

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

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(D)

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Issued: April 3, 2012

Effective: May 3, 2012

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Filed  
Missouri Public  
Service Commission  
JI-2012-0568

CANCELLED  
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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

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Issued: May 1, 2000

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By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

A. General

1. The term "Service Charges" as specified and used herein and in other sections of this tariff is defined as the charge or charges applying to the ordering, connecting, moving, changing, rearranging or furnishing of telephone service, miscellaneous and supplemental equipment, and other telephone facilities.
2. The total service charge applicable for work performed by the Company in response to a customer's request is the sum of the charges for each work function necessary to provide the requested service, except as provided hereinafter.
3. Payment of service charges may be required before the work is begun. See Advance Payments and Deposits in the GENERAL REGULATIONS section.
4. Service charges are not applicable for:
  - a. Work functions which are not required to meet the customer's request.
  - b. Normal maintenance and repair of the Company's equipment and service.
  - c. Removal or discontinuance of equipment or service.
5. Residential customers may pay the service charges, for the establishment of local telephone service, in equal monthly installments over a period of six (6) months.
6. Low income residential customers may be eligible for reduced service charges as found in E.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
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SERVICE CHARGES

B. Description of Work Function

1. Service Ordering

- a. The service ordering function is the work performed by the Company in connection with the receiving, recording, and processing of customer requests for service.
- b. Service ordering work associated with the connection of main station service and other services requiring central office line connection work is identified as primary service ordering work. Also, service ordering work associated with changing account responsibility on an existing service is identified as primary service ordering work.
- c. The service ordering work associated with connecting, moving, or changing supplemental items of service and equipment where there is no central office line connection work, is identified as secondary service ordering work.

2. Central Office Line Connection

- a. The central office line connection function is the work associated with the line extending from the serving central office to the customer's premises. This includes the work associated with testing and connecting the line within the central office and extending the line from the serving central office to the customer's premises.

3. Trip Charge

- a. The Trip function is the visit to the customer's location, when required, in connection with the establishment of service or rearrangement of service.

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application

1. Service Charges are in addition to all other applicable rates and charges associated with the service and equipment being provided.
2. One or more charges may be applicable, based on the services or equipment requested by the customer.
3. The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work interruptions by the customer.

If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

4. No service charges other than termination agreement charges apply for the disconnection, discontinuance or removal of equipment or service.
5. Changes in the locations of existing stations or terminations to points outside the customer's premises are considered new installations at the new location.
6. The nonrecurring charge applicable for the establishment of foreign exchange service is the total of those nonrecurring charges applicable within the local and the foreign exchange.
7. The combination of charges applicable for a move or change of equipment or service will not exceed the charges applicable for a new installation of that equipment or service.

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Missouri Public  
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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

- 8. Service charges do not apply for the reestablishment for the same customer of service at a location which has been destroyed or made untenable by fire, wind or water. Service charges do apply for establishment of service at a new and permanent location, or for reestablishment of service at the same location for other than the previous customer.
- 9. Service Order Charge
  - a. The Primary Service Order Charge is applicable for:
    - 1. Initial connection of service;
    - 2. Move from one premises to another;
    - 3. Telephone number change at customer's request;
    - 4. Upgrade or downgrade at customer's request;
    - 5. Change party line association at customer's request; and
    - 6. Connection of additional central office lines, trunks, line segments and other services involving central office connections.

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Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

9. Service Order Charge

b. The Secondary Service Order Charge applies on all service orders not included under the Primary Service Order Charge. The charge, for example, is applicable for requests of the following connections, additions, moves or changes to established service:

1. Connection of on-premises extension stations or lines;
2. Connection or establishment of additional services, equipment, or lines other than central office lines, trunks or line segments;
3. Establishment of an additional, miscellaneous, nonpublished, nonlisted, no-address, or dual-name directory listing;
4. Inside move or change of equipment or service; and
5. Transfer of facilities from one building (mobile or otherwise) to another building of the same customer on the same premises or disconnection and connection of facilities involved in a move from one location to another location and re-establishment of service for the same customer on the same premises when there is no interruption of service other than that incident to the work involved.

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SERVICE CHARGES

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for:

1. Company initiated orders, e.g., a number change required by a cutover or regrade, replacement at the Company's initiative of obsolete equipment or services, etc.
2. Orders issued for correction purposes, e.g., an order to correct an address for which the customer has no control, an order issued as a result of Company error, etc.
3. Removal of an additional listing.
4. Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or the Division Manager.
5. Bill date change without a telephone number change.
6. Primary listing change caused by death, marriage or divorce of the listed customer.
7. Party line association change after contact by local management has not resolved the customer complaint.
8. Billing address change to ensure delivery of the telephone bill.
9. Service orders issued to remove telephone equipment and for noting company records that customer owned equipment is being utilized.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

9. Service Order Charge (Continued)

c. Service Order Charges are not applicable for: (Continued)

- 10. Change in telephone number or change or correction of directory listings made at the Company's initiative or at the customer's request when the change is required for connection of satisfactory service or to better identify the customer's number.

10. Line Connection Charge

a. The Line Connection Charge is applicable:

- 1. Each time service is established or reconnected at a customer's location.
- 2. For each line restored or reconnected after denial for nonpayment.
- 3. For all telephone number changes due to customer request.
- 4. For each drop line moved, changed, or rearranged at customer request.
- 5. For each line changed from single line to rotary hunt group or from rotary hunt group to single line service.
- 6. For each line upgraded or downgraded (central office work required) at customer request.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

10. Line Connection Charge

a. The Line Connection Charge is applicable:

7. The line connection charge applies as specified below for work required in the central office on local private lines, local tie lines, local off-premises extension lines, FCO and FX lines and trunks.

a. For the establishment of a local private line, local tie line or local off-premises extension line one line connection charge is applicable per line segment for each serving central office in which a connection of that segment is required.

b. For the connection of additional line segments to an existing line or trunk or to an existing local private line, local tie line or local OPX line, one line connection charge is applicable per line segment for work in each serving central office in which a connection of that segment is required.

c. For the connection of a Foreign Exchange or Foreign Central Office line or trunk, one line connection charge applies for each exchange or central office area (home and/or foreign) of the Company where central office work is required. For a number change on FX or FCO lines or trunks, a central office work charge applies only for the exchange or central office area from which the Foreign Exchange Service is furnished. Charges, if any, applicable to central office work in the exchange(s) of another company are those applicable for that company.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

10. Line Connection Charge (Continued)

b. Line Connection Charges do not apply for:

1. Regrades due to Company reasons.
2. Telephone number changes due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.
3. Bill date changes negotiated between the Company and the customer.
4. Party line changes after contact by local Management with all party line users has not resolved customer complaint.
5. Service orders issued for Company reasons or due to Company error.
6. Connection of circuits that do not require central office work.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

C. Rate Application (Continued)

11. Trip Charge

a. The Trip Charge is applicable:

1. When a Company employee goes either to the drop, protector, cross connect box and/or to the customer premises to perform requested work. Only one Trip Charge applies when the Company employee goes to more than one of the above mentioned locations when working an Order.

2. For each party line customer restored or reconnected after suspension of service for nonpayment. (T) (M)  
(M)

b. Two or more Trip Charges are applicable: (T)

1. When the same customer's request involves more than one premises. (T)

2. When a trip is required to two or more buildings in connection with PBX/PABX, Key System or Centrex Service. One Trip Charge applies for each building. (T)

(M)  
(M)

12. United States Military

(N)

- a. **For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.**

(N)

(M) Material moved within this page.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

C. Rate Application (Continued)

11. Trip Charge

a. The Trip Charge is applicable:

1. When a Company employee goes either to the drop, protector, cross connect box and/or to the customer premises to perform requested work. Only one Trip Charge applies when the Company employee goes to more than one of the above mentioned locations when working an Order.
2. Two or more Trip Charges are applicable:
  - a) When the same customer's request involves more than one premises.
  - b) When a trip is required to two or more buildings in connection with PBX/PABX, Key System or Centrex Service. One Trip Charge applies for each building.
3. For each party line customer restored or reconnected after suspension of service for nonpayment.

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JI-2010-0537

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

D. Charges

NRC

**Primary Service Order Charge, each**

Business	\$35.00	(I)
Residence	25.00	

**Secondary Service Order Charge, each**

Business	20.00	
Residence	15.00	

Line Connection Charge, each 15.50

Trip Charge, each 19.50 (I)

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By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

D. Charges

	<u>NRC</u>
<b>Primary Service Order Charge, each</b>	
Business	\$23.00
Residence	15.00
<b>Secondary Service Order Charge, each</b>	
Business	14.80
Residence	8.65
<b>Line Connection Charge, each</b>	12.00
<b>Trip Charge, each</b>	7.00

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MAR 14 2004

1st RS 11  
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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

E. Link Up Missouri

**Effective April 1, 2012, the Link Up Missouri Program is eliminated pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).**

(N)

(N)

(D)

(D)

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SERVICE CHARGES

REC'D MAY 01 2000

E. Link Up Missouri

1. Application

a. Applicable to qualifying residential households as defined under eligibility requirements below. These reduced charges described below shall be assessed only for a single residential telephone line per eligible household at principle place of residence.

1) All tariffed charges(1) applied in initiating telephone service to residential customers shall either be reduced by one half of the amount required to connect the customer to the local telephone network or thirty dollars, whichever is less.

a. The following GSECs are applicable:

	<u>GSEC</u>
1) Initial Service Ordering Charge	NSOI R LU
2) Line Connection Charge	NLC R LU
2) An interest free, 6-month deferred payment schedule will be established for the charges of initiating local telephone service at the customer's option. The company shall inform each eligible customer of the availability of the 6-month deferred payment schedule.	

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(1) These do not include other charges that may be required at the initiation of service such as security deposit, contribution in aid of construction, customer advances, etc.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

E. **RESERVED FOR FUTURE USE** (Continued)

(C)

(D)

(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAY 01 2000

E. Link Up Missouri (Continued)

2. Eligibility Requirements

a. The following requirements shall be used by the company to determine the eligibility of a customer for Link Up Missouri assistance.

- 1) For federal income tax purposes, the applicant is not a dependent unless over sixty (60) years of age.
- 2) The applicant is currently receiving MEDICAID/medical assistance payments from the State of Missouri, and has provided their Department of Social Services Client Number (DCN) to the Company.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. During the period November 12, 2009 through March 31, 2011, the Company will waive the nonrecurring charges for residential customers who subscribe to any custom-calling feature.

b. During the period November 12, 2009 through September 30, 2010, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks.

c. Second Line \$9.95 Bundle promotion

During the period November 12, 2009 through **December 31, 2011**, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion.

(C)

Residential Monthly Rate \$9.95\*

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Residential Winback Promotion

During the period November 12, 2009 through March 31, 2010, the Company will waive the applicable nonrecurring charges for each access line ordered by residential and business customers who previously established service with another Local Exchange Carrier and who now wish to return to the Company for Local Service.

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Manager-Tariffs  
Overland Park, KS

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. During the period November 12, 2009 through **March 31, 2011**, the Company will waive the nonrecurring charges for **residential** customers who subscribe to any custom-calling feature. (C)

b. During the period November 12, 2009 through September 30, 2010, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)

c. Second Line \$9.95 Bundle promotion

During the period November 12, 2009 through **March 31, 2011**, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95\*

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Residential Winback Promotion

During the period November 12, 2009 through March 31, 2010, the Company will waive the applicable nonrecurring charges for each access line ordered by residential and business customers who previously established service with another Local Exchange Carrier and who now wish to return to the Company for Local Service.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. During the period November 12, 2009 through **September 30, 2010**, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. During the period November 12, 2009 through **September 30, 2010**, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Second Line \$9.95 Bundle promotion  
During the period November 12, 2009 through **September 30, 2010**, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)  
  
Residential Monthly Rate \$9.95\*  
  
\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
  - d. Residential Winback Promotion  
During the period November 12, 2009 through March 31, 2010, the Company will waive the applicable nonrecurring charges for each access line ordered by residential and business customers who previously established service with another Local Exchange Carrier and who now wish to return to the Company for Local Service.

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Darlene N. Terry  
Manager-Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. During the period November 12, 2009 through **June 30, 2010**, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. During the period November 12, 2009 through **June 30, 2010**, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Second Line \$9.95 Bundle promotion  
During the period November 12, 2009 through **June 30, 2010**, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)  
  
Residential Monthly Rate \$9.95\*  
  
\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. (D)
  - d. Residential Winback Promotion (T)  
During the period November 12, 2009 through March 31, 2010, the Company will waive the applicable nonrecurring charges for each access line ordered by residential and business customers who previously established service with another Local Exchange Carrier and who now wish to return to the Company for Local Service.

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
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  - c. Second Line \$9.95 Bundle promotion  
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Residential Monthly Rate \$9.95\*  
  
\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
  - d. Reserved for Future Use
  - e. Residential Winback Promotion  
**During the period November 12, 2009 through March 31, 2010**, the Company will waive the applicable nonrecurring charges for each access line ordered by residential **and business** customers who previously established service with another Local Exchange Carrier and who now wish to return to **the Company** for Local Service. (C)  
(C)  
(T)

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Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. For a period of 90 days beginning July 10, 2009, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)

b. For a period of 90 days beginning July 10, 2009, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)

c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning July 10, 2009, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95\*

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Reserved for Future Use

e. Residential Winback Promotion: For a period of 90 days beginning July 10, 2009, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. For a period of 90 days beginning April 1, 2009, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)

b. For a period of 90 days beginning April 1, 2009, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)

c. Second Line \$9.95 Bundle promotion

For a period of 90 days beginning April 1, 2009, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)

Residential Monthly Rate \$9.95\*

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

d. Reserved for Future Use

e. Residential Winback Promotion: For a period of 90 days beginning April 1, 2009, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning October 3, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning October 3, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Second Line \$9.95 Bundle promotion  
  
For a period of 90 days beginning October 3, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)  
  
Residential Monthly Rate \$9.95\*  
  
\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
  - d. Reserved for Future Use
  - e. Residential Winback Promotion: For a period of 90 days beginning October 3, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Issued: September 23, 2008

Effective: October 3, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning July 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning July 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Second Line \$9.95 Bundle promotion  
  
For a period of 90 days beginning July 1, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion. (C)  
  
Residential Monthly Rate \$9.95\*  
  
\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.
  - d. Reserved for Future Use
  - e. Residential Winback Promotion: For a period of 90 days beginning July 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Issued: June 19, 2008

Effective: June 29, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning April 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning April 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)  
(C)
  - c. Second Line \$9.95 Bundle promotion (D)  
(N)
 

For a period of 90 days beginning April 1, 2008, a bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers subscribing to this promotion.

Residential Monthly Rate \$9.95\*

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. (N)
  - d. Reserved for Future Use (C)  
(D)
  - e. Residential Winback Promotion: For a period of 90 days beginning April 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

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Issued: March 14, 2008

Effective: March 24, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
June 29, 2008  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning January 1, 2008, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning January 1, 2008, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Caller ID Plus: For a period of 90 days beginning January 1, 2008, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - d. Caller ID Extra: For a period of 90 days beginning January 1, 2008, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - e. Residential Winback Promotion: For a period of 90 days beginning January 1, 2008, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

Issued: December 21, 2007

Effective: January 1, 2008

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning October 1, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning October 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Caller ID Plus: For a period of 90 days beginning October 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - d. Caller ID Extra: For a period of 90 days beginning October 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Issued: September 21, 2007

Effective: October 1, 2007

Chantel Mbsby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
January 1, 2008  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 89 days beginning July 2, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 89 days beginning July 2, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Caller ID Plus: For a period of 89 days beginning July 2, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - d. Caller ID Extra: For a period of 89 days beginning July 2, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Issued: June 22, 2007

Effective: July 2, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
Oct. 1, 2007  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning April 1, 2007, the Company will waive the nonrecurring charges for residential and single-line business customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning April 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. Caller ID Plus: For a period of 90 days beginning April 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - d. Caller ID Extra: For a period of 90 days beginning April 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Issued: March 22, 2007

Effective: April 1, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
July 2, 2007  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning January 1, 2007, the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)
  - b. For a period of 90 days beginning January 1, 2007, the Company will waive the nonrecurring charges applicable to the installation of additional residential or business access lines, including additional Centrex or Key Lines. This offer does not include PBX trunks. (C)
  - c. For a period of 90 days beginning January 1, 2007, residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - d. For a period of 90 days beginning January 1, 2007, the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)

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Issued: December 14, 2006

Effective: December 24, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

April 1, 2007

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For a period of 90 days beginning October 1, 2006 the Company will waive the nonrecurring charges for customers who subscribe to any custom-calling feature. (C)  
(C)
  - b. For a period of 90 days beginning October 1, 2006 the Company will waive the nonrecurring charges for installation of additional residential lines during the promotion. (C)  
(C)  
(C)
  - c. For a period of 90 days beginning October 1, 2006 residential customers will be eligible to subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived. (C)
  - c. For a period of 90 days beginning October 1, 2006 the Company will offer a feature plan for residential customers which includes Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived. (N)  
|  
(N)

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Issued: September 18, 2006

Effective October 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**

December 24, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install any custom calling feature during the promotional period July 3, 2006 through September 30, 2006, not to exceed 90 days from the promotion start date, will have the nonrecurring charges waived for installation of the service. (T)  
(C)

b. For the period July 3, 2006 through September 30, 2006, not to exceed 90 days from the promotion start date, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (C)  
(C)

(D)  
|  
(D)

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Issued: June 23, 2006

Effective July 3, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**  
October 1, 2006  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install any custom calling feature during the promotional period April 1, 2006 through June 30, 2006 will have the nonrecurring charges waived for installation of the service. (T)

b. For the period April 1, 2006 through June 30, 2006, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (T)

c. During the period April 1, 2006 through June 30, 2006, the Company will waive all nonrecurring charges for the installation of business services including Business Assist, Key, PABX and DID Trunks. (N)  
(N)  
(N)

(D)

(D)

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Issued: March 20, 2006

Effective April 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**  
July 3, 2006  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 1, 2006 through March 31, 2006 will have the nonrecurring charges waived for installation of the service. (T)
  - b. For the period January 1, 2006 through March 31, 2006, the Company will waive the nonrecurring charges applicable to the installation of residential or business access lines. (T)  
(N)  
(N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

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Issued: December 14, 2005

Effective January 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**

April 1, 2006  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period October 1, 2005 through December 31, 2005 will have the nonrecurring charges waived for installation of the service. (N)
  - b. For the period October 1, 2005 through December 31, 2005, the Company will waive the first month's recurring charge, and the nonrecurring charges applicable to the installation of residential or business access lines. (N)  
|  
(N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

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Issued: September 20, 2005

Effective October 1, 2005

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period July 1, 2005 through September 30, 2005 will have the nonrecurring charges waived for installation of the service. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between July 1, 2005 through September 30, 2005, will receive a waiver of the applicable nonrecurring installation charges. (N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period March 15, 2005 through June 30, 2005 will have the nonrecurring charges waived for installation of the service. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between April 1, 2005 through June 30, 2005, will receive a waiver of the applicable nonrecurring installation charges. (N)  
(N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. During the period April 1, 2005 through June 30, 2005, customers who order Simple Choice or Business Assist Advantage will receive free activation and a \$5.00 per month credit for the first three months. A customer is only eligible for one \$15.00 credit per account. (N)  
|  
(N)
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 1, 2005 through March 15, 2005 will have the nonrecurring charges waived for installation of the service. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between January 2, 2005 and March 31, 2005, will receive a waiver of the first month's charge and the non-recurring service charges. (N)  
(N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.

(D)  
(D)  
(D)

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Issued: December 6, 2004

Effective January 1, 2005

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period October 15, 2004 through December 15, 2004 will have the nonrecurring charges waived for installation of the service. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between October 1, 2004 and December 31, 2004, will receive a waiver of the non-recurring service charges. (N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.
  - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service.

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Issued: September 10, 2004

Effective October 1, 2004

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period July 15, 2004 through September 30, 2004 will have the nonrecurring charges waived for installation of the service. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between July 1, 2004 and September 30, 2004, will receive a waiver of the non-recurring service charges. (N)
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges.
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free.
  - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service.

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Issued: June 18, 2004

Effective: July 1, 2004

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**CANCELLED**

CenturyTel of Northwest Arkansas, LLC (Missouri) JUL 0 1 2004

PSC MO. NO. 1

SECTION 6

12th Revised Sheet 14

11th Revised Sheet 14

By **BTH/PSY**  
**Public Service Commission**  
**MISSOURI**

GENERAL AND LOCAL EXCHANGE TARIFF

**Missouri Public**

SERVICE CHARGES

REC'D MAR 01 2004

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 5, 2004 through March 31, 2004 will have the nonrecurring charges waived for installation of the service. (C)
  - b. Residential and single-line business customers who install an additional line at the same premises between January 5, 2004 and March 31, 2004, will receive a waiver of the non-recurring service charges.
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.
  - e. Residential and single-line business customers who install an additional line at the same premises between April 1, 2004 and June 30, 2004, will receive a waiver of the non-recurring service charges. (N)  
|  
(N)
  - f. For the period April 15, 2004 and June 15, 2004, the Company will waive the first month recurring charges for new customers who subscribe to Call Forwarding Busy or Call Forward Busy/No Answer. The Company will also waive the first months recurring charges for new subscribers to the Voice Mail Complementary Services Package free. (N)  
|  
(N)
  - g. Residential and single-line business customers who install any custom calling feature during the promotional period April 15, 2004 through June 15, 2004 will have the nonrecurring charges waived for installation of the service. (N)  
|  
(N)

Issued: March 1, 2004

Effective: March 11, 2004

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

**Missouri Public  
Service Commission**

FILED MAR 11 2004

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D DEC 10 2003

F. Special Promotions

Service Commission

- 1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install any custom calling feature during the promotional period January 5, 2004 through February 29, 2004 will have the nonrecurring charges waived for installation of the service.
  - b. Residential and single-line business customers who install an additional line at the same premises between January 5, 2004 and March 31, 2004, will receive a waiver of the non-recurring service charges.
  - c. For the period January 5, 2004 and March 31, 2004, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free.
  - d. Business or Centrex customers, who subscribe to additional or new Centrex lines during the promotional period from January 15, 2004 through March 15, 2004, will receive a waiver of the non-recurring service charges.

(N)

(N)

**CANCELLED**

MAR 11 2004  
by 12<sup>th</sup> RS 14  
Public Service Commission  
MISSOURI

Issued: December 10, 2003

Effective: January 5, 2004

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED JAN 05 2004

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

**Missouri Public**

**REC'D SEP 04 2003**

F. Special Promotions

**Service Commission**

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. For the period October 1, 2003 through December 1, 2003 customers who order any version of Simple Choice™ excluding Simple Choice Two will receive a \$5.00 credit per month for 3 months (\$15.00 total). This promotion is available to business customers with one to three lines and residential customers. (N)
  - b. Residential and single-line business customers who install an additional line at the same premises between August 1, 2003 and September 30, 2003, will receive a waiver of the non-recurring service charges.
  - c. For the period October 1, 2003 through December 1, 2003, the company will offer a promotion in which customers who subscribe to Voice Mail and an additional line will receive the first months Voice Mail free and receive the first months Voice Mail Complementary Services Package free. (N)
  - d. Residential and single-line business customers who install any custom calling feature during the promotional period October 1, 2003 through December 1, 2003 will have the nonrecurring charges waived for installation of the service. (N)
  - e. Residential and single-line business customers who install an additional line at the same premises between October 15, 2003 and December 31, 2003, will receive a waiver of the non-recurring service charges.

