the receipt of the message information which is necessary for billing. Previous months' bills which did not include usage which was delayed will not be reissued to account for the delayed usage.

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**D. Rates (cont'd)**

13. Reserved for Future Use

(C)

(D)

(D)

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**D. Rates (cont'd)**

13. Reserved for Future Use (cont'd)

(C)

(D)

(D)

**WIDE AREA TELECOMMUNICATIONS SERVICE (cont'd)**

**E. Miscellaneous**

General Regulations

Rates and Charges as found in the Part 4 and Part 2 of the Guidebook, applicable to the business class of service, apply for additional services such as change telephone number, change from loop start to ground start or vice-versa, inside move of Network Interface, etc., provided at the customer's request.

**F. Special Taxes, Fees and Charges**

Special taxes, fees and charges are added to the customer's bill as covered in 'Rules and Regulations Applying to All Customers' Contracts', Part 2, Section 2 of the Guidebook.

**G. Special Service Arrangements**

Special Service Arrangements consist of modifications of service components offered under Part 2, Section 7. They will be furnished, when practicable, by the Company at charges equivalent to the cost of providing such arrangements if in connection with and not detrimental to any of the other services furnished under the Company's guidebook. Refer to 'Rules and Regulations Applying to All Customers' Contracts' of Part 2, Section 2 for composition of rates.