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**Rules of**  
**Department of Economic**  
**Development**  
**Division 240—Public Service Commission**  
**Chapter 33—Service and Billing Practices for**  
**Telecommunications Companies**

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**Title 4—DEPARTMENT OF  
ECONOMIC DEVELOPMENT**  
Division 240—Public Service  
Commission  
Chapter 33—Service and Billing  
Practices for Telecommunications  
Companies

**4 CSR 240-33.010 General Provisions**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.020 Definitions**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.030 Minimum Charges Rule**  
(Rescinded September 30, 2004)

*AUTHORITY: sections 386.040, 386.250 and 392.200, RSMo 1986. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded: Filed Jan. 28, 2004, effective Sept. 30, 2004.*

**4 CSR 240-33.040 Billing and Payment Standards for Residential Customers**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Amended: Filed Dec. 31, 1979, effective Sept. 2, 1980. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.045 Requiring Clear Identification and Placement of Separately Identified Charges on Customer Bills**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, 386.250, 392.220, 392.240, 392.451 and 392.470, RSMo 2000 and 392.200, RSMo Supp. 2004. Original rule filed Feb. 3, 2005, effective Oct. 30, 2005. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.050 Deposits and Guarantees of Payment for Residential Customers**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Amended: Filed Dec. 31, 1979, effective Sept. 2, 1980. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.060 Residential Customer Inquiries**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Aug. 16, 2002, effective April 30, 2003. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.070 Discontinuance of Service to Residential Customers**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Amended: Filed July 5, 1983, effective Feb. 11, 1984. Emergency amendment filed Dec. 20, 1983, effective Jan. 1, 1984, expired Feb. 11, 1984. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Oct. 30, 2002, effective July 30, 2003. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.080 Disputes by Residential Customers**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003.*

*Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.090 Settlement Agreements with Residential Customers**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.100 Variance**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, RSMo 1994 and 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.110 Commission Complaint Procedures**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040 and 386.250, RSMo 2000 and 392.200, RSMo Supp. 2003. Original rule filed Jan. 14, 1977, effective Oct. 1, 1977. Rescinded and readopted: Filed Aug. 26, 1999, effective April 30, 2000. Amended: Filed Feb. 17, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.120 Payment Discounts for Schools and Libraries that Receive Federal Universal Service Fund Support**  
(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, RSMo 1994, 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.130 Operator Service**  
(Rescinded December 30, 2015)



*AUTHORITY: sections 386.040, RSMo 1994, 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.140 Pay Telephone**

(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, RSMo 1994, 386.250 and 392.200, RSMo Supp. 1998. Original rule filed Aug. 26, 1999, effective April 30, 2000. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.150 Verification of Orders for Changing Telecommunications Service Provider**

(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, 386.250, and 392.540, RSMo 2000 and 392.200, RSMo Supp. 2003. Emergency rule filed Oct. 21, 1998, effective Jan. 1, 1999, expired June 29, 1999. Emergency rule filed June 17, 1999, effective June 30, 1999, terminated Nov. 30, 1999. Original rule filed July 8, 1999, effective Nov. 30, 1999. Amended: Filed Jan. 28, 2004, effective Sept. 30, 2004. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.160 Customer Proprietary Network Information**

(Rescinded December 30, 2015)

*AUTHORITY: sections 386.040, 386.250, 392.185(9), and 392.470, RSMo 2000. Original rule filed March 30, 2004, effective Nov. 30, 2004. Amended: Filed Jan. 25, 2008, effective Sept. 30, 2008. Amended: Filed Dec. 16, 2009, effective July 30, 2010. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*

**4 CSR 240-33.170 Relay Missouri Surcharge Billing and Collections Standards**

(Rescinded December 30, 2015)

*AUTHORITY: section 209.251, RSMo Supp. 2008 and sections 209.253, 209.255, 209.257, 209.258, 209.259, 386.040, 386.250, 392.185(1), (2), (3), and (8), and 392.470, RSMo 2000. Original rule filed Sept. 30, 2008, effective April 30, 2009. Rescinded: Filed April 1, 2015, effective Dec. 30, 2015.*