**CANCELLED**

JAN 05 2004  
B. HRS 14  
Public Service Commission  
MISSOURI  
Effective: October 1, 2003

Issued: September 4, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

**Missouri Public  
Service Commission**

**FILED OCT 01 2003**

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

Missouri Public  
Service Commission

REC'D JUL 01 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who subscribe to additional or new Centrex lines during the promotional period from July 15, 2003 through September 15, 2003 will receive a waiver of the non-recurring service charges. (C)
  - b. Residential and single-line business customers who install an additional line at the same premises between August 1, 2003 and September 30, 2003, will receive a waiver of the non-recurring service charges. (C)
  - c. 90 Day Guarantee/Caller ID: Customers who subscribe to Caller ID during the period July 15, 2003 through September 15, 2003 will be offered: (C)
    1. a 90 day satisfaction guarantee where if they are dissatisfied with the service and disconnect within the first 90 days, they will be given credit for the entire time they have had the service, up to 90 days, or:
    2. a credit for the first months recurring charge
  - d. For the period July 15, 2003 through September 15, 2003 customers who order Simple Choice™ Service will receive a \$10.00 credit on their first month's bill. A customer is only eligible for one \$10.00 credit per account.
  - e. Residential and single-line business customers who install an additional line at the same premises between October 15, 2003 and December 31, 2003, will receive a waiver of the non-recurring service charges.
  - f. Residential and single-line business customers who install any custom calling feature, including Caller ID, during the promotional period July 15, 2003 through September 15, 2003 will have the nonrecurring charges waived for installation of the service. (N)

**CANCELLED**  
 OCT 01 2003  
 By 104h RS 14  
 Public Service Commission  
 MISSOURI (N)

Issued: July 1, 2003

Effective: July 11, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED JUL 11 2003

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

~~Missouri Public~~  
Service Commission

REC'D MAY 06 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
  - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 30, 2003, will receive a waiver of the non-recurring service charges. (C)
  - c. Residential and single-line business customers who subscribe to Caller ID between April 15, 2003 and June 15, 2003 will receive a waiver of the Non-recurring Service Charge and the first month's recurring rate. In conjunction with the Caller ID promotion the Non-recurring Service Charge for each additional custom-calling feature installed at the same premises will be waived.

During the same period customers who sign up for Simple Choice™ Service and keep the service for at least two months will be eligible to receive a rebate check of \$25.00. In order to receive the rebate, customers must submit copies of their bills by October 31, 2003 as proof of service. Customers who have not paid their bills for service are not eligible for the rebate.

**CANCELLED**

JUL 11 2003  
AHR/SL  
Public Service Commission  
MISSOURI

Issued: May 6, 2003

Effective: June 15, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED JUN 15 2003

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

REC'D MAR 14 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
  - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 15, 2003, will receive a waiver of the non-recurring service charges.
  - c. Residential and single-line business customers who subscribe to Caller ID between April 15, 2003 and June 15, 2003 will receive a waiver of the Non-recurring Service Charge and the first month's recurring rate. In conjunction with the Caller ID promotion the Non-recurring Service Charge for each additional custom-calling feature installed at the same premises will be waived.

During the same period customers who sign up for Simple Choice™ Service and keep the service for at least two months will be eligible to receive a rebate check of \$25.00. In order to receive the rebate, customers must submit copies of their bills by October 31, 2003 as proof of service. Customers who have not paid their bills for service are not eligible for the rebate.

**CANCELLED**

JUN 15 2003  
Public Service Commission  
MISSOURI

Issued: March 14, 2003

Effective: March 24, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED MAR 24 2003

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SERVICE CHARGES

RECD JAN 30 2003

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.
  - b. Residential and single-line business customers who install an additional line at the same premises between March 15, 2003 and June 15, 2003, will receive a waiver of the non-recurring service charges.

(N)  
|  
(N)

**CANCELLED**  
MAR 24 2003  
THURS 14  
Public Service Commission  
MISSOURI

Issued: January 30, 2003

Effective: March 1, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED MAR 01 2003

GENERAL AND LOCAL EXCHANGE TARIFFS **Missouri Public Service Commission**

SERVICE CHARGES

REC'D DEC 24 2002

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 15, 2003 through March 15, 2003 will receive a waiver of the non-recurring service charges. In addition, the first month's recurring rates will be waived for Centrex features.

(C)  
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(C)

**CANCELLED**

MAR 01 2003  
64th RS 14  
Missouri Public Service Commission  
MISSOURI

Issued: December 24, 2002

Effective: January 15, 2003

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

**Missouri Public Service Commission**

**FILED JAN 15 2003**

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

REC'D MAR 20 2002

Service Commission

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2002 and May 31, 2002, will receive a waiver of the non-recurring service charges.

(C)  
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(C)

**CANCELLED**

JAN 15 2003  
5th RS 14  
Public Service Commission  
MISSOURI

Missouri Public

FILED APR 01 2002

Service Commission

Issued: March 20, 2002

Effective: April 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D DEC 19 2001

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.

(C)

a. Business or Centrex customers who subscribe to additional or new Centrex lines and Centrex features during the promotional period from January 31, 2002 through March 31, 2002 will receive a waiver of non-recurring charges. In addition, the first month's recurring charges will be waived for Centrex features.

(C)

(C)

**CANCELLED**

APR 01 2002

44 RSH

Public Service Commission  
MISSOURI

Issued: December 19, 2001

Effective: December 31, 2001

By: Jeff Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211-4065

Missouri Public

FILED DEC 31 2001

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

SERVICE CHARGES

REC'D AUG 20 2001

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 7 days prior tariff notification and approval by the Commission.

a. Residential and single-line business customers who install an additional line at the same premises between September 3, 2001 and October 31, 2001, will receive a waiver of the non-recurring service charges.

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(C

**CANCELLED**

DEC 31 2001  
By 3rd RS 14  
Public Service Commission  
MISSOURI

Missouri Public

FILED AUG 30 2001

Service Commission

Issued: August 20, 2001

Effective: August 30, 2001

By: John Jones, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 7121

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public

SERVICE CHARGES

REC'D APR 24 2001

F. Special Promotions

Service Commission

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2001 and June 30, 2001, will receive a waiver of the non-recurring service charges. (C)

**CANCELLED**

AUG 30 2001  
BY 2ND RS 14  
Public Service Commission  
MISSOURI

Missouri Public  
FILED MAY 04 2001  
Service Commission

Issued: April 24, 2001

Effective: May 4, 2001

By: John Jones, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 7121

Missouri Public  
Service Commission

CenturyTel of Northwest Arkansas, LLC (Missouri)

PSC MO. NO. 1  
SECTION 6  
Original Sheet 14

REC'D MAR 01 2001

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions

1. The Company may from time to time engage in special promotional service offerings designed to attract new customers or to promote existing services. Such promotional service offerings shall be subject to specific dates, times and/or locations, and shall be subject to a minimum 10 days prior tariff notification and approval by the Commission.
  - a. Residential and single-line business customers who install an additional line at the same premises between April 1, 2001 and May 30, 2001, will receive a waiver of the non-recurring service charges.

(N  
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(N

**CANCELLED**

MAY 04 2001

157 RS 14  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED APR 01 2001

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Issued: March 1, 2001

Effective: April 1, 2001

By: John Jones, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- e. During the period April 1, 2010 through **September 30, 2010**, business customers who subscribe to Business Individual Line, Key Business Line, and/or Business PBX Trunk service may be eligible for waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order. (C)
- f. During the period April 1, 2010 through **September 30, 2010**, business customers who subscribe to Centrex service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order. (C)
- g. During the period April 1, 2010 through **September 30, 2010**, business customers who subscribe to ISDN PRI, Frame Relay, Digital Data Service (DDS), DS1/T1/Hi-Capacity T1, and/or DS3/Hi-Cap DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order. (C)

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Issued: June 21, 2010

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

**FILED**  
**Missouri Public**  
**Service Commission**  
**JI-2010-0735**

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- e. During the period April 1, 2010 through June 30, 2010, business customers who subscribe to Business Individual Line, Key Business Line, and/or Business PBX Trunk service may be eligible for waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
- f. During the period April 1, 2010 through June 30, 2010, business customers who subscribe to Centrex service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
- g. During the period April 1, 2010 through June 30, 2010, business customers who subscribe to ISDN PRI, Frame Relay, Digital Data Service (DDS), DS1/T1/Hi-Capacity T1, and/or DS3/Hi-Cap DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through **December 31, 2014**, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B, C or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company. (C)

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

**In no event will the application of this discount be used in conjunction with any other credits to take the customer's billed amount below zero.** (C)  
(C)

- i. During the period April 19, 2010 through **December 31, 2014**, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed). (C)

- j. From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

ISSUED:  
December 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2014

MO 12-PC01b

FILED  
Missouri Public  
Service Commission  
JI-2014-0276

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through **December 31, 2013**, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B, C or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company. (C)

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

- i. During the period April 19, 2010 through **December 31, 2013**, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed). (C)

- j. From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

ISSUED:  
December 27, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2013

MO 12-PC01a

**CANCELLED**  
January 1, 2014  
Missouri Public  
Service Commission  
JI-2014-0276

**FILED**  
Missouri Public  
Service Commission  
JI-2013-0297

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through **December 31, 2012**, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B, C or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company. (C)

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

- i. During the period April 19, 2010 through **December 31, 2012**, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed). (C)
- j. From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

Issued: December 22, 2011

Effective: January 1, 2012

CANCELLED  
January 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0297

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2012-0293

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through **December 31, 2011**, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B, **C or D** Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company. (C)

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

- i. During the period April 19, 2010 through **December 31, 2011**, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed). (C)
- j. From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through December 31, 2010, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B or C Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

- i. During the period April 19, 2010 through December 31, 2010, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed).

- j. **From May 1, 2010 through December 31, 2010, a direct mailing will be sent to all business customers with nine lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.**

**Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.**

**For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.**

(N)

(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- h. During the period April 19, 2010 through December 31, 2010, existing residence customers may be eligible for a \$5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B or C Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

- i. During the period April 19, 2010 through December 31, 2010, new residence customers who order Simple Choice Bundle Unlimited may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Bundle Unlimited; and (2) the Company's High-speed internet (at any data speed).

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Issued: April 9, 2010

Effective: April 19, 2010

CANCELLED  
May 1, 2010  
Missouri Public  
Service Commission  
JI-2010-0616

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2010-0597

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- k. From May 28, 2010 through **December 31, 2014**, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period. (C)
- l. From June 3, 2010 through September 30, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.
- Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.
- m. During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

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ISSUED:  
December 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2014

FILED  
Missouri Public  
Service Commission  
JI-2014-0276

CANCELLED MO 12-PC01b

October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- k. From May 28, 2010 through **December 31, 2013**, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period. (C)
- l. From June 3, 2010 through September 30, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.
- Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.
- m. During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

ISSUED:  
December 27, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2013

MO 12-PC01a

**CANCELLED**  
January 1, 2014  
Missouri Public  
Service Commission  
JI-2014-0276

**FILED**  
Missouri Public  
Service Commission  
JI-2013-0297

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- k. From May 28, 2010 through **December 31, 2012**, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period. (C)
- l. From June 3, 2010 through September 30, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.
- Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.
- m. During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

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Issued: December 22, 2011

Effective: January 1, 2012

CANCELLED  
January 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0297

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2012-0293

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- k. From May 28, 2010 through **December 31, 2011**, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period. (C)
- l. From June 3, 2010 through September 30, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.
- Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.
- m. During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

k. From May 28, 2010 through December 31, 2010, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.

l. From June 3, 2010 through **September 30**, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.

(C)

Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.

m. During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.

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Issued: August 6, 2010

Effective: August 16, 2010

CANCELLED  
January 1, 2011  
Missouri Public  
Service Commission  
JI-2011-0321

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0063

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

k. From May 28, 2010 through December 31, 2010, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.

l. From June 3, 2010 through August 31, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.

Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.

m. **During the period July 15, 2010 through October 12, 2010, new residence customers who are contacted by the Company or who contact the Company and request this promotion, may be eligible for a waiver of charges for their first month's service. To be eligible, customers must establish a new account and subscribe to Prepaid Local Telephone Service (PLTS). Requests for reconnects, including restoral of service after temporary suspension, are not eligible for this promotion. The first month's charges for PLTS will be waived for eligible customers. This promotion may not be combined with any other promotion.**

(N)  
|  
(N)

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

k. From May 28, 2010 through December 31, 2010, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.

**i. From June 3, 2010 through August 31, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Business Individual Line Service. To be eligible, customers who have existing Business Individual Line Service must install an additional Business Individual Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.**

**Key Business Lines, Business Trunks and Line Hunting Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.**

(N)  
|  
(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- k. From May 28, 2010 through December 31, 2010, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.

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Issued: May 17, 2010

CANCELLED  
June 03, 2010  
Missouri Public  
Service Commission  
JI-2010-0674

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: May 28, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0660

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- n. During the period July 1, 2010 through **May 31, 2011**, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. (C)

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Issued: January 21, 2011

Effective: February 1, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JL-2011-0378

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- n. During the period July 1, 2010 through **January 31, 2011**, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. (C)

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Issued: September 21, 2010

Effective: October 1, 2010

CANCELLED  
February 01, 2011  
Missouri Public  
Service Commission  
JI-2011-0378

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0134

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- n. During the period July 1, 2010 through September 30, 2010, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Issued: June 21, 2010

CANCELLED  
October 1, 2010  
Missouri Public  
Service Commission  
JI-2011-0134

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through May 31, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through **December 31, 2014**, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit. (C)

ISSUED:  
December 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2014

MO 12-PC01b

FILED  
Missouri Public  
Service Commission  
JI-2014-0276

CANCELLED

October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through May 31, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through **December 31, 2013**, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit. (C)

ISSUED:  
December 27, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2013

MO 12-PC01a

**CANCELLED**  
January 1, 2014  
Missouri Public  
Service Commission  
JI-2014-0276

**FILED**  
Missouri Public  
Service Commission  
JI-2013-0297

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through May 31, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through **December 31, 2012**, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit. (C)

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Issued: December 22, 2011

Effective: January 1, 2012

CANCELLED  
January 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0297

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2012-0293

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through May 31, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through **December 31, 2011**, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through **May 31, 2011**, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees). (C)

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through August 15, 2011, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit.

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through **January 31, 2011**, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees). (C)

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. During the period August 16, 2010 through August 15, 2011, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit.

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through September 30, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

- p. **During the period August 16, 2010 through August 15, 2011, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit.**

(N)  
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(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- o. During the period July 1, 2010 through September 30, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

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Issued: June 21, 2010

CANCELLED  
August 16, 2010  
Missouri Public  
Service Commission  
JI-2011-0063

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **May 31, 2014**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

ISSUED:  
January 29, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 30, 2014

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **January 31, 2014**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

ISSUED:  
September 30, 2013

MO 12-PB02C  
**CANCELLED**  
**January 30, 2014**  
Missouri Public  
Service Commission  
JI-2014-0312

By: Darlene N. Terry  
Manager - Tariffs  
Overland Park, KS 66211

EFFECTIVE:  
October 1, 2013

**FILED**  
**Missouri Public**  
**Service Commission**  
**JI-2014-0149**

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **September 30, 2013**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

ISSUED:  
May 31, 2013

MO 12-PB02b

**CANCELLED**  
**October 1, 2013**  
Missouri Public  
Service Commission  
JI-2014-0149

By: Darlene N. Terry  
Manager - Tariffs  
Overland Park, KS 66211

EFFECTIVE:  
June 1, 2013

Filed  
Missouri Public  
Service Commission  
JI-2013-0567

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **May 31, 2013**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

Issued: ~~January 31, 2012~~  
**January 31, 2013**

MO 12-PB02a

**CANCELLED**  
**June 1, 2013**  
Missouri Public  
Service Commission  
JI-2013-0567

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: ~~February 1, 2012~~  
**February 1, 2013**

**Filed**  
Missouri Public  
Service Commission  
JI-2013-0345

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **January 31, 2013**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: September 20, 2012

Effective: October 1, 2012

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **September 30, 2012**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

Issued: May 18, 2012

Effective: June 1, 2012

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **May 31, 2012**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: January 20, 2012

Effective: February 1, 2012

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **January 31, 2012**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: December 22, 2011

Effective: January 1, 2012

CANCELLED  
February 1, 2012  
Missouri Public  
Service Commission  
JI-2012-0352

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2012-0293

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **December 31, 2011**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: September 20, 2011

Effective: September 30, 2011

**CANCELED**  
January 1, 2012  
Missouri Public  
Service Commission  
JI-2012-0293

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Filed  
Missouri Public  
Service Commission  
JI-2012-0121

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **September 30, 2011**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through March 31, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: May 20, 2011

Effective: May 31, 2011

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through May 31, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through **March 31, 2011** existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. (C)

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: February 18, 2011

Effective: February 28, 2011

**CANCELED**  
May 31, 2011  
Missouri Public  
Service Commission  
JI-2011-0588

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

**Filed**  
Missouri Public  
Service Commission  
JI-2011-0428

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through **May 31, 2011** business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. During the period December 1, 2010 through February 28, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: January 21, 2011

Effective: February 1, 2011

**CANCELLED**  
February 28, 2011  
Missouri Public  
Service Commission  
JI-2011-0428

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

**FILED**  
Missouri Public  
Service Commission  
JL-2011-0378

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through January 31, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

- r. **During the period December 1, 2010 through February 28, 2011 existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.**

**To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.**

**Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.**

**The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.**

**If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.**

(N)

(N)

Issued: November 19, 2010

Effective: December 1, 2010

CANCELLED  
October 01, 2010  
Missouri Public  
Service Commission  
JI-2011-0134

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0259

GENERAL AND LOCAL EXCHANGE TARIFF

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SERVICE CHARGES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- q. During the period October 15, 2010 through January 31, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- s. During the period March 1, 2010 through **May 31, 2011**, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

(C) (M)

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

(M)

(M) Material now appearing on this sheet previously appeared in Section 12, 2nd Revised Sheet 1.8.

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Issued: January 21, 2011

Effective: February 1, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JL-2011-0378

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- t. From February 24, 2011 through December 31, 2011, business customers with 99 lines/trunks or fewer who are not currently subscribed to the Company's High Speed Internet Service and have retained local regulated service with the Company for one year or for two years are eligible for a one-time invoice credit of up to \$10. Eligible customers who are contacted by the Company or contact the Company to request this promotion will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which service was initially established and retained without a break in service) and discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Business customers who have retained service for three years, four years, or five years, are eligible to receive an upgrade to 1.544 Mbps High Speed Internet at no additional charge for three months, when they respond to the promotion during their service anniversary month. If 1.544 Mbps High Speed Internet is not available, customers with three years of continued service will receive a one-time invoice credit of up to \$25, and customers with four or five years of continued service will receive a one-time invoice credit of up to \$30.

Customers with six years or longer of continued service with the Company will receive a one-time invoice credit of up to \$35 when they respond to this promotion during their service anniversary month.

The actual amounts of the invoice credits issued will be the sum of the customer's monthly recurring charges (excluding long distance, taxes, surcharges, and other fees) or the credit amounts stated herein, whichever is less.

For customers with multiple service locations, the invoice credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

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Issued: February 14, 2011

Effective: February 24, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Filed  
Missouri Public  
Service Commission  
JI-2011-0408

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- u. From February 24, 2011 through December 31, 2011, business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this promotion, will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This promotion is not available in conjunction with any other promotional offer.

- v. During the period March 1, 2011 through **December 31, 2014**, existing residence customers may be eligible for a \$10 bill credit for 12 months when they contact the Company to disconnect service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to the Company's Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied. **In no event will the application of this discount be used in conjunction with any other credits to take the customer's billed amount below zero.**

ISSUED:  
December 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2014

MO 12-PC01b

FILED  
Missouri Public  
Service Commission  
JI-2014-0276

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- u. From February 24, 2011 through December 31, 2011, business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this promotion, will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This promotion is not available in conjunction with any other promotional offer.

- v. During the period March 1, 2011 through **December 31, 2013**, existing residence customers may be eligible for a \$10 bill credit for 12 months when they contact the Company to disconnect service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to the Company's Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied. (C)

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ISSUED:  
December 27, 2012

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 1, 2013

MO 12-PC01a

**CANCELLED**  
January 1, 2014  
Missouri Public  
Service Commission  
JI-2014-0276

**FILED**  
Missouri Public  
Service Commission  
JI-2013-0297

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- u. From February 24, 2011 through December 31, 2011, business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this promotion, will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This promotion is not available in conjunction with any other promotional offer.

- v. During the period March 1, 2011 through **December 31, 2012**, existing residence customers may be eligible for a \$10 bill credit for 12 months when they contact the Company to disconnect service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to the Company's Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied. (C)

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- u. From February 24, 2011 through December 31, 2011, business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this promotion, will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This promotion is not available in conjunction with any other promotional offer.

- v. **During the period March 1, 2011 through December 31, 2011, existing residence customers may be eligible for a \$10 bill credit for 12 months when they contact the Company to disconnect service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to the Company's Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied.**

(N)  
|  
(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- u. From February 24, 2011 through December 31, 2011, business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Broadband Bundle and the Company's High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Broadband Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this promotion, will receive the invoice credit when they respond to this promotion during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Broadband Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Broadband Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This promotion is not available in conjunction with any other promotional offer.

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

- w. From July 6, 2011 through August 20, 2011, existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a \$5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a \$5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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Issued: June 24, 2011

Effective: July 6, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0654

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through **December 31, 2014**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating. (C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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ISSUED:  
May 29, 2014

BY: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
June 1, 2014

MO 14-PB03

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

FILED  
Missouri Public  
Service Commission  
JI-2014-0504

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through **May 31, 2014**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

(C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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ISSUED:  
January 29, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 30, 2014

MO 12-PB02D

CANCELLED  
June 1, 2014  
Missouri Public  
Service Commission  
JI-2014-0504

Filed  
Missouri Public  
Service Commission  
JI-2014-0312

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through **January 31, 2014**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating. (C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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ISSUED:  
September 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
October 1, 2013

MO 12-PB02C

CANCELLED  
January 30, 2014  
Missouri Public  
Service Commission  
JI-2014-0312

FILED  
Missouri Public  
Service Commission  
JI-2014-0149

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through **September 30, 2013**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating. (C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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ISSUED:  
May 31, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
June 1, 2013

MO 12-PB02b

**CANCELLED**  
October 1, 2013  
Missouri Public  
Service Commission  
JI-2014-0149

Filed  
Missouri Public  
Service Commission  
JI-2013-0567

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through **May 31, 2013**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating. (C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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Issued: ~~January 31, 2012~~  
**January 31, 2013**

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: ~~February 1, 2012~~  
**February 1, 2013**

MO 12-PB02a

**CANCELLED**  
June 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0567

**Filed**  
Missouri Public  
Service Commission  
JI-2013-0345

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

x. One Month Free Offer

During the period October 19, 2012 through January 31, 2013, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

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Issued: October 5, 2012

Effective: October 19, 2012

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

CANCELLED  
February 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0345

Filed  
Missouri Public  
Service Commission  
JI-2013-0174



GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through **May 31, 2014**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages. (C)

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

z. Simple Choice ULD with HSI Discount

During the period May 1, 2013 through September 30, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

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ISSUED:  
January 29, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
January 30, 2014

MO 12-PB02D

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through **January 31, 2014**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages. (C)

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

z. Simple Choice ULD with HSI Discount

During the period May 1, 2013 through September 30, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

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ISSUED:  
September 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
October 1, 2013

MO 12-PB02C

CANCELLED  
January 30, 2014  
Missouri Public  
Service Commission  
JI-2014-0312

FILED  
Missouri Public  
Service Commission  
JI-2014-0149

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through September 30, 2013, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

z. Simple Choice ULD with HSI Discount

During the period May 1, 2013 through **September 30, 2013**, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

(C)

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ISSUED:  
July 26, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
July 29, 2013

MO 13-PC01a

**CANCELLED**  
October 1, 2013  
Missouri Public  
Service Commission  
JI-2014-0149

**FILED**  
Missouri Public  
Service Commission  
JI-2014-0040

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through **September 30, 2013**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages. (C)

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

z. Simple Choice ULD with HSI Discount

During the period May 1, 2013 through July 29, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

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ISSUED:  
May 31, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
June 1, 2013

MO 12-PB02b  
CANCELLED  
July 29, 2013  
Missouri Public  
Service Commission  
JI-2014-0040

Filed  
Missouri Public  
Service Commission  
JI-2013-0567

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through May 31, 2013, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

z. Simple Choice ULD with HSI Discount

**During the period May 1, 2013 through July 29, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.**

(N)  
|  
(N)

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ISSUED:  
April 30, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
May 1, 2013

MO 13-PC01

**CANCELLED**  
June 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0567

**FILED**  
Missouri Public  
Service Commission  
JI-2013-0490

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through **May 31, 2013**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages. (C)

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

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Issued: ~~January 31, 2012~~  
~~January 31, 2013~~

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: ~~February 1, 2012~~  
~~February 1, 2013~~

MO 12-PB02a

CANCELLED  
May 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0490

Filed  
Missouri Public  
Service Commission  
JI-2013-0345

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

y. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through January 31, 2013, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

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Issued: October 8, 2012

Effective: October 19, 2012

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

CANCELLED  
February 1, 2013  
Missouri Public  
Service Commission  
JI-2013-0345

Filed  
Missouri Public  
Service Commission  
JI-2013-0177

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

F. Special Promotions (Cont'd)

1. The Company may from time to time ... (Cont'd)

**bb. \$80 NRC Discount for Voice Install Charge with HSI**

From June 1, 2014 through December 31, 2014, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to \$80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.

(N)

(N)

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ISSUED:  
May 29, 2014

BY: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
June 1, 2014

MO 14-PB03

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GENERAL AND LOCAL EXCHANGE TARIFF

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D. RESERVED FOR FUTURE USE (D)

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By: Chantel Mosby, Manager, Tariffs and Compliance  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

REC'D MAY 01 2000

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

(M)

(M)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE

1. General

Digital Centrex Service is a fully integrated digital communication central office service designed to serve customers with 2 to 200 lines.

2. Rates

The rates set forth below are for Company provided services & equipment; station equipment is located at the designated customer location(s).

Digital Centrex Service Access Rates:

In addition to rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Section 4, apply as appropriate.

The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Digital Centrex Intragroup Calling Lines and is in addition to the rates described below.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

Intragroup Calling Services (lines not designated as access lines).

Intragroup Calling Service lines provide communication paths for intrabusiness system calling.

Intragroup Calling Service Monthly Rates Per Line:

<u>1 - 200 lines</u>	<u>GSEC</u>	<u>Monthly Rate</u>
0 - .5 miles	IG01	\$2.40
.6 - 1.0 miles	IG02	3.60
1.1 - 1.5 miles	IG03	4.80
1.6 - 2.0 miles	IG04	6.05

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Basic Service (per line)*		
Customer with 2 lines, each	IBNA	\$3.50
Customer with 3 lines or more, but less than 7 lines, each	IBNB	3.00
Customer with 7 lines or more, each	IBNC	2.50

**CANCELLED**

MAR 14 2004

1st RS 2

Public Service Commission  
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Service Commission  
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\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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(M) Material Moved to Section 49

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Enhanced Services & Features (per line)*		
Business Set Service** (excludes customer premise equipment)	IBNJ	\$ 2.45
Enhanced Business Service	IBNF	2.95
Station Message Detail Recorder	IBNG	2.95
Enhanced Station Message Detail Recorder	IBNH	4.15
Automatic Route Selection	IBNI	2.05
Datapath Basic	IBNK	4.50
Hospital Communications	IBNU	.50
Console Alerting	IBNN	.50
Electronic Switched Network	IBNO	5.10
Cut-Thru Dialing	IBNP	.50

**CANCELLED**

MAR 14 2004

1st RS 3

Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED AUG 04 2000

\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

\*\* A Central Office Software feature. CPE may be provided by the customer.

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Effective: ~~June 1, 2000~~

By: G. Clay Bailey, Vice President Government Relations **AUG 01 2000**  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions

Customers subscribing to Digital Centrex Service will be required to have a minimum of two (2) access lines. The customer may not mix business with residential lines of service within the same Digital Centrex Service subscription.

If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company. This provision is applicable to Business Set Service.

Digital Centrex basic and enhances services and features are only offered in central offices equipped to provide such service.

Service area is limited to manufacturer's equipment specifications with respect to distance from the central office.

The minimum charge for service provided under this tariff shall be one month.

The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in GENERAL SERVICES, Section 5 of this tariff, or may be provided free if in the judgement of the Company such listings will improve service to the public, or reduce Company operating costs, or both.

Extended Area Service (EAS) is available with this Service in the event the customer's Central Office Exchange has EAS.

For service over 200 lines or greater than 2 miles from the central office, tariff rates as specified in 2., will apply in addition to an appropriate portion of applicable special construction costs or expenses as specified in Section 2, GENERAL REGULATIONS.

CANCELLED

MAR 14 2004

RS 4

Public Service Commission  
MISSOURI

Missouri Public Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

(M)

(M)

(M) Material Moved to Section 49

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PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

A. DIGITAL CENTREX SERVICE (Continued)

3. Conditions (Continued)

Any contracts relative to the provision of this service will be provided to the Commission at least one (1) day prior to the effective date of the service. Rates contained in the contracts are under the authority of the Commission and may be altered by the Commission at any time during the life of the contracts.

4. Explanation of Terms

Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

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MISSOURI

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AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE

(D)

(D)

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PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE

1. General

Mobile Telephone Service may be provided where facilities are available through a Mobile Telephone Service base station between a wire telephone or a mobile unit and/or a fixed station which is located within the normal range of the base station, and has been authorized by the Federal Communications Commission to communicate through that base station, or between two such fixed stations. In application of regulations and charges, fixed stations are considered as mobile units.

2. Definitions

Base Station - Control equipment required to provide mobile telephone communication.

Base Station of Registry - The controlling base station.

Foreign Base Station - Any base station other than the base station of registry.

Mobile Telephone Unit - The radiotelephone components installed in mobile vehicles.

Foreign Mobile Telephone Unit - A mobile telephone unit communicating through a base station other than that of registry. ...

Fixed Station - The radiotelephone components installed at stationary premises.

Channel - A radio frequency over which communications can occur.

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MAR 14 2004  
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MISSOURI

Missouri Public  
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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE (D)

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE

3. Rates

Service Charges apply as listed in Section 6.

	<u>GSEC</u>	<u>Monthly Rate</u>
a. Mobile Telephone Service		
Mobile Telephone Access Line	MTAL	\$40.00
Mobile Radio Paging Access	MBAT	7.40
b. Message Charges		

Local - Calls completed within the Service Area of the base station of registry by local mobile units - "NO CHARGE".

Local - Calls completed within the Service Area of the base station of registry by foreign mobile units - "NO CHARGE".

Foreign Units - Calls requiring an operator within the Service Area of the base station of registry for foreign mobile units - First minute at twenty cents (20¢) and twenty cents (20¢) for each additional minute or fraction thereof, plus any applicable toll rates.

Toll - Rates for messages between mobile units and points beyond the local service calling area are the regularly filed message toll rates of the Company or the connecting companies.

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MAR 14 2004

1st RS 7

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE (D)

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions

a. Availability of Service

Within the Mobile Service Area which is defined as the entire area surrounding a land mobile base station within which satisfactory radio communications can be established and maintained between the base station and the mobile units.

Mobile Telephone Service is available 24 hours per day subject to transmission, atmosphere and like limitations, to land-mobile units equipped for this service when within range of land radio telephone stations through which such service is furnished.

When, in the opinion of the Company, it is impractical and economically unsound to provide wire telephone service and when the customer has received authorization from the Federal Communications Commission to erect, operate and otherwise maintain a radio station expressly for the purpose of fixed radiotelephone communication, fixed rural subscriber telephone service is available, subject to transmission, atmospheric and like limitations. The fixed stations equipped for this service must be within the range of the land radiotelephone base station through which such service is furnished.

The Company reserves the right to terminate the access line of any mobile unit which regularly places more calls through one particular foreign base station than through its base station of registry.

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GENERAL AND LOCAL EXCHANGE TARIFF

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

b. Provision of Equipment

Mobile or fixed rural radio equipment shall be properly licensed by the Federal Communications Commission and shall meet the required specifications and standards of the Company.

c. Obligation of the Customer

Customer to Mobile Telephone Service agrees to the general rules and regulations of the Company and such other conditions as may be applicable to additional services which may be provided by the Company.

The calling party (or customer) shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

The customer's use of the radio transmitter on the mobile unit shall at all times be subject to the control of the operator at land radio telephone station of the Company.

The customer is required to furnish, install and maintain the storage battery, charging equipment and noise suppressors for the mobile or fixed unit required for the proper operation of the service.

**CANCELLED**

MAR 14 2004

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GENERAL AND LOCAL EXCHANGE TARIFF

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

B. RESERVED FOR FUTURE USE (D)

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SPECIALIZED SERVICES

REC'D MAY 01 2000

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

e. Equipment Limitations

The Company reserves the right to limit the length of conversation when necessary in time of emergency resulting in a shortage of facilities. In case of a shortage of equipment, applications for access will be filled in order of precedence as specified in Condition F.

f. Order of Precedence in Adding Mobile Service

When facilities in a given area are insufficient to furnish Mobile Telephone Service to all who desire such service, applications for access to new customers shall be filled in accordance with categories of precedence in the order listed below. All applications in the same category shall be filled in the order in which they are received and all such applications shall have precedence over applications in a lower category.

Category 1 - Public Safety and Health:

Official Federal, state, county and municipal government agencies protecting the public safety and health; private organizations and persons engaged primarily in protecting the public safety and health, such as physicians, hospitals, ambulance services, volunteer fire departments, American Red Cross, licensed protecting patrols and armored cars and similar agencies.

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GENERAL AND LOCAL EXCHANGE TARIFF

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(D)

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GENERAL AND LOCAL EXCHANGE TARIFF

REC'D MAY 01 2000

SPECIALIZED SERVICES

B. MOBILE TELEPHONE SERVICE (Continued)

4. Conditions (Continued)

f. Order of Precedence in Adding Mobile Service (Continued)

Category 2 - Carriers and Utilities:

Contract carriers, common carriers and public utilities (exclusive of taxicabs and livery service), for communications other than correspondence of the general public.

Category 3 - Other Public Services:

Emergency repair organizations, not included in Category 1, protecting health and property; press associations, newspapers and broadcasting stations.

Category 4 - Physically Handicapped:

Persons who, because of physical handicaps, operate specially-equipped vehicles and are unable to leave such vehicles without assistance.

Category 5 - Industrial:

Gas or oil producing or drilling operators; producers and distributors of fuel and lumber and other construction materials and equipment; food processing distribution and storage organizations; producers of substantial quantities of food; business concerns engaged in construction of housing and industrial or public works; taxicabs and livery service.

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**AUG 01 2000**

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

1. General

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services. (C)
- b. 9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 9-1-1 Service including non-regulated components, may be provided from any one of the following categories. (C)

  - a) B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller. (T)
  - b) C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill. (T)
  - c) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

1. General

9-1-1 is the three-digit telephone number designated (as the "Universal Emergency Number") for public use throughout the United States to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller, dialing 9-1-1 from a station with access to the local exchange telephone network, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. Three 9-1-1 Service options are offered: B9-1-1, C9-1-1, and E9-1-1.

- B9-1-1 (Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP, but provides no information about the location or telephone number of the caller.
- C9-1-1 (ANI-Only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling number (through automatic number identification (ANI)) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.
- E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address. It may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 provides the PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), etc.) failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

(D)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

1. General (Continued)

9-1-1 Service features include Forced Disconnect, Called Party Hold and Emergency Ringback when operating conditions permit. These features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability. These features are not available if the customer subscribes to Selective Router Service.

C9-1-1 and E9-1-1 Services include Automatic Number Identification (ANI) spill which forwards the telephone number of the caller to the designated PSAP. ANI Spill does not guarantee the capability of forwarding the number of a multiparty line end user.

Selective Routing Service is available, as an optional offering, when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 Services. This service routes the call to the correct PSAP or an announcement, as appropriate, based on the caller's telephone number.

When conditions warrant providing 9-1-1 Service via the public switched network, the Switched Access System (SAS) is available as an optional offering. SAS is limited to the following applications:

Disaster situations where the private line network is no longer available between the central office and the tandem/selective router or the tandem/selective router and the PSAP.

Overflow conditions when the primary private line network is busy due to unusual circumstances or high growth areas.

Situations where expensive interLATA circuits make implementation of E9-1-1 cost prohibitive in a particular exchange.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms

(D)

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

(N)

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location.

(N)

(D)

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering the call.

(C)

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

(C)

(D)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 1. General (Continued)

The customer must be a municipality, state or local governmental unit, or an authorized agent to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and has public safety responsibility by law to respond to telephone calls from the public for emergency police, fire, or other emergency services within the telephone central office areas arranged for 9-1-1 calling.

Information provided by the Company, as part of the provisioning of C9-1-1 or E9-1-1, is to be used only for the purposes of answering calls and dispatching emergency services.

## 2. Definition of Terms

Agency - A person or entity, which may include the customer and public safety agencies, providing emergency or other services.

Alternate Routing - A feature designed to route a 9-1-1 call to a location other than the Primary PSAP, should some temporary condition prevent the Primary PSAP from answering.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. Calls from party line telephones will not automatically be displayed.

Automatic Location Identification (ALI) Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers and Emergency Service Numbers to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received. (C)  
|  
(C)

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party. (D)

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Company - CenturyTel of Northwest Arkansas, LLC (N)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Automatic Number Identification (ANI) - A feature by which the calling party telephone number is forwarded to the PSAP for display.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Call Answer Unit (CAU) - A unit that answers incoming calls to the PSAP from the Trunk Dial Unit (TDU). When it receives a 9-1-1 call from the TDU it alerts the PSAP's key system or the Automatic Call Distribution. When the call is answered, the CAU requests the ANI information stored in the TDU which is then displayed on the attendant's console. The CAU is able to perform self-diagnostics. It also operates in conjunction with the TDU to do external (call processing and transmission) diagnostics initiated from the TDU.

Called Party Hold - An established communication link between the calling party and the PSAP that cannot be broken by the calling party. The call remains connected until terminated by the PSAP.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

(D)

(D)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

(C)

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

(N)

(N)

(D)

Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service. The customer has public safety responsibility by law to respond to telephone calls from the public for police, fire or other emergency services within the telephone central office area arranged for 9-1-1 calling.

Data Management System (DMS) - A system of manual procedures and computer programs used to create, store and update the data required to provide the Selective Routing (SR) and ALI features.

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an automatic number identification failure, garbled digits or other causes. Such incoming calls are routed from the control office (location of the selective routing function) to a preselected PSAP.

Emergency Ringback - A feature which permits the attendant, by operating the flash key, to ring a 9-1-1 party who goes on-hook after the 9-1-1 call has been answered. This feature is available only for systems where 9-1-1 lines are provided via dedicated arrangements from the originating central offices.

Emergency Response Agency - For the purpose of this tariff, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at or transferred from a PSAP.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Emergency Service Number (ESN) - A number that is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP. (C) (T) (T)

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller. (T)

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company. (D) (N)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol. (N)

Host Provider - The telephone company that serves the exchange within the 9-1-1 Customer's serving area and provides 9-1-1 Service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area. (C) (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Emergency Service Number (ESN) - A number that is assigned by the customer to all telephone subscribers served by each combination of Emergency Response Agencies (i.e., police, fire, and ambulance service responsible for that subscriber's location). Thus, the Service Area of each PSAP and secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant of the ERA responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in routing calls to the correct PSAP.

End Users - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

Forced Disconnect - A function of the 9-1-1 central office trunk circuit that prevents the jamming of the 9-1-1 Service Line. This feature allows the Public Safety Answering Point attendant to release a connection although the calling party has not hung up.

Hookswitch Status - A feature designed to provide the PSAP Attendant with an audible and/or visual indication of the End User's hookswitch status (whether the telephone from which an End User placed a 9-1-1 telephone call is on or off hook).

Host Provider - The telephone company that serves the exchange in which the customer's PSAP is located and provides 9-1-1 Service and, where applicable, acts as the coordinator of other regulated telephone companies that serve as secondary providers within the customer's serving area.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

(D)

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

(N)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

(N)

(M)

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(M) Material moved to Sheet 20.1.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Idle Tone Application - A feature that allows the PSAP Attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason.

Master Street Address Guide (MSAG) - A perpetual database which defines the geographic area of a 9-1-1 Service. It is an alphabetical listing of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary - The initial answering point for 9-1-1 calls.

Public Safety Answering Point (PSAP) - Secondary - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call.

PSAP Attendant - An individual located at the Primary or Secondary PSAP who answers 9-1-1 telephone calls.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

(N)

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the Company's PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the Company's PSALI Entry software customer.

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this tariff. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the Company's PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the Company's ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

PSAP - the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

(N)  
(M)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

PSAP Service Boundary - The exchanges and portions of exchanges served by a 9-1-1 Service which the customer shall assign a particular PSAP to answer, transfer, respond, and/or otherwise handle 9-1-1 telephone calls originating from such exchanges and portions of exchanges.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 Service under an agreement with the host provider.

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services.

Service Address - The address at which the telephone is physically located.

Trunk Dial Unit (TDU) - Installed on the outgoing side of the central office ANI trunk, the TDU receives the 9-1-1 call and stores the ANI. It then dials the programmed primary number and sends the call to the Call Answer Unit at the PSAP. Within the TDU are all of the tone generators and detectors needed to operate in the telephone network. The TDU is able to perform both self-test and external (call processing and transmission) diagnostics for use in maintaining the system.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Primary PSAP- A primary PSAP is the initial answering point responsible for taking appropriate action on a 9 -1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24 -hour (seven-days-a-week) basis. (C)(M)

Secondary PSAP - A PSAP which responds to 9-1-1 calls transferred from a Primary PSAP. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the Primary PSAP is unable to answer the call. (M)

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration. (N)

Selective Routing (SR) - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by political boundary and one of the political areas does not subscribe to 9-1-1 services. (M)

(D)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

2. Definition of Terms (Continued)

Sublocation Information - Information of originating station location (end user) in PS ALI applications. (N)

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the Host Provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this tariff. (N)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only. (C)
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions

9-1-1 Service is limited to the use of central office number 9-1-1 as the emergency telephone number, and only one 9-1-1 Service will be provided within a geographical area.

9-1-1 Service is provided solely for the benefit of the local governmental unit. The provision of 9-1-1 Service shall not be interpreted, construed, or regarded as being for the benefit of or creating any Company obligation towards or any right of action on behalf of any third person or legal entity.

Temporary suspension of service is not provided for any part of 9-1-1 Service.

9-1-1 Service will be provided by the Company only where facility and operating conditions permit.

The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing Service is ordered by the customer.

9-1-1 Service is classified as Business Exchange Service and is restricted to one-way incoming emergency service. Outgoing calls can only be made on a transfer basis.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer. (C)
- e. 9-1-1 Service is limited to the use of central office telephone number 9 -1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
- f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
- g. Calls placed from all stations, including those with non -published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
- h. The main telephone directory listing for the PSAP must be a seven -digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.
- i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

9-1-1 Service will be designed by the Company to provide at least the same level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Service is offered.

The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to respond to such calls at the customer's designated premises.

The 9-1-1 calling party forfeits the privacy afforded by Nonpublished and Nonlisted Listing Services to the extent that the telephone number, address, and name associated with the originating station location may be furnished to the PSAP. However, this information is confidential and the customer agrees to use such information only for the purpose of responding to emergency 9-1-1 Service calls.

The Automatic Number Identification (ANI) Spill and Automatic Location Identification (ALI) features function correctly only if calls coming in to the PSAP originate from single party service. ANI and ALI will not be provided when calls are placed from multiparty lines.

The PSAP's premises equipment, used in conjunction with ANI Spill and ALI, must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 or E9-1-1 Service requested. If changes are necessary to make the unit compatible with the services offered herein, time and material charges will apply.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

- j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the 9-1-1 Customer for inclusion in the E9-1-1 database. (C)
- k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
- l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
- m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.
- n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.
- o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

The Company cannot guarantee the completion, the quality, or any features that may be provided with 9-1-1 Service on calls placed via interconnection with an interexchange carrier or operator service provider.

All nonregulated telecommunications service providers (e.g., Private Branch Exchange, etc.) in an E9-1-1 Service area should provide current lists of their subscribers' names, addresses, and telephone numbers in standard format to the customer for inclusion in the E9-1-1 database.

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 Service at no additional charge.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

3. Conditions (Continued)

Intercept Service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time to be negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

Terminal equipment, used in connection with 9-1-1 Service, shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

Time and material charges apply for customer-initiated changes and rearrangements affecting service addresses and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.). In such cases, a valid comparative (direct and individual reference to existing designations) listing of changes must be supplied.

In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized at no additional charge.

The Company may enter into a contract or contracts with the customer or with other telephone companies to effectuate the Company's provisioning of 9-1-1 Service in accordance with the terms, conditions, and limitations of this tariff. Any such contract(s) shall incorporate by reference the terms, conditions, and limitations of this tariff.

Equipment, used in conjunction with 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE

4. Customer Obligations (C)

- a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.
- b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9 -1-1 Service calls received to the gover nmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
  - 1) The 9-1-1 Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.
  - 2) The Primary PSAP will answer all calls on a 24 -hour, seven-days-a-week, basis.
  - 3) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P .01 transmission grade of service) encounters a busy signal. In other words, the 9 -1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE

4. Customer Obligations

Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, satisfactory proof of appointment must be provided in writing to the Company.

By contractual agreement, the 9-1-1 Service applicant must submit to the Company, in writing, that it concurs in the following terms and conditions:

- The customer has sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering and for the control and staffing of the PSAP.
- The customer accepts responsibility for dispatching or having others dispatch police, fire, ambulance, or other emergency services as required and to the extent such services are reasonably available.
- The customer has responsibility for developing appropriate procedures for handling calls placed to the 9-1-1 PSAP for nonparticipating agencies.
- Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

c. (Cont'd)

4) If a Selective Router is not used, each Primary PSAP may subscribe to at least two dedicated lines to each Secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that Secondary PSAP's average busy hour.

d. The 9-1-1 Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

In addition to the line requirements listed previously, each primary PSAP and each secondary PSAP must subscribe to at least three lines as follows:

- One seven-digit nonemergency local exchange line with at least one listed directory number for administrative calls.
- One nonlisted seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to the PSAP by dedicated lines.
- One nonlisted seven-digit number to be used by other PSAPs and Emergency Response Agencies to reach the PSAP.

If a Selective Router is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 transmission grade of service during the secondary PSAP's average busy hour.

The customer shall have the responsibility of constantly monitoring or inspecting facilities to discover errors, defects, and malfunctions in the service. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its use. The customer shall promptly notify the Company in the event the system is not functioning properly.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.

f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this Tariff must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company -provided information, including but not limited to:

(C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

Because the Company's serving boundaries and political subdivision boundaries may not coincide, the customer must make arrangements to handle all 9-1-1 calls that originate from telephones served by central offices within the 9-1-1 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction. Neither the customer nor the Company shall have any responsibility under this paragraph for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's public safety jurisdiction, or for calls originating from mobile/cellular telephones.

9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers (regardless of whether or not this information is published in directories or listed in directory assistance offices) is Company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing CenturyTel of Northwest Arkansas, LLC (Missouri) information, while acting as the host provider of 9-1-1 Service, must agree to abide by the terms and conditions which relate to the protection of said information. The customer shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

- The customer is responsible for preventing unauthorized retrieval or use of 9-1-1 information. Upon request, the Company has the right to review the customer's log of 9-1-1 calls to detect any unauthorized retrieval of information from the 9-1-1 system database.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Cont'd) (C)

f. (Cont'd)

- 1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.
- 2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the 9 -1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

g. Any terminal equipment used in connection with 9 -1-1 Emergency Telephone Service shall be configured to restrict the 9 -1-1 Customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9 -1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the 9 -1-1 Customer subject to the approval by the Company for compatibility with the 9 -1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.
- The customer shall provide to the Company, upon request, a list of authorized personnel who will be provided with passwords or other safety or security mechanisms to guarantee that the system may not be accessed by unauthorized personnel.
- All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office to prevent unauthorized personnel from accessing confidential information.
- The customer shall agree to the extent allowed by law to indemnify, save, and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information. This information is to be used solely for the purpose of providing 9-1-1 Service.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

When the Selective Routing feature is provided, the customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other agencies responsible for providing emergency service within the 9-1-1 Service Area. An Emergency Service Number (ESN) will be provided by the Company for each unique combination of agencies. The customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the 9-1-1 Service Area. These ESNs will be contained in the Data Management System (DMS) to permit routing of 9-1-1 Service calls to the appropriate primary and secondary PSAPs responsible for handling 9-1-1 calls from each telephone in the 9-1-1 Service Area.

The following terms define the customer's responsibility in providing this information.

- Initial and subsequent assignments by ESN street name, address range and area, or other mutually agreed upon routing criteria shall be furnished by the customer.
- After establishment of service, it is the customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities, or any other matter that will affect the routing of 9-1-1 Service calls to the proper PSAP.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

4. Customer Obligations (Continued)

- The customer has an obligation to verify police, fire, and ambulance PSAP routing designations. Upon request, the Company will provide a complete listing of the MSAG information to assist the customer in its verification.
- Changes, deletions, and additions to the MSAG database are the responsibility of the customer. Customer required revisions to the MSAG should be submitted as they occur. The Company will furnish a printed copy of all MSAG changes to the customer for verification.

The customer agrees to provide trained personnel for 24-hour coverage and receive all 9-1-1 calls routed to the PSAP. The customer recognizes that the addresses provided with Automatic Location Identification (ALI) may be the same addresses that the Company maintains for its normal business records and the Company cannot guarantee their existence or accuracy in emergency situations. Therefore, the customer recognizes that addresses must first be verified by the calling party.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability

- a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 service shall be limited by the terms set forth in this section, the Rules and Regulations section of this Tariff, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer. (C)
- b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 service other than Company acts or omission constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.
- c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 service for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 service. (C)

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## GENERAL AND LOCAL EXCHANGE TARIFF

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REC'D MAY 01 2000

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

## 5. Liability

The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 Service shall be limited by the terms set forth in this section, the General Regulations section of this tariff, the sections of other tariffs which apply to the provisioning of 9-1-1 Service, and the contracts between the customer and the Company. This service is offered solely to assist the customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 Service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

- d. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of the 9-1-1 service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines. (C)
- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company standard format for inclusion in a 9-1-1 ALI database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential punitive, special or exemplary damages associated with the provision of any aspect of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a 9-1-1 Customer to Company facilities. The 9-1-1 Customer may, with the prior written consent of the Company, which consent shall not be reasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

When the use of services or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the end user or the failure of the facilities provided by the end user, a pro rata adjustment of the fixed monthly charges involved will be allowed as covered by Section 2 of this tariff. Where allowances on monthly charges for service features of 9-1-1 Service are involved, only those service features affected by the interrupted service shall be considered; and further, only those access lines on the interrupted portion of a service shall be considered in determining the number of access lines affected.

To the extent allowed by law, the customer shall indemnify and hold harmless the Company from any damages or other injuries which may be asserted by any person, business, governmental agency, or other entity as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information (i.e., nonpublished or nonlisted information) in connection with the provision of 9-1-1 Service.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when a 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, the inability to provide subscriber information associated with multiparty lines, private telecommunications services (e.g., PBXs), or calls originating over central office based switching system lines.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service. (C)
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area, or for calls originating from voice over internet protocol, or mobile/cellular telephones.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment. (C)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 Service when there is a failure or interruption in 9-1-1 Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, attach features, devices, or equipment of other vendors to the equipment of the network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments, if the Company determines that said attachments will degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

5. Liability (Continued)

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information, to emergency service providers responding to calls placed to a 9-1-1 Service or host providers using such information to provide 9-1-1 Service.

The Company shall have no liability whatsoever to any person arising from its provision or failure to provide 9-1-1 Service to a subscriber of a nonregulated telephone service. It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (C)

a. B9-1-1 (Basic 9-1-1 Service)

- 1) B9-1-1 Service provides for routing all 9 -1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.
- 2) Interoffice 9-1-1 service is provided via dedicated trunking. 9 -1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- 3) The following rate elements apply to a typical B9-1-1 arrangement:
  - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
  - b) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
- 4) Additional 9-1-1 Features, as described in this Tariff, are available with 9 -1-1 Service where conditions permit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations

- a. The following rate elements apply to a typical B9-1-1, C9-1-1, and E9-1-1 arrangement:

9-1-1 Service Line

The 9-1-1 Service Line rate applies for the 9-1-1 loop extending from the host central office and terminating at the PSAP.

Trunking

The 9-1-1 Service Line Rate is applicable for the intraexchange circuit between the foreign central office and the central office serving the PSAP.

Interexchange circuits shall be provided at the rates found in the GTE Midwest Incorporated Inc. - PSC MO. NO. 5 Private Line Service Tariff.

Central Office Trunk Termination

This rate is applicable for the trunk termination in the host central office when the host central office concentrates the incoming traffic to the PSAP. This rate is in addition to the 9-1-1 Service line rate.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

b. C9-1-1 (ANI-Only 9-1-1 Service)

- 1) The following rate elements apply to a typical C9-1-1 arrangement:
  - a) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
  - b) 9-1-1 Network Service - Same as B9-1-1 Service.
- 2) C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.
- 3) The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- 4) Selective Routing is available on an optional basis with C9-1-1 Service.
- 5) Additional 9-1-1 Features, as described in this Tariff, are available with C9-1-1 Service where conditions permit. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

- b. In addition to the elements listed in A. preceding, the Automatic Location Identification (ALI) Database rate element is applicable for E9-1-1 Service.

ALI Database Administration Charge

The ALI Database Administration Charge applies per system to create and maintain the MSAG and ALI databases. The rate applies for all enhanced systems whether CenturyTel is the host or secondary provider.

ALI Database Record Charge

An ALI Database Record Charge applies for each CenturyTel record maintained in the database. A non-CenturyTel Record Charge applies for verifying another telephone company's records.

c. Optional Services

Selective Routing - This service is available with C9-1-1 and E9-1-1. The following rate elements apply to Selective Routing Service:

Selective Router Database Administration Charge

The Selective Router Database Administration Charge applies per database to create and maintain the Selective Routing MSAG and ALI database structure. This charge is in addition to the ALI Database Administration Charge.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1)

1) The following rate elements apply to a typical E9-1-1 arrangement:

a) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

b) 9-1-1 Network Service - Same as C9-1-1 Service.

c) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:

i) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).

ii) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rate Regulations (Continued)

c. Optional Services (Continued)

Selective Routing (Continued)

Selective Router Database Record Charge

The Selective Router Database Record Charge is applicable for the development and maintenance of street ranges and addresses, the assignment of ESNs and PSAPs to each record, and the transmission of the ALI to the database management system when accessed by the caller's ANI.

Selective Router Interface Charge (TCI Selective Router Only)

The Selective Router Interface Charge applies per termination for each interface card utilized by a trunk to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

Selective Router Hardware Charge (TCI Selective Router Only)

The Selective Router Hardware Charge applies per system to provide the selective routing hardware that is located in the central office.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1) (Continued)

1) (Continued)

d) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

i) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit.

ii) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request. (C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

d. Quotation Preparation

The customer may request a quotation for all costs associated with 9-1-1 Service provisioning. A quotation so provided does not bind the Company to the rates set forth in the quotation. All rates for company provided services and facilities will be determined in accordance with the guidelines in this tariff. No charge will be incurred by the customer for such a request.

e. Special Service Arrangement Charges

If 9-1-1 Service requirements cannot be met with regularly offered service arrangements, special arrangements will be furnished, when practical, by the Company at charges equivalent to the costs of furnishing such arrangements. These special charges will be applicable to such items as engineering and special program development associated with billing and database management. Special service arrangement rates and charges are subject to review and revision conditioned upon changing costs.

The proposed rates are subject to commission review.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

c. E9-1-1 (Enhanced 9-1-1) (Cont'd)

- 2) In the event that the 9 -1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9 -1-1 or E9 -1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.
- 3) The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- 4) Selective Routing is available on an optional basis with E9-1-1 Service.
- 5) Optional 9-1-1 Features, as described in this Tariff, are available with E9 -1-1 Service where conditions permit.

(C)

(M)

(M) Material moved to Sheet 48.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

f. 9-1-1 Nonrecurring Payment Options

Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1	.0875
2	.0457
3	.0318
4	.0249
5	.0208
6	.0181
7	.0164
8	.0147
9	.0136
10	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services

1) Selective Routing

a) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9 -1-1 or E9 -1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:

- i) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- ii) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
- iii) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

(C)

(M)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

g. 9-1-1 Funding Surcharge

The Company, as directed by the customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective customer less a billing and collection fee as provided by law.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Cont'd)

1) Selective Routing (Cont'd)

b) The following rate elements apply to Selective Routing:

- i) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- ii) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- iii) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9 -1-1 call and connects the incoming 9 -1-1 trunks to the central office that will route the calls.

(C)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Rates Regulations (Continued)

g. 9-1-1 Funding Surcharge

The Company, as directed by the customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective customer less a billing and collection fee as provided by law.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

1) Selective Routing (Continued)

b) The following rate elements apply to Selective Routing:(Continued)

iv) Database Selective Routing - Rates and charges per access line to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

v) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Continued)

2) Alternate Network Routing (ANR)

- a) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full -duplex radios such as microwaves. The components offered in this tariff include terminating telephone network equipment and cellular radio transceivers.
- b) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

(C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (ANR) (Cont'd)

c) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

d) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

i) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

d) (Cont'd)

ii) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9 - 1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

e) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

f) Description of Teltone Switched Access System

i) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9 - 1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

f) Description of Teltone Switched Access System (Cont'd)

ii) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9 -1-1 system's Customer premises equipment.

iii) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready. Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware

g) Description of Proctor Instant Network Backup System

i) Mini-Pac - Trunk with/without Monitoring - Compact rack mounted single trunk version of the system. Includes Mini -Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Company central office.

ii) Mini-Pac - Additional Trunk with/without Monitoring - Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

iii) Shelf System - Trunk with/without Monitoring - Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

iv) Shelf System - Additional Trunk with/without Monitoring - Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.

v) Expansion Shelf - Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf. If, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards,

The following items of equipment interface Sender equipment with E9 - 1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

vi) PSAP Responder - 1st - Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System (Cont'd)

vii) PSAP Responder - Additional - Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.

viii) Central Office (CO) Responder - 1st - Installed on the incoming trunk of the 9 -1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

ix) Central Office (CO) Responder - Additional - Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9 -1-1 call to be forwarded via an alternate cellular path.

x) Line Switch & 4/2-Wire Converter Card. Available only when the "with monitoring" feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

xi) Cellular Transceiver - A rack mounted cellular transceiver used with the Shelf system or the Mini -Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office. (C)

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued) (C)

d. Optional Services (Continued)

2) Alternate Network Routing (Cont'd)

g) Description of Proctor Instant Network Backup System

xii) Cellular 3 dB Antenna - Omni-directional 3 dB antenna used with the cellular transceiver

xiii) Cellular 9 dB Gain Antenna . A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

h) Description of Tellular Phone Cell Services Equipment

i) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

ii) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

iii) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

iv) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

i) Customer Obligation

i) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

ii) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

6. Description of Service (Continued)

(C)

e. Additional Services

1) Additional 9-1-1 Features

a) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

- i) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off hook.
- ii) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
- iii) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges

9-1-1 Network Services

	<u>NRC</u>	<u>Monthly Rate</u>	
9-1-1 Service Line, Each line or trunk	\$0.00	\$29.18	(T)
Trunking, Each trunk			
Intraexchange	0.00	29.18	(T)
Interexchange			See National Exchange Carrier Association Tariff FCC No. 5.
Central Office Trunk Termination	202.85	38.24	(T) (T)

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SPECIALIZED SERVICES

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
9-1-1 Service Line, Each line or trunk	911CO-PSAP2WPL	\$0.00	\$29.18
Trunking, Each trunk			
Intraexchange	911CO-PSAP2WPL	0.00	29.18
Interexchange		See National Exchange Carrier Association Tariff FCC No. 5.	
Central Office Trunk Termination	911COTERM NRC 911COTERM	202.85	38.24

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

	<u>NRC</u>	<u>Monthly Rate</u>	(T)
Automatic Location Identification (ALI) Database			
ALI Database Administration Each system	\$0.00	\$199.46	(T)
ALI Database Record Charge Each Company's record processed	0.83	0.05	(T) (T) (T)
Each NON-CenturyTel record processed	0.37	0.05	(T) (T)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Automatic Location Identification (ALI) Database			
ALI Database Administration Each system	911PSAPDBPSAP	\$0.00	\$199.46
ALI Database Record Charge			
Each CenturyTel record processed	911PSAPDBRC NRC		0.83
	911PSAPDBRC		0.05
Each NON-CenturyTel record processed	911PSAPDBRCNGT NRC		0.37
	911PSAPDBRCNGT		0.05

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>NRC</u>	<u>Monthly Rate</u>	(T)
Selective Routing Service			
Selective Router Database Administration Charge	\$330.36	\$ 191.28	(T) (T)
Record Charge, Each	.0025	0.0001	(T) (T)
Selective Router Hardware (TCI Selective Router Only) Hardware Charge, Common Equipment Each system	18,730.87	1,935.24	(T) (T)
Selective Router Interface Charge, Each termination	208.46	45.72	(T) (T)

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Selective Routing Service			
Selective Router Database Administration Charge	911SRDBASE NRC \$	330.36	
	911SRDBASE		\$ 191.28
Record Charge, Each	911SRDBLINE NRC	.0025	
	911SRDBLINE		0.0001
Selective Router Hardware (TCI Selective Router Only)			
Hardware Charge, Common Equipment Each system	911 CE 1CTY NRC	18,730.87	
	911 CE 1CTY		1,935.24
Selective Router Interface Charge, Each termination	911 TT 1CTY NRC	208.46	
	911 TT 1CTY	45.72	

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

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7. Rates and Charges (Continued)

9-1-1 Network Services

	<u>GSEC</u>	<u>NRC</u>	<u>Monthly Rate</u>
Selective Routing Service			
Selective Router Database Administration Charge	911SRDBASE NRC \$	330.36	
	911SRDBASE		\$ 191.28
Record Charge, Each	911SRDBLINE NRC	.0025	
	911SRDBLINE		0.0001
Selective Router Hardware (TCI Selective Router Only)			
Hardware Charge, Common Equipment Each system	911 CE 1CTY NRC	18,730.87	
	911 CE 1CTY		1,935.24
Selective Router Interface Charge, Each termination			
	911 TT 1CTY NRC	208.46	
	911 TT 1CTY	45.72	

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 customer service(s) shall be grandfathered at the following rates:

	<u>Monthly Rate</u>	(T)
Independence County	\$122.77	
Mississippi County	518.26	
Washington County	213.80	
White County	329.78	

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SPECIALIZED SERVICES

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C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued)

7. Rates and Charges (Continued)

9-1-1 Network Services

Existing Customers

Rates and charges for existing 9-1-1 customer service(s) shall be grandfathered at the following rates:

Monthly

<u>Rate</u>	
Independence County	\$122.77
Mississippi County	518.26
Washington County	213.80
White County	329.78

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Teltone			
Trunk Dial Unit			
Without Monitoring			
1st trunk	\$1,733.51	\$ 133.71	
Additional trunk	347.00	95.63	
Call Answer Unit			
Without Monitoring			
1st trunk	443.99	62.16	
Additional trunk	286.00	51.73	
Call Transfer Unit			
Without Monitoring			
1st trunk	545.00	94.37	
Additional trunk	268.00	45.46	(C)(M)

(M) Material moved from Sheet 54

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SPECIALIZED SERVICES

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D. E911 ALTERNATE NETWORK ROUTING

1. General

Alternate Network Routing (ANR) is offered as an optional service to Emergency Number Service (911) system customers. ANR provides other paths to route a 911 call from the caller to the Public Safety Answering Point (PSAP).

In cases of network overload (all trunks busy) or facility outage, such as failure of an intermediate central office or the loss of a 911 trunk, ANR Service will route the 911 call through the public switched network or cellular network. (NOTE: Any 911 calls in progress, at the time of a dedicated facility outage, will be lost when the facility fails.)

The components offered in this tariff include the terminating telephone network equipment and cellular radios.

Alternate Network Routing may also be utilized to allow the use of the public switched network in place of interexchange dedicated Telephone Company facilities. This application is restricted to 911 service crossing LATA boundaries only where LEC facilities are unavailable.

2. Description of Service

Alternate Network Routing is actuated upon a failure of the dedicated 911 access path to handle a 911 call.

In order to reroute the 911 call through the public switched telephone network (PSTN), Sender equipment is installed in the central office on the outgoing side of the 911 trunk and Receiver equipment is installed on the premises of the PSAP, or at an intermediate switching point.

Multiple telephone numbers may be programmed in the Sender in case the primary Receiver is not available.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Proctor			
Mini-Pac Without Monitoring			
1st trunk	\$469.00	\$122.36	
Additional trunk	347.00	106.42	
Mini-Pac With Monitoring			
1st trunk	469.00	136.62	
Additional trunk	347.00	120.68	
Shelf System Without Monitoring			
1st trunk	545.00	172.64	
Additional trunk	268.00	58.10	
Shelf System With Monitoring			
1st trunk	545.00	198.57	
Additional trunk	268.00	62.63	(C)(M)

(M) Material moved from Sheet 55

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

2. Description of Service (Continued)

When a cellular path is used as an alternate route, a cellular transceiver is installed in the central office on the outgoing side and a second transceiver unit maybe installed at the receiving end (either at the intermediate switching point or at the PSAP).

Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

- 1) Without Monitoring - The Sender unit performs the functions of receiving the 911 call from the originating switch, storing the Automatic Number Identification (ANI), dialing the telephone number of the Receiver Unit to establish voice connection, and sending the ANI to the Receiver Unit. The Receiver Unit has an output connection, to either the network or the PSAP's E911 customer premises equipment, used to provide ANI to the answering attendant. ANI is used to record the call information and to retrieve the associated Automatic Location Information (ALI).
- 2) With Monitoring - Similar functions and terminal equipment as described in (1) above, with the addition of sensors which monitor the outgoing trunk to detect signaling problems. When a problem is detected, the Sender Unit seizes control of the 911 call and establishes the alternate route over the public switched network or the cellular network to complete delivery of the call and associated ANI.

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SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)

7. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Expansion Shelf	\$ 268.00	\$ 81.75	
PSAP Responder			
1st	431.00	138.10	
Additional	431.00	134.70	
Central Office Responder			
1st	431.00	85.44	
Additional	431.00	54.62	
Optional 4/2 Wire Converter	10.00	15.85	
Cellular Transceiver	347.00	70.26	
Cellular Antenna			
3 dB	10.00	2.04	
9 dB	73.00	11.06	
Telular PhoneCell			
1M Transceiver	640.00	43.26	
4M Transceiver	690.00	131.24	
Cellular Antenna			
3 dB	10.00	2.17	
12 dB	73.00	4.25	(C)(M)

(M) Material moved from Sheet 56

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

2. Description of Service (Continued)

Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the cellular path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

3. Network Equipment Descriptions

**Teltone Switched Access System**

Trunk Dial Unit (TDU) - 1st Trunk

Seizes the 911 call, if the dedicated trunks are unavailable, and routes the call over the public telephone network to the Call Answer Unit or Call Transfer unit. During dialing, the TDU requests and stores the caller's ANI. Included are the TDU, relay rack, fuse panel and miscellaneous material needed to install the TDU in the Telephone Company central office.

Trunk Dial Unit (TDU) - Additional Trunk

Each additional TDU installed in available relay rack space with the first trunk. (Relay rack, fuse panel and miscellaneous material included with TDU-1st Trunk.)

Call Answer Unit (CAU) - 1st Trunk

Receiver installed at the Public Safety Answering Point. Included are the Call Answer Unit and miscellaneous material needed for installation at the Telephone Company central office or at the customer premises.

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SPECIALIZED SERVICES  
SPECIALIZED SERVICES

C. 9-1-1 EMERGENCY TELEPHONE SERVICE (Continued) (T)  
(D)

7. Rates and Charges (Continued)

b. 9-1-1 Nonrecurring Payment Options (C)(M)  
Nonrecurring charges associated with 9-1-1 installations may be deferred for any annual term up to 10 years. The discount rate for this purpose is 9.5 percent. Only the rate elements associated with database development are eligible for deferral. Only one deferred period may be selected. The balance shall become due and payable if the 9-1-1 customer disconnects the service elements prior to the final payment of the deferred charges.

Annuity factors utilized for this option are as follows:

<u>Installment Term (Years)</u>	<u>Factor</u>
1	.0875
2	.0457
3	.0318
4	.0249
5	.0208
6	.0181
7	.0164
8	.0147
9	.0136
10	.0127

To calculate monthly installment, multiply total nonrecurring charges by the appropriate factor.

c. 9-1-1 Funding Surcharge (C)(M)  
The Company, as directed by the 9-1-1 Customer, may impose a surcharge as provided by law, to each business and residential end user's local exchange telephone bill to establish funding for 9-1-1 Service within said end user's respective county or municipality. This surcharge is in addition to all other lawful rates and charges. This surcharge will be distributed to the respective 9-1-1 Customer less a billing and collection fee as provided by law.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

Call Answer Unit (CAU) - Additional Trunk

Each additional Call Answer Unit installed at the same central office or same customer premises as the CAU-1st Trunk.

Call Transfer Unit (CTU) - 1st Trunk

Installed on the incoming trunk of a 911 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Telephone Company central office.

Call Transfer Unit (CTU) - Additional Trunk

Each additional Call Transfer Unit (CTU) circuit card installed in an existing CTU shelf in the same central office.

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM

INB Mini-Pac - 1st Trunk without Monitoring

Compact rack mounted single trunk version of the INB System. Includes Mini-Pac unit without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk without Monitoring

Each additional Mini-Pac unit without the monitoring option, installed in existing available relay rack space in the same Telephone Company central office.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

INB Mini-Pac - 1st Trunk with Monitoring

Compact rack mounted single trunk version of the INB system. Includes Mini-PAC unit with the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk with Monitoring

Each additional Mini-Pac unit with the monitoring option, installed in the existing available relay rack space in the same central office.

INB Shelf System - 1st Trunk without Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk without Monitoring

Each additional Trunk Diverter Circuit (TDC) card without the monitoring option, installed in existing available INB main shelf.

INB Shelf System - 1st Trunk with Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Circuit (TDC) card with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards or three Line Switch and three TDC cards when the Line Switch option is used.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

INB Shelf System - Additional Trunk with Monitoring

Each additional Trunk Diverter Circuit (TDC) card with the monitoring option installed in the existing available INB shelf.

Line Switch & 4/2 Wire Converter Card

Optional circuit card installed in the INB Main or Expansion shelf. The Line Switch & 4/2 Wire Converter card is installed with the Trunk Diverter Circuit (TDC) card. An INB Main Shelf can hold a maximum of three (3) Line Switch & 4/2 Wire Converter cards and three (3) Trunk Diverter Circuit cards.

INB Expansion Shelf

Consists of the Trunk Expansion Circuit (TEC) card installed in the INB Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface INB Sender equipment with 911 services at the PSAP or another alternate answering facility. When the 911 call is answered, the ANI is received at the PSAP.

PSAP Responder - 1st

Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

PSAP Responder - Additional

Each additional PSAP Responder unit installed at the customer premises in an existing available mounting shelf slot.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Continued)

Central Office (CO) Responder - 1st

Installed on the incoming trunk of the 911 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

Central Office (CO) Responder - Additional

Each additional CO Responder circuit card installed in an existing available CO Responder shelf.

The following items of equipment allow the diverted 911 call to be forwarded via an alternate cellular path:

INB Cellular Transceiver

A rack mounted cellular transceiver used in conjunction with the INB Shelf system or the INB Mini-Pac unit used to interface the Public Switched Network with the Cellular Network. Each unit interfaces with one 911 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Telephone Company central office.

Cellular 3 dB Antenna

Omni-directional 3 dB antenna used with the INB Cellular Transceiver.

Cellular 9 dB Antenna

Outdoor antenna used in place of the standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

**Telular PhoneCell Series Equipment**

PhoneCell - 1M Cellular Transceiver

Wall mounted cabinet containing the power supply, telephone network interface, cellular transceiver and the miscellaneous material needed to interface one loop or ground start telephone line to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

PhoneCell - 4M Cellular Transceiver

Wall mounted cabinet containing four power supplies, four telephone network interfaces, four cellular transceivers, one quad antenna connector and miscellaneous material required to interface four loop or ground start telephone lines to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

Cellular 3 dB Antenna

Standard indoor antenna used with the PhoneCell 1M or 4M units.

Cellular 12 dB Antenna

Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

3. Network Equipment Descriptions (Continued)

a. Rules and Regulations

Each sender unit and each receiver unit requires a separate business access line. The customer will be responsible for all subscriber access line charges and toll calls billed to those access lines.

911 customers subscribing to a cellular radio circuit as an alternate network will be responsible for obtaining the cellular service and paying all charges related to its use.

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

4. Rates and Charges

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Teltone				
Trunk Dial Unit				
Without Monitoring				
1st trunk	911TDUNRC	\$1,733.51	911TDU	\$ 133.71
Additional trunk	911TDUANRC	347.00	911TDUA	95.63
Call Answer Unit				
Without Monitoring				
1st trunk	911CAUNRC	443.99	911CAU	62.16
Additional trunk	911CAUANRC	286.00	911CAUA	51.73
Call Transfer Unit				
Without Monitoring				
1st trunk	911CTUNRC	545.00	911CTU	94.37
Additional trunk	911CTUANRC	268.00	911CTUA	45.46

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

4. Rates and Charges (Continued)

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Proctor				
Mini-Pac				
Without Monitoring				
1st trunk	911MINPNRC	\$469.00	911MINP	\$122.36
Additional trunk	911MINPANRC	347.00	911MINPA	106.42
Mini-Pac				
With Monitoring				
1st trunk	911MINPMNRC	469.00	911MINPM	136.62
Additional trunk	911MINPMANRC	347.00	911MINPMA	120.68
Shelf System				
Without Monitoring				
1st trunk	911CDUPSSNRC	545.00	911CDUPSS	172.64
Additional trunk	911CDUPSSANRC	268.00	911CDUPSSA	58.10
Shelf System				
With Monitoring				
1st trunk	911CDUMNRC	545.00	911CDUM	198.57
Additional trunk	911CDUMANRC	268.00	911CDUMA	62.63

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SPECIALIZED SERVICES

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D. E911 ALTERNATE NETWORK ROUTING (Continued)

4. Rates and Charges (Continued)

	<u>GSEC</u>	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>
Expansion Shelf	911CDUSSXNRC	\$ 268.00	911CDUSSX	\$ 81.75
PSAP Responder				
1st	911CAUMNRC	431.00	911CAUM	138.10
Additional	911CAUMANRC	431.00	911CAUMA	134.70
Central Office Responder				
1st	911CTUONRC	431.00	911CTUCO	85.44
Additional	911CTUCOANRC	431.00	911CTUCOA	54.62
Optional 4/2 Wire Converter	911CONV2WNRC	10.00	911CONV2W	15.85
Cellular Transceiver	911CELLTRPNRC	347.00	911CELLTRP	70.26
Cellular Antenna				
3 dB	911CELLANTP3NRC	10.00	911CELLANTP3	2.04
9 dB	911CELLANTP9NRC	73.00	911CELLANTP9	11.06
Telular				
PhoneCell				
1M Transceiver	911CELLTR1NRC	640.00	911CELLTR1	43.26
4M Transceiver	911CELLTR4NRC	690.00	911CELLTR4	131.24
Cellular Antenna				
3 dB	911CELLANTT3NRC	10.00	911CELLANTT3	2.17
12 dB	911CELLANTT12NRC	73.00	911CELLANTT12	4.25

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

E. Private Switch (PS) 9-1-1 Service (C)

1. Description

a. Private Switch ALI Service (PS 9 -1-1 Service) is a service offering which enables either:

- 1) Automatic Number Identification (ANI) or
- 2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9 -1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9 -1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

1) The ANI-ONLY option is available if the 9 -1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:

- a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

(C)

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GENERAL AND LOCAL EXCHANGE TARIFF

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E. PRIVATE SWITCH EMERGENCY SERVICE

1. General

Private Switch (PS) 911 Service allows a Public Safety Answering Point (PSAP) to receive either Automatic Number Identification (ANI) or a combination of ANI and Automatic Location Identification (ALI) information from 911 calls originating from Direct Inward Dial (DID) stations served by a private switch.

The Private Switch Providers (PSP) referred to in this tariff might include such organizations as: schools, nursing homes, hospitals, and planned communities.

2. Definitions

**911 Customer** - May be a municipality, a council of governments, a communication district, or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been given to operate Emergency Number Service (911).

**Administrative Site** - A customer designated location responsible for the administration of end user records associated with one or more private switches. The site has the capability of creating and conveying Private Switch End User (PSEU) information to the CenturyTel ALI ENTRY GATEWAY. The PS 911 Administrator is responsible for the functioning of this location.

**Automatic Location Identification (ALI) Database** - A database of records, by Directory Number, of subscribers' addresses, names, telephone numbers and Emergency Service Numbers (ESNs) to be used for 911 Emergency Telephone Service.

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

- E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)
- 2. Conditions (Cont'd)
- a. Availability of Options (Cont'd)
- 1) (Cont'd)
- b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).
- 2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day. (C)

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E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

C911 Service - Service which automatically routes 911 calls to a PSAP and provides only the calling telephone number, through Automatic Number Identification (ANI), to the PSAP attendant answering the call.

Data Management System (DMS) - The combination of manual procedures and computer programs used to create, store, manipulate and update the data required to provide selective routing and ALI.

Directory Number (DN) - A seven-digit number assigned within an area code to uniquely identify a telephone subscriber. The ANI generated with each 911 call forwards the DN digits to the appropriate Public Safety Answering Point (PSAP).

E911 Service (or Enhanced 911) - Service which automatically routes 911 calls to a PSAP and provides the calling telephone number and associated address to the PSAP attendant answering the call.

Emergency Service Number (ESN) - A number code used in the Database Management System (DMS) for the routing of 911 calls. The ESN designates the public safety agencies responsible for service to the location of each telephone in a 911 service area.

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SPECIALIZED SERVICES

E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9 -1-1 network that is in place for the service area.

1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9 -1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9 -1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9 -1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

(a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9 -1-1 system to ensure correct routing, and

(b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

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E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

CenturyTel PS ALI ENTRY - A personal computer (PC) software program that automates the process of building ALI records of Private Switch End Users (PSEU) in the National Emergency Number Association (NENA) Standard Format. It provides limited accuracy checks to aid preparation of ALI records to be uploaded into the Telephone Company Mechanized Assignment Record Keeping (MARK) database.

CenturyTel PS ALI GATEWAY - A Telephone Company computer facility that interfaces with the PS Provider Administrative Site to receive PS End User ALI updates from the Administrative Site and to return error reports for correction. Access to the gateway will be via a dial up modem using a common protocol.

Master Street Address Guide (MSAG) - A database of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

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SPECIALIZED SERVICES

- E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)
    - 2. Conditions (Cont'd)
      - b. (Cont'd)
        - 2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9 -1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9 -1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.
        - 3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9 -1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.
- c. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer. (C)

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E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

Nonlisted Service - Subscriber name, address and telephone number information that is not listed in the published telephone directory but is available through directory assistance services.

Nonpublished Service - Subscriber name, address and telephone number information not listed in the published telephone directory nor available through directory assistance services.

P.01 Transmission Grade of Service (GOS) - Trunk facility provisioning with the statistical probability of no more than one call in a hundred shall be blocked on initial attempt during the average busy hour.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a customer's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

3. Application for Service

a. Service application for this service must be in writing from the 9 -1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- 1) The business name and address of the PS Provider,
- 2) The name, address, and telephone number of the PS Provider's Site Administrator,
- 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven -digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9 -1-1 Service will function properly on ly if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9 -1-1 Customer's standard of timeliness in reporting PS End User ALLI updates to the company.

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GENERAL AND LOCAL EXCHANGE TARIFF

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E. PRIVATE SWITCH EMERGENCY SERVICE

2. Definitions (Continued)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

Private Switch 911 Site Administrator - A person assigned, by the PSP, the responsibility of establishing and maintaining PS 911 Service location information of each PSEU via the CenturyTel PS ALI program.

Public Safety Answering Point (PSAP) - A municipal, county or state operated telecommunications center for answering 911 Emergency Service calls.

Selective Router (SR) - A central office that has the capability of routing incoming 911 calls and ANI to the PSAP serving the caller.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

4. Customer Obligations (Cont'd)

- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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E. PRIVATE SWITCH EMERGENCY SERVICE

3. Description

Private Switch ALI Service (PS ALI 911 Service) is an offering which enables either (1) Automatic Number Identification (ANI) or (2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 911 calls originating from Private Switch stations/lines assigned a directory number that is directly accessible from the public switched network.

The ANI-only option is available if the 911 Customer subscribes to C911 service and has established dedicated routing from the central office serving the PSAP to a Point of Concentration or to the serving PSAP. Also the 911 Customer is responsible for assuring that the Private Switch Provider (PSP):

- a. Orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- b. Orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSP's switch to its serving central office and
- c. Has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

4. Customer Obligations (Cont'd)

- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.
- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

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E. PRIVATE SWITCH EMERGENCY SERVICE

3. Description (Continued)

The ANI/ALI Option is available if the 911 Customer subscribes to E911 Service and establishes dedicated routing from the central office serving the PSP to a Point of Concentration or to the serving PSAP. Also the 911 Customer is responsible for assuring that the PSP:

- a. Orders a block(s) of sequential Directory Numbers (DNs) from which each of the Private Switch End Users (PSEUs) is assigned an individual DN,
- b. Orders a minimum of two (2) PS 911 Service Trunks or the quantity necessary to maintain a P.01 Transmission Grade of Service to connect the PSP's switch to its serving central office,
- c. Has a switch capable of forwarding the ANI of each PSEU's directory number to the 911 Service Trunk when 9-1-1 or 9-9-1-1 is dialed,
- d. Uses the CenturyTel PS ALI ENTRY to maintain and forward PS End Users DN's and location information, in the NENA Standard format, to the Company with necessary updates to keep records current.
- e. Responds to requests from the Company to make corrections to record errors by uploading corrected records within one working day.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

5. Liabilities

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this tariff regarding 9 -1-1 Service in any other applicable section of the Company's tariffs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9 -1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9 -1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.

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E. PRIVATE SWITCH EMERGENCY SERVICE

4. Availability of Service

Service availability is dependent upon the type and configuration of the 911 network in place in the service area.

Private Switch to serving Central Office: The basic requirement is for the Private Switch to be treated as if it is a central office, therefore, dedicated PS 911 Service trunks are required from the Private Switch to its serving central office. There must be a minimum of two PS 911 Service trunks or a quantity that will maintain a P.01 Transmission Grade of Service. The 911 Customer is responsible for ensuring that this standard is met.

Point of Concentration: When the projected addition of PSP 911 trunking to the PSAP reaches an expense that exceeds the cost of adding a selective router or a 911 tandeming feature in the 911 network, the 911 Customer and the Company should consider establishing a network Point of Concentration to reduce the number of dedicated trunks while maintaining a minimum of P.01 transmission grade of service. This can be done by routing the dedicated 911 trunks from the PSP to the Point of Concentration. From the Point of Concentration to the PSAP, only the quantity of 911 trunks that are required to maintain a P.01 transmission grade of service for the expected traffic from the total number of PSPs and central offices are provisioned.

The Point of Concentration may be added by ordering Selective Routing from Schedule A-12 or ordering 911 Tandeming in a central office from this tariff.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

5. Liabilities (Cont'd)

- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the caller or others.
- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.
- g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

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E. PRIVATE SWITCH EMERGENCY SERVICE

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4. Availability of Service (Continued)

Termination at the PSAP: If additional lines, trunks or termination are required from the Point of Concentration to the PSAP to handle PS 911 Service and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 911 Customer.

5. Technical Specifications

Network interface requirements for the PS 911 Customer access are described in detail in the PS 911 Technical Interface Standards.

6. Application for Service

Application for this service must be provided to the Telephone Company in writing from the 911 Customer. Each application must include the following information:

- a. Business name and address of the Private Switch Provider (PSP),
- b. PSP service locations by street address and connectivity arrangements to the Company's network,
- c. Quantity of PS End User stations to be served and
- d. Name, address and telephone number of the PSP's 911 Site Administrator.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

6. Rates and Charges (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Enable 911 Tandeming in CO.....	ICB(1)	ICB(1)	
PS 911 Service Trunk (per trunk ..... from the PS to end office) (2)	See E-9-1-1 Special Trunk Rates		
Directory Numbers ..... Blocks of 100 sequential numbers	See DID Service Rates Section 5		

- (1) This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB). This is a provisioning function of the 911 Customer.
- (2) A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

(M) Material moved from Sheet 71

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E. PRIVATE SWITCH EMERGENCY SERVICE

7. Customer Obligations

The 911 Customer is responsible for coordinating with the PS Provider to ensure that the private switch is equipped with a minimum of two 911 Service Trunks or a quantity that will maintain a minimum of P.01 Transmission Grade of Service.

The 911 Customer is responsible for coordinating with the PSP to ensure that the Private Switch provides full seven-digit Automatic Number Identification (ANI) according to the technical specifications established by the Company. The Private Switch number information must be approved by the Company prior to implementation to ensure that the service will function properly.

PS 911 Service will function properly only if ANI is in the correct format, if sequential directory numbers are assigned for each station, if there is at least one pair of PS 911 service trunks from the private switch to the central office and if each station can be reached by dialing its DID number from the public switched network.

After the 911 Customer approves the PSP's application, the 911 Customer is responsible for enabling the PSP to establish and maintain a database of Private Switch End User (PSEU) records, and ensuring that those records are transmitted to the Company. This may be accomplished by ordering and installing the CenturyTel PS ALI Entry software.

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E. Private Switch (PS) 9-1-1 Service (Cont'd) (C)

6. Rates and Charges (Continued) (C)(M)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Company's PS ALI ENTRY ADMIN SITE PACKAGES			
<u>Option 1 - Full Service Package</u> (Includes Company's PS ALI, communications software, personal computer, modem and training) .....			
	\$445.80	\$145.96	
<u>Option 2</u> (Includes Company's PS ALI software and training only) .....			
	258.21	15.92	
<u>Option 3 - PS ALI LQ Parallel Printer (Requires Option 1 or 2 Above) .....</u>			
	206.10	33.79	(C)(M)

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7. Customer Obligations (Continued)

For each PSP location, a PS 911 Site Administrator must be assigned to perform the PSP's record management tasks. This Site Administrator need not be on the PSP's premises and may be an employee of a third party private switch database service.

The PS Site Administrator is responsible for either (1) installing the CenturyTel PS ALI Entry software and computer at the location appropriate to the tasks and ensuring that an access line connection to the public switched network is available for modem connection, or (2) establishing a third party's private switch database service and transmission facilities, to provide the PSEU records to CenturyTel. The Site Administrator will transmit the file to the Company in accordance with the "CenturyTel PS ALI Entry User's Guide." The transmission requirements are the same regardless of whether the Site Administrator uses CenturyTel's program or a third party's.

For each PSEU's building location, the 911 Customer is responsible for providing the PS 911 Site Administrator the appropriate street address and community name, as stated in the 911 Customer's Master Street Address Guide (MSAG).

The accuracy of the PSEU location information and the transmission of any record change information to the Company, within one working day, is the responsibility of the PSP Site Administrator. The 911 Customer is responsible for ensuring that the PS provider meets the 911 Customer's standard of timeliness in reporting PS End User ALI updates to the Company.

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E. PRIVATE SWITCH EMERGENCY SERVICE

7. Customer Obligations (Continued)

PS 911 Service information consisting of name, address and telephone number of the PS End Users is confidential. The 911 Customer agrees to use such information only for the purpose of responding to emergency calls.

The PS End User forfeits the privacy afforded by nonlisted and nonpublished services to the extent that the telephone number, the address and the name associated with the originating station location are furnished to the PSAP and to the Company.

The PS End User consents to the storage and retention of the PSEU's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

The 911 Customer is responsible for coordinating with the PSP for developing and implementing procedures to prevent the unauthorized or illegal use of the End User's name, telephone and address in the database.

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7. Customer Obligations (Continued)

The rates charged for PS 911 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects nor malfunctions in the service.

The 911 Customer has the responsibility for reporting all errors, defects and malfunctions to the Telephone Company. The 911 Customer and the Company will jointly establish procedures to facilitate this process.

Cancellation of service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the customer's order for service.

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E. PRIVATE SWITCH EMERGENCY SERVICE

8. Responsibilities of the Company

The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 911 Service shall be limited to the same extent as set forth elsewhere in Section 46 of this tariff regarding 911 Service and in other applicable sections of the Company's tariffs.

PS 911 Service is provided solely for the benefit of the PS Provider and the 911 Customer. The provision of PS 911 Service shall not be interpreted, construed or regarded as being either expressly or implied for the benefit of, or creating any obligation toward any person or legal entity other than the PS 911 Provider and the 911 Customer. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence, or willful misconduct.

Terminal equipment at the 911 Customer's site that is used in connection with PS 911 Service, whether such equipment is provided by the Company or the customer, shall be configured so that information cannot be extracted from the database except when related to 911 calls. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User's telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain its security.

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E. PRIVATE SWITCH EMERGENCY SERVICE

9. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>GSEC</u>	<u>Monthly Rate</u>	<u>GSEC</u>
Enable 911 Tandeming in CO . . . . .	ICB(1)		ICB(1)	
PS 911 Service Trunk (per trunk . . . . . from the PS to end office) (2)				See E-9-1-1 Special Trunk Rates
Directory Numbers . . . . .				See DID Service Rates
Blocks of 100 sequential numbers				Section 5

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- (1) This fee will set up a Central Office to provide some level 911 tandeming, based on the 911 Network requirements. Because the cost is determined on the type switch, the technology used and the level of tandeming desired, rates must be established on an individual case basis (ICB). This is a provisioning function of the 911 Customer.
- (2) A minimum of two PS 911 Service Trunks are required from the Private Switch to the service central office.

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9. Rates and Charges (Continued)

	Nonrecurring Charge	GSEC	Monthly Rate	GSEC
CenturyTel PS ALI ENTRY ADMIN SITE PACKAGES				
<u>Option 1</u> - Full Service Package (Includes CenturyTel PS ALI, communications software, personal computer, modem and training) . . . . .				
	\$445.80	PSALI1NRC	\$145.96	PSALI1
<u>Option 2</u> (Includes CenturyTel PS ALI software and training only) . . . . .				
	258.21	PSALI2NRC	15.92	PSALI2
<u>Option 3</u> - PS ALI LQ Parallel Printer (Requires Option 1 or 2 Above) . . . . .				
	206.10	PSALI3NRC	33.79	PSALI3

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F. CENTREX SERVICE

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1. Description

- a. Centrex is a business communications system furnished only from a suitably equipped central office and is offered subject to the availability of facilities and applicable generic feature programs. It is a central office based service arrangement. A group of station lines is translated for an individual customer group and provides common access to a predetermined group of system features. Access to and/or from the public network from the station lines is provided via controlled access. The customer chooses the level of unblocked access desired to and from the general network.
- b. Centrex enables stations to dial each other within their customer group and to dial outgoing calls directly. Direct inward calls may be dialed directly to any station. Incoming calls to the main listed number for the service are connected to a designated station and then may be transferred to the party by operation of the call transfer feature.

2. Terms and Conditions

- a. Centrex is offered for a minimum period of one month.
- b. For purposes of applying Centrex rates and charges, a Customer Group shares a common dialing plan with a single billing entity responsible for payment of rates and charges.
- c. Centrex Service and features are provided up to the network demarcation at rates and charges specified herein. The customer will be responsible for the provision of all wire terminal equipment, and/or cable facilities on the customer's side of the network demarcation. Any such facilities installed or provided by the Company will be provided on a time and material basis. Terminal equipment provided by the customer must be compatible with the operating characteristics of facilities used for the provision of Centrex Service.

(N)

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PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

2. Terms and Conditions (Continued)

- d. Private Line charges apply if facilities are required to provision a channel termination located in a different central office exchange area than the one in which the dial switching equipment is located.
- d. Temporary suspension of service is not offered for Centrex.
- e. The Company will provide one main directory listing for a customer in the regular exchange directory.
- f. Incoming and Intragroup calls to unassigned numbers are intercepted by a standard recorded announcement which states that the call cannot be completed as dialed. Referral to an attendant or the directory is not provided.
- g. If facilities to provide Centrex are not readily available, the customer may be charged the cost of construction for new facilities from the serving central office to the customer premises.
- h. Customers may subscribe to Centrex Service on a month-to-month basis, or for a contractual period of either 24, 36, 48 or 60 months. Customers with over 200 lines may subscribe to Centrex Service by contract on an individual case basis (ICB). If contractual service is terminated prior to its full term, customers shall pay a termination charge in an amount equal to the difference between the amount that would have been billed for month-to-month service.

(N)

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3. Feature Packages

The following list itemizes standard packages for Centrex. Features may vary depending on the serving central office and software upgrades.

a. Package 1: Digital Centrex Small Business Feature Package

1. Station-to-Station Calling with Common Dial Plan

This feature allows station users to call each other using station extension numbers.

2. Transfer of all Calls

This feature allows a station user to transfer calls from one line to another line.

3. Call Hold

This feature allows the user to hold one call for any length of time provided neither party goes on hook. With a call on Call Hold, the station user holding the call can place another call.

4. Conference 3-Way Call

This feature allows a station to call a DN, flash the switch hook to put the party on hold and dial a second DN to establish a 3-way conference call.

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

a. Package 1: Digital Centrex Small Business Feature Package (Continued)

5. Call Forwarding - Inside or Outside of Centrex Group

This feature provides the option of forwarding all the station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

6. Call Forwarding - Busy/Don't Answer

This feature provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company.

7. Cancel Call Waiting

This feature allows the subscriber to cancel the Call Waiting function for the duration of one call in order to prevent call waiting tones from interrupting the call.

8. Call Waiting

This feature notifies a subscriber who is on the telephone that another caller is attempting to call.

(N)

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

a. Package 1: Digital Centrex Small Business Feature Package (Continued)

9. Call Diversion/Restriction

This feature allows a Class of Service assignment per station.

10. DN Hunting

This feature increases the likelihood of an incoming call being completed within a customer-defined group of lines. This feature offers the call to a sequence of other lines, searching for an idle line on which to complete the call.

11. Distinctive Ringing - Internal/External

This feature provides different ringing patterns for internal and external calls.

12. Speed Call-Individual

This feature provides the convenience of one or two digit dialing of most commonly called DNs.

13. Station Activation of Call Forward, Busy/Call Forward, Don't Answer\*

This feature enables 500/2500-set and Meridian Business Set users to activate and deactivate Call Forward, Busy and Call Forward, Don't Answer from their sets by using dialed feature-access codes.

\*This feature is available only where technically feasible and where facilities permit.

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

b. **Package 2: Digital Centrex Standard Package**

This Package includes all features listed in Package 1, plus the following features:

1. Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a pre-assigned directory number.

2. Blind Transfer Recall

This feature allows a call that has been transferred but the called station did not answer to return to the originating station that transferred the call.

3. Call Forwarding of Call Waited Calls\*

This feature allows call waiting calls that are not answered within a set period of time to automatically forward to a predetermined destination.

4. Call Forwarding Remote Access

This feature allows subscribers to activate or deactivate Call Forward Universal or to change the forward-to destination when they are at a remote location - away from the office.

\* This feature is available only where technically feasible and where facilities permit.

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

b. Package 2: Digital Centrex Standard Package (Continued)

5. Call Forward Timed-User Control of Rings\*

This feature enables a user to set a period of time a forwarded call will ring before it is routed to the attendant.

6. Call Park per Station

This feature allows a station user to park a call and then retrieve it again from the same or a different station.

7. Call Pick-up Groups

This feature enables a subscriber to answer a call to an unattended station within the same group.

8. Call Screening, Monitoring & Intercept\*

This feature provides a means of monitoring and intercepting calls enhancing the functionality of NBAS.

9. Call Waiting Originating\*

This feature allows an originating line to impose a call waiting tone automatically on a busy called line that is in the customer group.

\* This feature is available only where technically feasible and where facilities permit.

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

b. **Package 2: Digital Centrex Standard Package (Continued)**

10. Call Waiting - 3 Way Conference Capability\*

This enhancement to Call Waiting allows an incoming call waiting caller to be conferenced into the existing two party call.

11. Conference Hold\*

This feature allows the transferring party to talk privately with a destination before establishing a conference call or transferring a call.

12. Consultation Hold\*

This feature allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference/Transfer.

13. Dial Call Waiting

This feature permits a station user to impose a call waiting tone on a busy station within their customer group that normally does not have call waiting. This feature is applied at the discretion of the calling station user by dialing an access code.

14. Directed Call Park

This feature provides stations with the capability of parking one call against any valid station directory number appearance in the system. It can then be retrieved from any other station within the customer group.

\* This feature is available only where technically feasible and where facilities permit.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

b. Package 2: Digital Centrex Standard Package (Continued)

15. Directed Call Pick-up

This feature enables a subscriber to answer a call to an unattended station within the same group.

16. Do Not Disturb (DND)\*

This feature provides an arrangement that intercepts incoming calls during specific periods of time when a station user does not want to be disturbed.

17. Executive Busy Override

This feature allows a station user to access a busy station.

18. Last Number Redial

This feature allows a station user to redial the last number dialed by utilizing an access code.

19. Message Service Indication\*

This feature permits a station user to dial a code to access the station users or attendant who has activated Message Waiting.

(N)

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

b. Package 2: Digital Centrex Standard Package (Continued)

20. Ring Again

This feature allows a station user encountering a busy station to be automatically notified when the station becomes idle.

21. Speed Call - Group

This feature provides Speed Calling to a group of users, designating one line to a controller and allowing that controller to add to, change or delete numbers from the list.

22. Uniform Call Distribution (UCD)\*

This feature allows an algorithm to be applied to incoming calls to uniformly distribute them among a group of available lines.

(N)

\* This feature is available only where technically feasible and where facilities permit.

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

c. Package 3: Digital Centrex MBS Set Package

Package 3 can be added to Package 2. The features in this Package are available only where facilities permit. This Package includes the following features:

1. **Attendant Mini-Console Operation with DSS/BLF Operation**

This is an answering position, allowing the user to easily monitor the busy/idle status of station, answers and screens incoming call and picks up unanswered calls.

2. **Automatic Dial Key**

This feature can only work on a Meridian Business Set. This feature allows a subscriber to call a frequently dialed number by pressing the assigned feature key.

3. **Called Name/Number Display - MBS**

This feature will only work on a Meridian Business Set (MBS). This feature allows the caller to view who they called.

4. **Calling Name/Number Display - MBS**

This feature will only work on a Meridian Business Set (MBS). This feature allows the subscriber to see the name or number of the party calling.

5. **Call Park Recall Identification**

This feature will only work on a Meridian Business Set (MBS). This feature will allow a call that has been parked to recall after a certain period if no one has picked that call up.

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GENERAL AND LOCAL EXCHANGE TARIFF

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F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

c. Package 3: Digital Centrex MBS Set Package (Continued)

6. Intercom

This feature allows a station to directly terminate on a predesignated set by pressing the intercom key on a Meridian Business Set (MBS).

7. Multiple Appearance Directory Number (MADN)

This feature allows a directory number to be assigned to more than one Meridian Business Set (or 2500 set).

8. On-Hook Dialing

This feature will work only on a Meridian Business Set (MBS). This feature allows the station user to dial their business set without having to pick up the handset (hands-free).

9. Reason Display - MBS

This feature will work only on a Meridian Business Set (MBS). This feature allows various information to be displayed for MBS subscribers with display models.

10. Station Camp On

This feature allows an attendant or other group member of an IBS group to extend a call to a busy station within the same IBS group. When the busy station becomes idle, it automatically rings and is connected to the waiting call.

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

d. Package 4: Digital Centrex Advanced MBS Set Package

Package 4 contains all the features of Package 3 and can be added to Package 2. This Package includes the following features:

1. Automatic Answer Back

This feature allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds.

2. Busy Override

This feature enables an ISDN terminal user to gain access to a busy terminal by pressing the Busy Override feature-activation key.

3. Call Back Queuing

This feature allows a station user encountering an all trunks busy condition the option of being notified when a trunk becomes idle and then being automatically connected to the called number.

4. Call Forward of DN's on a per Key Basis

This feature enables each directory number (DN) assigned this feature to be forwarded to a different DN (and destination).

5. Fast Transfer/Single Button Transfer

This feature, which provides Transfer on Release capability, speeds up call handling of calls by reducing the number of keystrokes needed to transfer a call and by eliminating the need to first conference the call.

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F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

d. Package 4: Digital Centrex Advanced MBS Set Package (Continued)

6. Feature Inspect Key

This feature gives station users of MBS with display easy access to important information about both the set's assigned features and incoming calls.

7. Group Intercom - Group Voice Page

This feature enables any MBS station user who is a member of a group intercom group to simultaneously page up to 29 predefined MBS-equipped members in the same group.

8. Group Intercom

This feature allows a customer to terminate on a member of a pre-designated group by using abbreviated dialing.

9. Individual Intercom

This feature allows a group intercom member to page another group intercom member using the built-in speaker on a MBS set.

10. Instant Change Order- User Control of Feature Changes

This feature allows the customers to reassign feature buttons on MBS sets.

11. Listen On Hold

This feature allows a user to place a called party on hold and listen through the speaker to determine when the call has been reestablished.

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F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

d. Package 4: Digital Centrex Advanced MBS Set Package (Continued)

12. MADN Ring Options

This feature provides MADN single-call arrangement (SCA) groups with two ringing options: abbreviated and delayed.

13. Make Set Busy

This feature allows a terminal to be made busy to incoming calls.

14. Message Service Capability

This feature stores information of incoming unanswered calls and displays the information on a MBS set. Multiple options allow the user to scroll through, return, and erase the captured message.

15. Private Line Assignment

This feature allows the user to give a directory number the appearance of a POTS line. The private line has a POTS dialing plan.

16. Query Busy Station

This feature allows a user to query the busy/idle status of a designated station within the group. If the station is busy when the query is made, the line is monitored and the querying set is alerted as soon as the station becomes idle.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

3. Feature Packages (Continued)

d. Package 4: Digital Centrex Advanced MBS Set Package (Continued)

17. Secondary MADN Call Forwarding Activation

This feature enables secondary members of a Multiple Appearance Directory Number (MADN) group to activate and deactivate Call Forward from Meridian Business Sets or 500/2500 sets.

18. Short Hunt on DN Keys

This feature permits incoming calls to hunt over a set of directory number appearances in search of an idle DN on which to terminate.

19. Single Line Queue for Mini Console

This feature provides queuing capability to mini-console attendants or other MBS users without the additional expense of Automatic Call Distribution (ACD) or Uniform Call Distribution (UCD software).

20. Station Message Waiting Activation

This feature permits a station user to dial codes to access another station user or attendant who has activated Message Waiting.

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(N)

4. Rates and Charges

The charges that apply to Centrex are: one Customer Line Charge for each line terminated at customer locations, one or more Feature Package charges per line, one Attendant Console Feature if applicable, EAS charges, and any optional features and nonrecurring charges. Volume discounts are to be applied based upon the total number of Centrex lines billed to the customer. Term discounts are applied based on the proposed length of service. Blocking discounts are based on the blocking criteria selected and used.

Nonrecurring Charges

The Service Ordering Charge and any applicable Section VIII elements such as Premise Visit Charge also apply.

The Nonrecurring charge for feature packages is charged per system, per occurrence. If multiple feature packages are selected for a single customer group, only the highest nonrecurring charge will apply for the group.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

The per system establishment charge only applies when a group is initially established.

Subsequent line additions to an established group will be charged the per line establishment charge plus any feature nonrecurring charges.

Recurring Charges:

The Customer Line rate is calculated as follows:

Select the proper rate based on the Length of the Contract and the number of lines and apply any discount to the month to month rates.

Add any additional features from the options listed on the following pages.

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(N)

4. Rates and Charges (Continued)

Discounts are to be based upon the total number of Centrex lines billed to the customer and are calculated as follows:

Term Discount:	<u>Length of Contract</u>	<u>Discount per Line</u>
	24 Months	\$0.50
	36 Months	\$1.00
	48 Months	\$1.50
	60 Months	\$2.00
 Volume Discount	 <u>Total Centrex Lines</u>	 <u>Discount per Line</u>
	11 - 20 lines	\$0.50
	21 - 100 lines	\$1.00
	100-200 lines	\$1.50
 Blocking Discount*	 <u>Level of Access</u>	 <u>Discount per Line</u>
	60- 80%	\$1.50
	40- 59%	\$3.00
	20- 40%	\$4.50
	less than 20%	\$6.00

\* The blocking discount is based on the level of access to or from the public network that the customer desires. For example, if a customer has 200 lines and wants to be able to obtain access to or from the public network from 50 of those lines at the same time, the level of access would be 25 percent, making the customer eligible for a \$4.50 discount. Divide the number of simultaneous accesses desired by the number of customer lines to obtain the percentage to use for a discount.

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F. CENTREX SERVICE

(N)

4. Rates and Charges (Continued)

The following illustrates the calculation of monthly rates for Term and Volume. Blocking discounts would apply in addition to the package charges below:

a. Customer Lines -

<u>2 - 10 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$25.92	\$12.92
24 Months	25.42	12.42
36 Months	24.92	11.92
48 Months	24.42	11.42
60 Months	23.92	10.92

<u>11 - 20 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	25.42	12.42
24 Months	24.92	11.92
36 Months	24.42	11.42
48 Months	23.92	10.92
60 Months	23.42	10.42

<u>21 - 100 Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$24.92	11.92
24 Months	24.42	11.42
36 Months	23.92	10.92
48 Months	23.42	10.42
60 Months	22.92	9.92

<u>101 &amp; over Lines</u>	<u>First Line</u>	<u>Additional lines</u>
Month to Month	\$24.42	11.42
24 Months	23.92	10.92
36 Months	23.42	10.42
48 Months	22.92	9.92
60 Months	22.42	9.42

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

F. CENTREX SERVICE

(N)

4. Rates and Charges (Continued)

c. Feature Packages:	Nonrecurring Charge	Monthly Charge Per Line
Package 1: Digital Centrex Small Business Feature	\$20.00	\$2.95
Package 2: Digital Centrex Standard Package	\$40.00	\$5.95
Package 3: Digital Centrex MBS Set Package	\$60.00	\$2.95
Package 4: Digital Centrex Advanced MBS Set Package	\$70.00	\$4.95

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GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES

1. Description

- a. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
- b. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 - One-call Notification Systems

(N)

2. Terms and Conditions

- a. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
- b. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+

0+, 0- (credit card, third-party billing, collect calls)

101XXXX

Operator assisted calls will not be completed.

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
October 1, 2014  
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Service Commission  
JI-2015-0072

**Filed**  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES

(N)

1. Description

a. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

b. The following N11 abbreviated dialing codes were among those assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

2. Terms and Conditions

a. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

b. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

- 1+
- 0+, 0- (credit card, third-party billing, collect calls)
- 101XXXX
- Operator assisted calls will not be completed.

(N)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

March 7, 2007

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES (N)

2. Terms and Conditions (Cont'd)

- c. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
- d. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this tariff.
- e. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
- f. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
- g. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Public Service Commission.
- h. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
- i. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

(N)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES

(N)

2. Terms and Conditions (Cont'd)

j. N11 will be provided under the following conditions:

- (1) The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- (2) The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- (3) The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- (4) Suspension of N11 Service is not allowed.
- (5) The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES

(N)

2. Terms and Conditions (Cont'd)

j. (Cont'd)

(6) The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

k. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

- (1) The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
- (2) The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
- (3) The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- (4) The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

(N)

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

SPECIALIZED SERVICES

G. N11 ABBREVIATED DIALING CODES

(N)

2. Terms and Conditions (Cont'd)

- i. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- m. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
- n. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

3. Rates

	Nonrecurring <u>Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	\$ 50.00

(N)

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Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

TARIFF CONCURRENCES

REC'D MAY 01 2000

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PO Box 4065, Monroe, Louisiana 71211

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

TARIFF CONCURRENCES

REC'D DEC 01 2000

DIGITAL DATA TRANSMISSION SERVICE

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Digital Data Transmission Service Tariff as filed by Spectra Communications Group, LLC in PSC MO. NO. 6 within the State of Missouri. (C)
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the Spectra Communications Group in PSC MO. NO. 6. (C)
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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GENERAL AND LOCAL EXCHANGE TARIFF **Missouri Public Service Commission**

TARIFF CONCURRENCES

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DIGITAL DATA TRANSMISSION SERVICE

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Digital Data Transmission Service Tariff as filed by GTE Midwest Incorporated PSC MO. NO. 6 within the State of Missouri.
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the GTE Midwest Incorporated PSC MO. NO. 6.
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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By *JRS*  
Public Service Commission  
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GENERAL AND LOCAL EXCHANGE TARIFF

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TARIFF CONCURRENCES

INTRASTATE ACCESS SERVICES

1. CenturyTel of Northwest Arkansas, LLC concurs in the rules, regulations, rates and charges **on file with the Arkansas Public Service Commission for CenturyTel of Northwest, Arkansas, LLC. The intrastate access service rates on file with the Arkansas Public Service Commission for Russellville apply for** intrastate access service in the Seligman **and** Jacket exchanges, in the State of Missouri. (C)  
(C)
2. CenturyTel of Northwest Arkansas, LLC extends this concurrence to any and all changes which may be **filed with the Arkansas Public Service Commission by CenturyTel of Northwest Arkansas, LLC subsequent to the effective date of this tariff.** (C)  
(C)
3. CenturyTel of Northwest Arkansas, LLC hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

TARIFF CONCURRENCES

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INTRASTATE ACCESS SERVICES

1. CenturyTel of Northwest Arkansas, LLC concurs in the rules, regulations, rates and charges of the National Exchange Carrier Association Tariff F.C.C. No. 5, Access Services for intrastate access service in the Seligman/ Jacket exchange, in the State of Missouri.
2. CenturyTel of Northwest Arkansas, LLC extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the National Exchange Carrier Association.
3. CenturyTel of Northwest Arkansas, LLC hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

TARIFF CONCURRENCES

REC'D DEC 01 2000

MESSAGE TOLL TELEPHONE SERVICES

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Long Distance Message Telecommunications Service Tariff as filed by Spectra Communications Group, LLC PSC MO. NO. 3 within the State of Missouri. (C)
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the Spectra Communications Group, LLC PSC MO. NO. 3. (C)
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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GENERAL AND LOCAL EXCHANGE TARIFF

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MESSAGE TOLL TELEPHONE SERVICES

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Long Distance Message Telecommunications Service Tariff as filed by GTE Midwest Incorporated PSC MO. NO. 3 within the State of Missouri.
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the GTE Midwest Incorporated PSC MO. NO. 3.
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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TARIFF CONCURRENCES

REC'D DEC 01 2000

WIDE AREA TELECOMMUNICATIONS SERVICES

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Wide Area Telecommunications Service Tariff, as filed by Spectra Communications Group, LLC - Missouri PSC MO. NO. 4 within the State of Missouri, with the following conditions. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in Spectra Communications Group, LLC - Missouri PSC MO. NO. 4 Telephone Company's Common Line 800 Service with the exception of the provision of call detail. CenturyTel of Northwest Arkansas, LLC (Missouri) will offer this service as CenturyTel Business Line 800 or CenturyTel Residence Line 800 Service. (C)
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the Spectra Communications Group, LLC - Missouri PSC MO. NO. 4 Telephone Company. (C)
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

TARIFF CONCURRENCES

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WIDE AREA TELECOMMUNICATIONS SERVICES

1. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in the Wide Area Telecommunications Service Tariff, as filed by GTE Midwest Incorporated - Missouri PSC MO. NO. 4 within the State of Missouri, with the following conditions. CenturyTel of Northwest Arkansas, LLC (Missouri) concurs in GTE Midwest Incorporated - Missouri PSC MO. NO. 4 Telephone Company's Common Line 800 Service with the exception of the provision of call detail. CenturyTel of Northwest Arkansas, LLC (Missouri) will offer this service as CenturyTel Business Line 800 or CenturyTel Residence Line 800 Service.
2. CenturyTel of Northwest Arkansas, LLC (Missouri) extends this concurrence to any and all changes which may be made subsequent to the effective date of this tariff by the GTE Midwest Incorporated - Missouri PSC MO. NO. 4 Telephone Company.
3. CenturyTel of Northwest Arkansas, LLC (Missouri) hereby expressly reserves the right to cancel and make void this statement of concurrence at any and such time as it appears to be in the best interest of the Company.
4. This concurrence supersedes and cancels all previous schedules of rates and charges or concurrences issued by the Company or its predecessors.

**CANCELLED**

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
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SWITCHED DATA SERVICE

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GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

A. GENERAL

This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Telephone Company where technological capabilities exist.

B. DESCRIPTION OF SERVICE

Switched Data service is a network service which provides the capability for switched digital end-to-end data transport.

Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer's premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

Switched Data Channel Access (DS1)

A 1.544 Megabits per second high capacity digital facility which transports Switched Data usage between the customer's premises and the local serving central office on a channelized basis. Each Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
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SWITCHED DATA SERVICE

REC'D MAY 01 2000

C. DEFINITIONS

Asynchronous

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit

A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

Digital Centrex Service

Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

DS1

A digital transmission facility which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

Digital

Information which is expressed in discrete or noncontinuous form.

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GENERAL AND LOCAL EXCHANGE TARIFF

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Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

C. DEFINITIONS (Cont'd)

Full Duplex

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

Half Duplex

Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting

A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak

The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

Peak

The Peak period for usage rating is from 8:00 AM to 4:59 PM.

Speed Calling

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

C. DEFINITIONS (Cont'd)

Synchronous

A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

D. STANDARD FEATURES

Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. Usage rates will not apply to intercom dialing. This feature is applicable to Digital Centrex groups only and is restricted to the serving wire center only.

Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

E. OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group

This feature, restricted to Digital Centrex lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

F. OPTIONAL FEATURE PACKAGE

The following feature package is available for use with Switched Data service:

Data 1000 includes:

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

G. REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of this tariff will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of the National Exchange Carrier Association Tariff FCC No. 5 will apply to Switched Data service.

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the General Telephone Operating Companies Tariff, FCC No. 1 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with Section 5 of this tariff.

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Missouri Public  
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SWITCHED DATA SERVICE

REC'D MAY 01 2000

G. REGULATIONS (Cont'd)

Switched Data Individual Line Loop Extension can be provided where:

- A customer's local serving central office is capable of providing Switched Data.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Switched Data Service Channel Access

- A customer's local serving central office is capable of providing Switched Data.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the noncapable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

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Note: National Exchange Carrier Association Tariff FCC No. 5, (56 Kbps).

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Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

G. REGULATIONS (Cont'd)

Dialing Method

Access to Switched Data service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods.

Origination of calls for 800, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is restricted.

H. APPLICATION OF RATES

Rates and charges specified in other sections of the tariff for services provided in conjunction with Switched Data service (i.e., Smart Call features, Digital Centrex features, etc.) are in addition to the monthly rates for Switched Data service.

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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

SWITCHED DATA SERVICE

REC'D MAY 01 2000

I. RATES

	<u>GSEC</u>	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
<u>SWITCHED DATA INDIVIDUAL</u>			
<u>LINE LOOP EXTENSION</u>			
Switched Data - Individual Line Loop Extension Access - Single Line	SWDALNLE-IC SWDALNLE SWDALNLEFX (4)	\$50.00	\$50.00 (2)
Switched Data - Individual Line Loop Extension Access - Digital Centrex Service	SWDALNCNTLE-IC SWDALNCNTLE SWDALNCNTLEFX (4)	50.00	50.00 (2)
Switched Data Individual Line Loop Extension Channel, per line Single Line	SWDLE-IC SWDLE	50.00	12.00
Digital Centrex Service	SWDCNTLE-IC SWDCNTLE	50.00	15.00
Switched Data - Interoffice Mileage	SWDLEMI		(3)

Missouri Public  
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- (1) In addition to the applicable Service Order Charge in Section 6 of this tariff.
- (2) This rate is in addition to the FCC Subscriber Line Charge the National Exchange Carrier Association Tariff FCC No. 5
- (3) Digital Data Service (56 Kbps) mileage charges in the National Exchange Carrier Association Access Tariff FCC No. 5.
- (4) Use this GSEC when interoffice mileage applies.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SWITCHED DATA SERVICE

I. RATES (Cont'd)

	<u>GSEC</u>	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
<u>SWITCHED DATA CHANNEL ACCESS</u>			
Switched Data Channel Access (DS1), (24 channels)	SWDCACC-IC SWDCACC	(2)	(2) (3)
Switched Data Central Office Termination, per Access Arrangement	SWDCOT-IC SWDCOT	\$125.00	\$150.00
Switched Data Central Office Channelization - per channel activated	SWDCOC SWDCOCCNT SWDCOCDID	0.00	5.00
Switched Data - Interoffice Mileage	SWDCMI		(4)

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- (1) In addition to the applicable Service Order Charge in Section 6 of this tariff.
- (2) The DS1 Special Access Line Rate, as set forth in the National Exchange Carrier Association Tariff FCC No. 5, will apply.
- (3) This rate is in addition to the FCC Subscriber Line Charge from the National Exchange Carrier Association Tariff FCC No. 5.
- (4) DS1 mileage as set forth in the National Exchange Carrier Association Tariff FCC No. 5.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SWITCHED DATA SERVICE

I. RATES (Cont'd)

	<u>GSEC</u>	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
OPTIONAL FEATURES, PER LINE			
Data Direct Connect	SWDDDC		\$ 1.00
Data Closed User Group	SWDDCUG		1.00
Switched Data - Interoffice Mileage	SWDCMI		(2)

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- (1) In addition to the applicable Service Order Charge in Section 6 of this tariff.
- (2) DS1 mileage as set forth in the National Exchange Carrier Association F.C.C. No. 5 Access Service Tariff.

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GENERAL AND LOCAL EXCHANGE TARIFF

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SWITCHED DATA SERVICE

I. RATES (Cont'd)

	<u>GSEC</u>	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
Software Reconfiguration Charge, Rate Per Occurrence	SWDRC	\$12.75	

This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.

OPTIONAL FEATURE PACKAGES

Data 1000, per line	SWD1000(1) SWD1000TR	(2)	\$ 3.00
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- (1) This GSEC to be utilized when the customer selects not to utilize data toll restriction.
- (2) If ordered on subsequent activity, the appropriate Service Order Charge in Section 6 of this tariff will apply.

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SWITCHED DATA SERVICE

REC'D MAY 01 2000

I. RATES (Cont'd)

NETWORK USAGE

Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply.

Switched Data Network Usage

Distance Bands	Airline Miles	Rate Period	
		Set-up	Each Minute
Local	---	\$0.02	\$0.01
A	1-10	\$0.03	\$0.03
B	11-16	\$0.04	\$0.05
C	17-22	\$0.05	\$0.08
D	23-30	\$0.06	\$0.09
E	31-40	\$0.07	\$0.11

DISCOUNTS

	From	Up to but not including	Discounts
Everyday	9 p.m.	8 a.m.	40%
Saturday, Sunday and certain holidays*	8 a.m.	9 p.m.	40%

Missouri Public Service Commission  
00-271  
FILED AUG 01 2000

\* Holiday discounts apply on New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

Issued: May 1, 2000

Effective: [REDACTED]

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

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CHARGES RELATED TO CUSTOMER ACTIVITY

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Issued: September 20, 2006

Effective: October 20, 2006

By: Chantel Mosby, Manager, Tariffs and Compliance  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D MAY 01 2000

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By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

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**Cancelled**

October 20, 2006

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D MAY 01 2000

A. DEPOSITS

Refer to GTE Midwest Incorporated - Missouri PSC MO. NO. 1 -  
General Rules and Regulations.

**CANCELLED**

DEC 31 2000

By *1st RSL*  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission  
FILED AUG 01 2000

Issued: May 1, 2000

Effective: ~~\_\_\_\_\_~~

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D DEC 01 2000

A. DEPOSITS

Refer to Spectra Communications Group, LLC - Missouri PSC MO.  
NO. 1 - General Rules and Regulations.

(C)

Issued: December 1, 2000

Effective: December 31, 2000

By: John Jones, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED DEC 31 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D DEC 01 2000

B. LATE PAYMENT CHARGE

Refer to Spectra Communications Group, LLC - Missouri PSC MO.  
NO. 1 -General Rules and Regulations.

(C)

C. RETURNED CHECK CHARGE

A charge of \$15.00 will apply whenever a check or draft presented for payment for service is not accepted by the institution on which it is written.

Issued: December 1, 2000

Effective: December 31, 2000

By: John Jones, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED DEC 31 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D MAY 01 2000

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General Rules and Regulations.

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payment for service is not accepted by the institution on which it is  
written.

**CANCELLED**

DEC 31 2000

1st RS. 2

Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

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Issued: May 1, 2000

Effective: [REDACTED]

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

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CHARGES RELATED TO CUSTOMER ACTIVITY

D. RESTORATION OF SERVICE

1. Where service has been suspended appropriate service charges as shown in Section 6, Sheet 11 (secondary service order charge and line connection charge) will apply for the restoration of service.
2. Service will be restored within a reasonable length of time during regular working hours after payment of all past-due charges, including any required deposit and applicable service charges. Party line customers are also required to pay a trip charge as shown in Section 6, Sheet 11.

E. CUSTOMER ACCOUNT RECORD

Customer account records are provided at no charge.

F. FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS

There is no finance charge assessed on delayed payment agreements.

G. COLLECTION FEE

The Company does not charge a collection fee.

H. COPY OF BILL

(N)

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	<u>Residence</u>	<u>Business</u>	
Charge per copy	\$ 4.00	\$ 7.00	(N)

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Issued: September 20, 2006

Effective: October 20, 2006

By: Chantel Mosby, Manager, Tariffs and Compliance  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

CHARGES RELATED TO CUSTOMER ACTIVITY

REC'D MAY 01 2000

D. RESTORATION OF SERVICE

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Missouri Public  
Service Commission  
00-471  
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Issued: May 1, 2000

Effective

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

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Cancelled

October 20, 2006

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

NETWORK SERVICES

REC'D MAY 01 2000

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Missouri Public  
Service Commission  
FILED AUG 01 2000 7 1

Issued: May 1, 2000

Effective: ~~June 1, 2000~~

By: G. Clay Bailey, Vice President Government Relations **AUG 01 2000**  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

NETWORK SERVICES

REC'D MAY 01 2000

A. GENERAL

This tariff section contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These network capabilities are provided by CenturyTel of Northwest Arkansas, LLC (Missouri), hereinafter referred to as the Telephone Company.

Services in this section of the tariff:

- are furnished only in central office areas where facilities and equipment are available, as determined by the Telephone Company.
- cannot be utilized in conjunction with the provisioning of interexchange access.

B. DEFINITIONS AND SERVICE DESCRIPTIONS

Customer - The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the tariff.

Call Transfer - This feature provides the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred, the original line/trunk is cleared to place or receive another call.

Missouri Public Service Commission  
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PO Box 4065, Monroe, Louisiana 71211  
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GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

REC'D MAY 01 2000

NETWORK SERVICES

B. DEFINITIONS AND SERVICE DESCRIPTIONS (Continued)

Data Link - The facility that connects the customer's location to the Telephone Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer these services. (Requires subscription to Forwarded Call Information - Intraoffice). Delivery of calling number identification shall be blocked as described below under definition and service description of Forwarded Call Information Intraoffice.

End User - The term "end user" denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer utilizing those services provided under this section of the tariff.

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AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

REC'D MAY 01 2000

NETWORK SERVICES

B. DEFINITIONS AND SERVICE DESCRIPTIONS (Continued)

Forwarded Call Information - Intraoffice - A feature which provides to the customer the customer's end user line number, the customer's network service number to which redirected calls are forwarded, and the reason calls were forwarded or placed. This feature requires subscription to Data Link. The reasons for forwarding information may include when an end user line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

The Telephone Company shall block the delivery of a calling party's telephone number and all calling number identification from any customer ordering Forwarded Call Information - Intraoffice and Data Link. Only calls which are not forwarded (i.e., calls to the customer from the customer's end user to retrieve messages) and calls within that end user's business group will be delivered to the customer ordering these network services.

Message Waiting Indication - Audible - A feature which provides the customer with the ability to send an alerting signal in the form of an audible stutter dial tone to its end user line. This alerting signal may be used by the customer to inform its end user that information is waiting. This feature requires subscription to Data Link.

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PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

NETWORK SERVICES

REC'D MAY 01 2000

B. DEFINITIONS AND SERVICE DESCRIPTIONS (Continued)

Queuing - A feature which provides customers subscribing to PBX Automatic Trunks or Digital Centrex lines arranged in a multiline hunt group the capability to place inbound calls in an idle condition until facilities to answer the call are available. Inbound calls made to a multiline hunt group equipped with this feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the inbound call is placed on hold and waits its turn to be served.

Three Feature Package - This is a package consisting of individual features of Call Forwarding Busy/No Answer-Fixed (CFBNAF), Message Waiting Indication-Audible (MWI), and Forwarded Call Information (FCI).

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PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF Missouri Public Service Commission

REC'D MAY 01 2000

NETWORK SERVICES

C. RATES AND CHARGES

	<u>Nonrecurring Charges (1)</u>	<u>Monthly Rate</u>	<u>GSEC</u>
<u>Call Transfer</u> Per Line or Trunk Arranged		\$ 1.50	ESPTRANS
<u>Data Link</u> (Requires subscription to Forwarded Call Information) Per Data Link Arranged	\$500.00 (2)	300.00	ESPLINK
<u>Forwarded Call Information Intraoffice</u> (Requires subscription to Data Link) Per End User Line Arranged		1.00	ESPFCI
<u>Message Waiting Indication-Audible</u> Per End User Line Arranged. (Requires subscription to Data Link)		.50	ESPMWI
<u>Queuing</u> Per Line or Trunk Arranged		1.50	ESPQUE
<u>Three Feature Package</u> (Fixed Call Forwarding Busy/No Answer, Message Waiting Indication, Forwarded Call Information) (Requires subscription to Data Link) Per End User Line Arranged		2.00	ESPVMPKG

Missouri Public Service Commission  
8-1-2000  
FILED AUG 01 2000

1. Appropriate service charges from Section 6 of the General Exchange Tariff apply.
2. Billing GSEC - ESPLINKNRC.

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Effective: [REDACTED]

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

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Issued: April 22, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

Effective: May 22, 2008

CenturyTel of Northwest Arkansas, LLC (Missouri)

PSC MO. NO. 1  
SECTION 12  
2nd Revised Index Sheet 1  
Cancels 1st Revised Index Sheet 1

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

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Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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May 22, 2008  
Missouri Public  
Service Commission

**Filed**  
Missouri Public  
Service Commission

Missouri Public

REC'D MAR 05 2002

CenturyTel of Northwest Arkansas, LLC (Missouri)

PSC MO. NO. 1

Service Commission

SECTION 12

(T)

1st Revised Index Sheet 1  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

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1

Simple Choice™

2

Voice Mail Complementary Services Package

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**CANCELLED**

JUN 18 2004

*2ndksl*  
PUBLIC SERVICE COMMISSION  
MISSOURI

Missouri Public

FILED APR 04 2002

Service Commission

Issued: March 5, 2002

Effective: April 4, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

CenturyTel of Northwest Arkansas, LLC (Missouri)  
d/b/a CenturyTel

PSC MO. NO. 1  
SECTION 12  
Original Index Sheet 1

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

PACKAGED SERVICES

REC'D JAN 31 2002 (N)

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Service Commission  
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Simple Choice™

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Voice Mail Complementary Services Package

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(N)

**CANCELLED**

APR 04 2002

1st RS 1  
Public Service Commission  
MISSOURI

Issued: January 31, 2002

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By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public

FILED MAR 01 2002

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

During the period November 12, 2009 through **December 31, 2011**, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived. (C)

MONTHLY RATE

Simple Choice Unlimited \$54.95

Eligible exchanges \*

Jacket Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

A. General & Special Promotions

1. General

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Residential Services Promotion

During the period November 12, 2009 through **March 31, 2011**, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived. (C)

MONTHLY RATE

Simple Choice Unlimited \$54.95

Eligible exchanges \*

Jacket Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

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Residential Services Promotion

During the period November 12, 2009 through **September 30, 2010**, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited                      \$54.95

Eligible exchanges \*

Jacket                      Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

1. General

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Residential Services Promotion

During the period November 12, 2009 through **June 30, 2010**, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived. (C)

MONTHLY RATE

Simple Choice Unlimited \$54.95

Eligible exchanges \*

Jacket Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

**During the period November 12, 2009 through March 31, 2010**, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived. (C)

MONTHLY RATE

Simple Choice Unlimited \$54.95

Eligible exchanges \*

Jacket Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

CANCELLED  
April 01, 2010  
Missouri Public  
Service Commission  
JI-2010-0571

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

FILED  
Missouri Public  
Service Commission  
JI-2010-0320

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

For a period of 90 days beginning July 10, 2009, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

<u>RATE</u>	<u>MONTHLY</u>
Unlimited	Simple Choice \$54.95

Eligible exchanges \*

Jacket                      Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: June 30, 2009

Effective: July 10, 2009

CANCELLED  
November 12, 2009  
Missouri Public  
Service Commission  
JI-2010-0320

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

FILED  
Missouri Public  
Service Commission  
JI-2009-0898

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

For a period of 90 days beginning April 1, 2009, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

<u>RATE</u>	<u>MONTHLY</u>
Unlimited	Simple Choice \$54.95

Eligible exchanges \*

Jacket                      Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

Issued: March 13, 2009

Effective: March 23, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
July 10, 2009  
Missouri Public  
Service Commission  
JI-2009-0898

FILED  
Missouri Public  
Service Commission  
JI-2009-0649

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

For a period of 90 days beginning October 3, 2008, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$54.95
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Eligible exchanges \*

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: September 23, 2008

Effective: October 3, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

For a period of 90 days beginning July 1, 2008, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$54.95
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Eligible exchanges \*

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: June 19, 2008

Effective: June 29, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

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Residential Services Promotion

For a period of 90 days beginning April 1, 2008, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$54.95
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Eligible exchanges \*

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: March 14, 2008

Effective: March 24, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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Residential Services Promotion

For a period of 90 days beginning January 1, 2008, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited

\$54.95

(C)

Eligible exchanges \*

Jacket

Seligman

\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

Issued: December 21, 2007

Effective: January 1, 2008

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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Residential Services Promotion

For a period of 90 days beginning October 1, 2007, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$49.95
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Eligible exchanges \*

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: September 21, 2007

Effective: October 1, 2007

Chantel Mbsby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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Residential Services Promotion

For a period of 89 days beginning July 2, 2007, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$49.95
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Eligible exchanges \*

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

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Issued: June 22, 2007

Effective: July 2, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices, which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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Residential Services Promotion

For a period of 90 days beginning April 1, 2007, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

MONTHLY RATE

Simple Choice Unlimited *	\$49.95
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Eligible exchanges

Jacket	Seligman
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\* Simple Choice Unlimited is not available to Key, Centrex, and PBX customers. (N)

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Issued: May 21, 2007

Effective: June 20, 2007

Chantel Mosby  
 Manager, Tariffs and Compliance  
 Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

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Residential Services Promotion

For a period of 90 days beginning April 1, 2007, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited \$49.95

Eligible exchanges

Jacket Seligman

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Issued: March 22, 2007

Effective: April 1, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

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Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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Residential Services Promotion

For a period of 90 days beginning January 1, 2007, residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$49.95
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Eligible exchanges

Jacket	Seligman
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Issued: December 14, 2006

Effective: December 24, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

April 1, 2007

**Filed**

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

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The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

For a period of 90 days beginning October 1, 2006 residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

(C)

MONTHLY RATE

Simple Choice Unlimited	\$49.95
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Eligible exchanges

Jacket	Seligman
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Issued: September 18, 2006

Effective October 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**

December 24, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

This promotion will be offered for the period July 3, 2006 to September 30, 2006, (C)  
 not to exceed 90 days from the promotion start date. Residential customers will (C)  
 be eligible to receive the following plan at the following monthly rate. Residential (C)  
 customers will also receive the Simple Choice Unlimited Long Distance Plan (C)  
 from CenturyTel Long Distance Inc. During the promotion applicable non-recurring  
 charges will be waived.

MONTHLY RATE

Simple Choice Unlimited	\$49.95	(I)
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Eligible exchanges

Jacket	Seligman	(C)
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Issued: June 23, 2006

Effective July 3, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

**Cancelled**

October 1, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the term of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

Residential Services Promotion

This promotion will be offered for the period April 1, 2006 to June 30, 2006. Residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers must also purchase the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance Inc. During the promotion applicable non-recurring charges will be waived.

	<u>MONTHLY RATE</u>
Simple Choice Unlimited	\$19.95

Eligible exchanges

Jacket	Seligman
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(N)

(N)

Issued: March 20, 2006

Effective April 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

~~Missouri Public~~

PACKAGED SERVICES

REC'D JAN 31 2002

(N)

A. General & Special Promotions

Service Commission

1. General

- a. Packaged Services are packages of features offered for use on individual access lines only. Services are available only through central offices which, at the Company's option, are appropriately equipped. Operating specifics may vary by central office equipment type but can be described generally as follows:

Packaged Services are available to both individual line residence and business services. Party-line customers, PBX customers, and Public Telephone Services are restricted from Packaged Services.

2. Special Promotions

The Company may, upon Commission approval, offer customers specific rate incentives during specified promotional periods. The Company will provide written notice to the Commission at least 10 days prior to the commencement of a promotional program specifying the terms of the promotion, the specific service offered, the location, and the beginning and ending dates of the promotional period.

(N)

**CANCELLED**  
 APR 04 2002  
 12 52  
 Public Service Commission  
 MISSOURI

Issued: January 31, 2002

Effective: March 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

~~Missouri Public~~

FILED MAR 01 2002

Service Commission

**Cancelled**

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

**During the period November 12, 2009 through March 31, 2010, the Company** is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived. (C)

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ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

FILED  
Missouri Public  
Service Commission  
JI-2010-0320

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning July 10, 2009, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.

(C)

(D)

(D)

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Issued: June 30, 2009

Effective: July 10, 2009

CANCELLED  
November 12, 2009  
Missouri Public  
Service Commission  
JI-2010-0320

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

FILED  
Missouri Public  
Service Commission  
JI-2009-0898

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning April 1, 2009, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived. (C)

Pure Broadband Bundle Promotion

CenturyTel will run a promotion effective April 1, 2009 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service. (C)

This bundle is available to residential and business customers in all exchanges within the Company where technically available. An Emergency Line provides an access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge, if applicable. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. In addition all applicable nonrecurring charges will be waived. (C)  
 (C)

	<u>Business</u>	<u>Residential</u>
Monthly Rate	\$59.95	\$49.95

Issued: March 13, 2009

Effective: March 23, 2009

Chantel Mosby  
 Director, Tariffs and Compliance  
 Monroe, Louisiana

CANCELLED  
 July 10, 2009  
 Missouri Public  
 Service Commission  
 JI-2009-0898

FILED  
 Missouri Public  
 Service Commission  
 JI-2009-0649

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning October 3, 2008, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived. (C)

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CenturyTel will run a promotion effective October 3, 2008 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service. (C)

This bundle is available to residential customers in all exchanges within the Company where technically available. An Emergency Line provides a residential one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The residential monthly rate is \$49.95. In addition all applicable nonrecurring charges will be waived.

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Issued: September 23, 2008

Effective: October 3, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning July 1, 2008, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived. (C)

Pure Broadband Bundle Promotion

CenturyTel will run a promotion effective July 1, 2008 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service. (C)

This bundle is available to residential customers in all exchanges within the Company where technically available. An Emergency Line provides a residential one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The residential monthly rate is \$49.95. In addition all applicable nonrecurring charges will be waived.

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Issued: June 19, 2008

Effective: June 29, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning April 1, 2008, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.

(C)

(D)

Pure Broadband Bundle Promotion

CenturyTel will run a promotion effective April 1, 2008 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service.

(D)

(N)

This bundle is available to residential customers in all exchanges within the Company where technically available. An Emergency Line provides a residential one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The residential monthly rate is \$49.95. In addition all applicable nonrecurring charges will be waived.

(N)

Issued: March 14, 2008

Effective: March 24, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
June 29, 2008  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning January 1, 2008, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.

BUSINESS UNLIMITED (SOHO) PROMOTION

(N)

During the 90-day promotional period beginning February 22, 2008, business customers with 1-3 lines will be eligible for discounted unlimited calling services. The offer includes voice, unlimited choice of features, and unlimited extended local and long distance calling. The monthly recurring rate for the primary line bundle is \$69.95 with each additional line at \$50.00 per line.

(N)

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Issued: February 12, 2008

Effective: February 22, 2008

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning January 1, 2008, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived. (C)

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Issued: December 21, 2007

Effective: January 1, 2008

Chantel Mbsby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Residential Winback Promotion:

For a period of 90 days beginning October 1, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning October 1, 2007, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.

Pure Broadband Bundle Promotion

CenturyTel will run a promotion effective December 5, 2007 which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service.

This bundle is available to residential customers in all exchanges within the Company where technically available. An Emergency Line provides a residential one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The residential monthly rate is \$49.95. In addition all applicable nonrecurring charges will be waived.

(N)  
|  
(N)

Issued: November 19, 2007

Effective: November 29, 2007

Chantel Mbsby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Residential Winback Promotion:

For a period of 90 days beginning October 1, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

(C)

Flexible Savings Bundle (Includes regulated and unregulated services):

For a period of 90 days beginning October 1, 2007, CenturyTel is offering a discount on certain features for business customers with 3 lines or less and who subscribe to the Tier One, Tier Two, or Unlimited Flexible Savings Bundle. The following feature options are available with Tier One and Tier Two: Caller ID, Call Waiting ID, Call Forwarding, Call Waiting, Voice Mail, and Hunting, where available. Tier One and Tier Two Customers with one, two, or three lines will receive the feature package at the rates of \$21.00, \$32.00, or \$43.00, respectively. Customers subscribing to the Unlimited Flexible Savings Bundle will have an unlimited choice of features for an additional \$5.00, per line. In addition, all applicable nonrecurring charges will be waived.

(N)

(N)

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Issued: September 21, 2007

Effective: October 1, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

(D)

(D)

Residential Winback Promotion: For a period of 70 days beginning July 21, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

(C)

(D)

(D)

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Issued: July 12, 2007

Effective: July 21, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
Oct. 1, 2007  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Residential Move Promotion: For a period of 90 days beginning April 1, 2007, the Company will waive the installation charges (Service Order and Connection charges) for residential customers moving from their current location to a new location within the company serving area who subscribe to a Simple Choice bundle. Simple Choice is not available to Key, Centrex, and PBX customers. (C)

Residential Winback Promotion: For a period of 90 days beginning April 1, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

Simple Choice Lite: For a period of 90 days beginning April 1, 2007, where 256K DSL is available, residential customers who subscribe for a 12 month commitment can receive an access line, 256K DSL with Anti-Virus protection, 100 minutes of long distance calling (\$0.12 per minute over 100 minutes), Voice Messaging, Call Waiting, and 3-Way Calling for a package price of \$44.95. Applicable nonrecurring charges are also waived.

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Issued: May 21, 2007

Effective: June 20, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Residential Move Promotion: For a period of 90 days beginning April 1, 2007, the Company will waive the installation charges (Service Order and Connection charges) for residential customers moving from their current location to a new location within the company serving area who subscribe to a Simple Choice bundle. (C)

Residential Winback Promotion: For a period of 90 days beginning April 1, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

Simple Choice Lite: For a period of 90 days beginning April 1, 2007, where 256K DSL is available, residential customers who subscribe for a 12 month commitment can receive an access line, 256K DSL with Anti-Virus protection, 100 minutes of long distance calling (\$0.12 per minute over 100 minutes), Voice Messaging, Call Waiting, and 3-Way Calling for a package price of \$44.95. Applicable nonrecurring charges are also waived. (C)

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Issued: March 22, 2007

Effective: April 1, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

Cancelled  
June 20, 2007  
MO PSC

**Filed**  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

For a period of 90 days beginning January 1, 2007, the Company will waive the installation charges (Service Order and Connection charges) for residential customers moving from their current location to a new location within the company serving area who subscribe to a Simple Choice bundle. (C)

For a period of 90 days beginning January 1, 2007, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (C)

For a period of 90 days beginning January 1, 2007, where 256K DSL is available, residential customers who subscribe for a 12 month commitment can received an access line, 256K DSL with Anti-Virus protection, 100 minutes of long distance calling (\$0.12 per minute over 100 minutes), Voice Messaging, Call Waiting, and Call Forwarding for a package price of \$44.95. Applicable nonrecurring charges are also waived. (N)  
|  
(N)

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Issued: December 14, 2006

Effective: December 24, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

April 1, 2007

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

For a period August 1, 2006 through October 28, 2006 not to exceed 90 days from the promotion start date, the Company will waive the installation charges (Service Order and Connection charges) for residential customers moving from their current location to a new location within the company serving area who subscribe to a Simple Choice bundle.

For a period of 60 days beginning November 1, 2006 not to exceed 90 days from the promotion start date, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service.

(C)

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Issued: September 18, 2006

Effective: October 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

December 24, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

For a period August 1, 2006 through October 28, 2006 not to exceed 90 days from the promotion start date, the Company will waive the installation charges (Service Order and Connection charges) for residential customers moving from their current location to a new location within the company serving area who subscribe to a Simple Choice bundle. (N)

During the period August 1, 2006 through October 28, 2006 not to exceed 90 days from the promotion start date, the Company will waive the applicable nonrecurring charges for each access line ordered by residential customers who previously established service with another Local Exchange Carrier and who now wish to return to CenturyTel for Local Service. (N)

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Issued: July 19, 2006

Effective: August 1, 2006

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, Louisiana

**Cancelled**

October 1, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
  - 2. Special Promotions (Cont'd)

(M)

(M)

(M) Material previously found on this page now appears on Original Page 17 of this section.

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ISSUED:  
November 6, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
December 6, 2013

CANCELLED MO13-09  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0210

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business Unlimited Promotion

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. (C)  
Subscription to the Business Unlimited bundle includes one line of Unlimited Local & Long Distance Calling and choice of calling features. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges. (C)

For Customers with 4-10 lines, a 12 month minimum service commitment is required. An early termination fee of \$500 will be applied if the service is canceled before the 12 month minimum service commitment period has expired.

Unlimited Local Calling does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Toll and EAS services are not included in Local Calling plan. Unlimited Long Distance does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Unlimited Long Distance services are provided by CenturyTel Long Distance, LLC. To receive Unlimited Long Distance plan rates, customer must choose CenturyTel Long Distance, LLC as their IntraLATA and InterLATA toll carrier. The Unlimited Calling plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in CenturyTel's sole discretion, CenturyTel reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service. Further, calls that do not fall within the Unlimited Long Distance plan include but are not limited to fax and data calls (billed at 10 cents per minute; includes calls to long distance dial-up Internet providers), calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free calling services, commercial facsimile, auto-dialing, resale, call centers and direct telemarketing centers. Additional costs apply for operator services, international calls, directory assistance, calling card rates and payphone surcharges. Long distance plan rates apply to direct dialed U.S. calls including Alaska

Monthly Charge for primary <u>Access Line</u>	Monthly Charge for each additional <u>Access Line</u>	(C)
\$69.95	\$50.00	(C)

Issued: October 31, 2008

Effective: November 30, 2008

By: Chantel Mosby, Director, Tariffs and Compliance  
PO Box 4065, Monroe, Louisiana 71211

CANCELLED  
December 06, 2013  
Missouri Public  
Service Commission  
JI-2014-0210

FILED  
Missouri Public  
Service Commission  
JI-2009-0309

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business Unlimited Promotion

During the 90-day promotional period beginning October 3, 2008, business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of Unlimited Local & Long Distance Calling for \$69.95 and choice of calling features. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added at a rate of \$50.00 per line plus all other applicable monthly service charges. (C)

For Customers with 4-10 lines, a 12 month minimum service commitment is required. An early termination fee of \$500 will be applied if the service is canceled before the 12 month minimum service commitment period has expired.

Unlimited Local Calling does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Toll and EAS services are not included in Local Calling plan. Unlimited Long Distance does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Unlimited Long Distance services are provided by CenturyTel Long Distance, LLC. To receive Unlimited Long Distance plan rates, customer must choose CenturyTel Long Distance, LLC as their IntraLATA and InterLATA toll carrier. The Unlimited Calling plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in CenturyTel's sole discretion, CenturyTel reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service. Further, calls that do not fall within the Unlimited Long Distance plan include but are not limited to fax and data calls (billed at 10 cents per minute; includes calls to long distance dial-up Internet providers), calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free calling services, commercial facsimile, auto-dialing, resale, call centers and direct telemarketing centers. Additional costs apply for operator services, international calls, directory assistance, calling card rates and payphone surcharges. Long distance plan rates apply to direct dialed U.S. calls including Alaska

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Issued: September 23, 2008

Effective: October 3, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
November 30, 2008  
Missouri Public  
Service Commission  
JI-2009-0309

FILED  
Missouri Public  
Service Commission

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business Unlimited Promotion

During the 90-day promotional period beginning July 1, 2008, business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of Unlimited Local & Long Distance Calling for \$69.95 and choice of calling features. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added at a rate of \$50.00 per line plus all other applicable monthly service charges.

(C)

For Customers with 4-10 lines, a 12 month minimum service commitment is required. An early termination fee of \$500 will be applied if the service is canceled before the 12 month minimum service commitment period has expired.

Unlimited Local Calling does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Toll and EAS services are not included in Local Calling plan. Unlimited Long Distance does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Unlimited Long Distance services are provided by CenturyTel Long Distance, LLC. To receive Unlimited Long Distance plan rates, customer must choose CenturyTel Long Distance, LLC as their IntraLATA and InterLATA toll carrier. The Unlimited Calling plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in CenturyTel's sole discretion, CenturyTel reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service. Further, calls that do not fall within the Unlimited Long Distance plan include but are not limited to fax and data calls (billed at 10 cents per minute; includes calls to long distance dial-up Internet providers), calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free calling services, commercial facsimile, auto-dialing, resale, call centers and direct telemarketing centers. Additional costs apply for operator services, international calls, directory assistance, calling card rates and payphone surcharges. Long distance plan rates apply to direct dialed U.S. calls including Alaska

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Issued: June 19, 2008

Effective: June 29, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business Unlimited Promotion

During the 90-day promotional period beginning April 1, 2008, business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of Unlimited Local & Long Distance Calling for \$69.95 and choice of calling features. Additional lines of Unlimited Local and Long Distance calling, up to a maximum of ten (10) lines, may be added at a rate of \$50.00 per line plus all other applicable monthly service charges.

For Customers with 4-10 lines, a 12 month minimum service commitment is required. An early termination fee of \$500 will be applied if the service is canceled before the 12 month minimum service commitment period has expired.

Unlimited Local Calling does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Toll and EAS services are not included in Local Calling plan. Unlimited Long Distance does not apply to metered/measured line services, PBX, Key, or Centrex accounts. Unlimited Long Distance services are provided by CenturyTel Long Distance, LLC. To receive Unlimited Long Distance plan rates, customer must choose CenturyTel Long Distance, LLC as their IntraLATA and InterLATA toll carrier. The Unlimited Calling plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in CenturyTel's sole discretion, CenturyTel reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service. Further, calls that do not fall within the Unlimited Long Distance plan include but are not limited to fax and data calls (billed at 10 cents per minute; includes calls to long distance dial-up Internet providers), calls to 900 numbers, directory assistance, calling card, operator services, international calling, toll free calling services, commercial facsimile, auto-dialing, resale, call centers and direct telemarketing centers. Additional costs apply for operator services, international calls, directory assistance, calling card rates and payphone surcharges. Long distance plan rates apply to direct dialed U.S. calls including Alaska

(N)

(N)

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Issued: March 14, 2008

Effective: March 24, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, Louisiana

CANCELLED  
June 29, 2008  
Missouri Public  
Service Commission

FILED  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

Economy Pak Promotion

During the period November 12, 2009 through **December 31, 2011**, the Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(C)

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Issued: March 22, 2011

Effective: April 1, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0477

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

Economy Pak Promotion

During the period November 12, 2009 through **March 31, 2011**, the Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(C)

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Issued: September 21, 2010

Effective: October 1, 2010

CANCELLED  
April 1, 2011  
Missouri Public  
Service Commission  
JI-2011-0477

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0139

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

Economy Pak Promotion

During the period November 12, 2009 through **September 30, 2010**, the Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(C)

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Issued: June 21, 2010

CANCELLED  
October 1, 2010  
Missouri Public  
Service Commission  
JI-2011-0139

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

Economy Pak Promotion

During the period November 12, 2009 through **June 30, 2010**, the Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(C)

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

Economy Pak Promotion

**During the period November 12, 2009 through March 31, 2010**, the Company will provide residential customers with an access line, the subscriber line charge, caller id and call waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

(T)

(C)

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ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

CANCELLED  
April 01, 2010  
Missouri Public  
Service Commission  
JI-2010-0571

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

FILED  
Missouri Public  
Service Commission  
JI-2010-0320

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges. (C)

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning July 10, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges. (C)

Economy Pack Promotion

For a period of 90 days beginning July 10, 2009, the Company will provide residential customers with an access line, the subscriber line charge, caller id and call waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment. (C)

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Issued: June 30, 2009

Effective: July 10, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
November 12, 2009  
Missouri Public  
Service Commission  
JI-2010-0320

FILED  
Missouri Public  
Service Commission  
JI-2009-0898

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning April 1, 2009, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges. (C)

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning April 1, 2009, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges. (C)

Economy Pack Promotion

For a period of 90 days beginning April 1, 2009, the Company will provide residential customers with an access line, the subscriber line charge, caller id and call waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment. (C)

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Issued: March 13, 2009

Effective: March 23, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
July 10, 2009  
Missouri Public  
Service Commission  
JI-2009-0898

FILED  
Missouri Public  
Service Commission  
JI-2009-0649

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

For a period of 90 days beginning November 13, 2008, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges. (C)

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning November 13, 2008, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges. (C)

Economy Pack Promotion

For a period of 90 days beginning November 13, 2008, the Company will provide residential customers with an access line, the subscriber line charge, caller id and call waiting for \$24.95. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment. (N)

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Issued: November 3, 2008

Effective: November 13, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Business 4+ Lines:

(N)

For a period of 90 days beginning August 1, 2008, CenturyTel will offer new Business <sup>(1)</sup> Customers with four or more lines a one (1) month waiver on their monthly recurring access line charges.

<sup>(1)</sup> Excludes ISDN, PRI, DCS and DTS services.

Business 1-3 Lines

For a period of 90 days beginning August 1, 2008, CenturyTel will offer new Winback or Save Business Customers with three or less lines a one (1) month waiver on their monthly recurring access line charges.

(N)

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Issued: July 22, 2008

Effective: August 1, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Pure Business Broadband: Business

CenturyTel will run a promotion effective July 10, 2009, which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. An Emergency Line provides a business one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge, if applicable. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The business monthly rate is \$59.95. In addition all applicable nonrecurring charges will be waived.

Pure Broadband: Residential

**During the period November 12, 2009 through March 31, 2010, the Company** is offering a residential access line bundled with **the Company's** Broadband and Internet service.

(C)  
(T)

This bundle is available to residential customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). **Upon request, the customer's line will also be equipped with optional operator screening to prevent collect and/or third number billed calls from being billed to the customer.**

(N)  
|  
(N)

In addition, all pay-per-use features are blocked. All other Custom Calling Features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to One-Party Local Exchange Service for residential customers. In addition all applicable nonrecurring charges will be waived.

Residential            \$49.95

ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

**FILED**  
**Missouri Public**  
**Service Commission**  
**JI-2010-0320**

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Pure Business Broadband: Business

CenturyTel will run a promotion effective July 10, 2009, which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. An Emergency Line provides a business one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge, if applicable. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The business monthly rate is \$59.95. In addition all applicable nonrecurring charges will be waived.

Pure Broadband: Residential

For a period of 90 days beginning July 31, 2009 CenturyTel is offering a residential access line bundled with CenturyTel's Broadband and Internet service.

This bundle is available to residential customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to One-Party Local Exchange Service for residential customers. In addition all applicable nonrecurring charges will be waived.

Residential      \$49.95

(N)

(N)

Issued: July 23, 2009

Effective: July 24, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
November 12, 2009  
Missouri Public  
Service Commission  
JI-2010-0320

FILED  
Missouri Public  
Service Commission  
JI-2010-0050

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Pure Business Broadband: Business

CenturyTel will run a promotion effective July 10, 2009, which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service. (C)

This bundle is available to business customers in all exchanges within the Company where technically available. An Emergency Line provides a business one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge, if applicable. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The business monthly rate is \$59.95. In addition all applicable nonrecurring charges will be waived.

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Issued: June 30, 2009

Effective: July 10, 2009

CANCELLED  
July 24, 2009  
Missouri Public  
Service Commission  
JI-2010-0050

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

FILED  
Missouri Public  
Service Commission  
JI-2009-0898

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Pure Business Broadband

(N)

CenturyTel will run a promotion effective March 22, 2009, which will run for a period of 90 days. This bundle offering will include an Emergency Line bundled with CenturyTel's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. An Emergency Line provides a business one-party access line with certain limitations. The line will be toll blocked and will not have a directory listing. The line will allow outgoing E911 and 711 abbreviated dialing only with unlimited incoming calls. The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge, if applicable. The Emergency line will not be sold on a stand alone basis. It is only to be included in the Pure Broadband Bundle. The business monthly rate is \$59.95. In addition all applicable nonrecurring charges will be waived.

(N)

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Issued: March 12, 2009

Effective: March 22, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
July 10, 2009  
Missouri Public  
Service Commission  
JI-2009-0898

Filed  
Missouri Public  
Service Commission  
JI-2009-0645

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (768 Kbps)

During the period November 12, 2009 through **December 31, 2011**, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 768K high speed internet for \$49.95. (C)

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

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Issued: March 22, 2011

Effective: April 1, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0477

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (768 Kbps)

During the period November 12, 2009 through **March 31, 2011**, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 768K high speed internet for \$49.95.

(C)

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

Issued: September 21, 2010

Effective: October 1, 2010

CANCELLED  
April 1, 2011  
Missouri Public  
Service Commission  
JI-2011-0477

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0139

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (768 Kbps)

During the period November 12, 2009 through **September 30, 2010**, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 768K high speed internet for \$49.95. (C)

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

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Issued: June 21, 2010

CANCELLED  
October 1, 2010  
Missouri Public  
Service Commission  
JI-2011-0139

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (768 Kbps)

(T)

During the period November 12, 2009 through **June 30, 2010**, the Company will provide residential customers with an access line, call forwarding, call waiting, and a **768K** high speed internet for **\$49.95**.

(C)

|

(C)

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

Issued: March 22, 2010

Effective: April 1, 2010

CANCELLED  
July 1, 2010  
Missouri Public  
Service Commission  
JI-2010-0735

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JL-2010-0571

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (T)

**During the period November 12, 2009 through March 31, 2010**, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 512K high speed internet for \$49.95. Customers willing to have term commitments will have a \$15.00 reduction a month for a 12 month commitment. (C)

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

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ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

CANCELLED  
April 01, 2010  
Missouri Public  
Service Commission  
JI-2010-0571

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

FILED  
Missouri Public  
Service Commission  
JI-2010-0320

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Economy Pack Plus

For a period of 90 days beginning July 10, 2009, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 512K high speed internet for \$49.95. Customers willing to have term commitments will have a \$15.00 reduction a month for a 12 month commitment.

Save Offer

During the period September 8, 2009 through December 31, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and second month bills following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

Monthly Charges	Credit Amount (up to)
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

(N)  
 \_\_\_\_\_  
 (N)

Issued: September 4, 2009

Effective: September 8, 2009

CANCELLED  
 November 12, 2009  
 Missouri Public  
 Service Commission  
 JI-2010-0320

Chantel Mosby  
 Director, Tariffs  
 Monroe, LA

FILED  
 Missouri Public  
 Service Commission  
 JI-2010-0147

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Economy Pack Plus

For a period of 90 days beginning July 10, 2009, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 512K high speed internet for \$49.95. (C)  
Customers willing to have term commitments will have a \$15.00 reduction a month for a 12 month commitment. (C)

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Issued: June 30, 2009

Effective: July 10, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
September 8, 2009  
Missouri Public  
Service Commission  
JI-2010-0147

FILED  
Missouri Public  
Service Commission  
JI-2009-0898

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pack Plus

(N)

For a period of 90 days beginning April 1, 2009, the Company will provide residential customers with an access line, call forwarding, call waiting, and a 256K high speed internet for \$49.95. Customers willing to have term commitments will have a \$15.00 reduction a month for a 12 month commitment.

(N)

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Issued: March 13, 2009

Effective: March 23, 2009

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
July 10, 2009  
Missouri Public  
Service Commission  
JI-2009-0898

FILED  
Missouri Public  
Service Commission  
JI-2009-0649

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Competitive Business Offer- (One Bill Credit)

During the period September 8, 2009 through **June 30, 2010**, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit. The credit, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

(C)

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

Competitive Business Offer- (Two Bill Credit)

During the period September 8, 2009 through **June 30, 2010**, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed 50% of the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

(C)

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 25
\$50.01 - \$100.00	\$ 50
\$100.01 - \$250.00	\$ 125
\$250.01 - \$500.00	\$ 250

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

Issued: March 22, 2010

Effective: April 1, 2010

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JL-2010-0571

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
- 2. Special Promotions (Cont'd)

Competitive Business Offer- (One Bill Credit)

During the period September 8, 2009 through March 31, 2010, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit. The credit, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

Competitive Business Offer- (Two Bill Credit)

During the period September 8, 2009 through March 31, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed 50% of the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 25
\$50.01 - \$100.00	\$ 50
\$100.01 - \$250.00	\$ 125
\$250.01 - \$500.00	\$ 250

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

Issued: September 4, 2009

Effective: September 8, 2009

CANCELLED  
April 01, 2010  
Missouri Public  
Service Commission  
JI-2010-0571

Chantel Mosby  
Director, Tariffs  
Monroe, LA

FILED  
Missouri Public  
Service Commission  
JI-2010-0147

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Pure Broadband Business Bundle Promotion

During the period November 12, 2009 through March 10, 2010, the Company is offering either a business access line bundled with the Company's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). Upon request, the customer's line will also be equipped with optional operator screening to prevent collect and/or third number billed calls from being billed to the customer.

In addition, all pay-per-use features are blocked. All other Custom Calling Features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to One-Party Local Exchange Service for business customers. In addition all applicable nonrecurring charges will be waived.

Business           \$59.95

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ISSUED: November 2, 2009

EFFECTIVE: November 12, 2009

Darlene Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

FILED  
Missouri Public  
Service Commission  
JI-2010-0320

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- A. General & Special Promotions (Cont'd)
  - 2. Special Promotions (Cont'd)

(M)

(M)

(M) Material previously appearing on this sheet now appears in Section 6, Original Sheet 21.

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Issued: January 21, 2011

Effective: February 1, 2011

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JL-2011-0378

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Save Offer - Credit Two Months MRC

During the period March 1, 2010 through **January 31, 2011**, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. (C)

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Save Offer - Credit Two Months MRC

During the period March 1, 2010 through **September 30, 2010**, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. (C)

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

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Issued: June 21, 2010

CANCELLED  
October 01, 2010  
Missouri Public  
Service Commission  
JI-2011-0134

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

---

GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Save Offer - Credit Two Months MRC

During the period March 1, 2010 through June 30, 2010, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and second month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.

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Issued: February 19, 2010

CANCELLED  
July 1, 2010  
Missouri Public  
Service Commission  
JI-2010-0735

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

Effective: March 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0514

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GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (1.5 Mbps +)

During the period April 1, 2010 through **December 31, 2011**, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

(C)

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

This service is only offered where the services are technically available.

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GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (1.5 Mbps +)

During the period April 1, 2010 through **March 31, 2011**, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

(C)

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

This service is only offered where the services are technically available.

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Issued: September 21, 2010

Effective: October 1, 2010

CANCELLED  
April 1, 2011  
Missouri Public  
Service Commission  
JI-2011-0477

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2011-0139

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (1.5 Mbps +)

During the period April 1, 2010 through **September 30, 2010**, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

(C)

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

This service is only offered where the services are technically available.

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Issued: June 21, 2010

CANCELLED  
October 1, 2010  
Missouri Public  
Service Commission  
JI-2011-0139

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

Effective: July 1, 2010

FILED  
Missouri Public  
Service Commission  
JI-2010-0735

---

GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

Economy Pak Plus (1.5 Mbps +)

During the period April 1, 2010 through June 30, 2010, existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher) at the following rates:

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

This service is only offered where the services are technically available.

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services** (T)

**1. SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE** <sup>(1)</sup> (T)

**a. Description** (T)

Simple Choice™/Business Assist™ Advantage are packages of features available to both residential and business customers. Simple Choice™/Business Assist™ Advantage includes the features specified following and a flat rate access line. Simple Choice™Two<sup>(2)</sup> includes two flat rate access lines. Customers subscribing to Simple Choice™/Business Assist™ Advantage are entitled to unlimited use of the service/features specified.

**b. Features** (T)

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

<sup>(2)</sup> Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.

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ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE <sup>(1)</sup> (T)

A. DESCRIPTION

Simple Choice™/Business Assist™ Advantage are packages of features available to both residential and business customers. Simple Choice™/Business Assist™ Advantage includes the features specified following and a flat rate access line. Simple Choice™Two<sup>(2)</sup> includes two flat rate access lines. Customers subscribing to Simple Choice™/Business Assist™ Advantage are entitled to unlimited use of the service/features specified. (C)

B. FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers. (T)

<sup>(2)</sup> **Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.** (N)  
(N)

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE \***

(T)

A. DESCRIPTION

Simple Choice™/Business Assist™ Advantage are packages of features available to both residential and business customers. Simple Choice™/Business Assist™ Advantage includes the features specified following and a flat rate access line. Simple Choice™Two includes two flat rate access lines. Customers subscribing to Simple Choice™/Business Assist™ Advantage are entitled to unlimited use of the service/features specified.

B. FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

\* Simple Choice™ One and Simple Choice™ Two are not available to Key, Centrex, and PBX customers.

(N)  
(N)

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Issued: May 21, 2007

Effective: June 20, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE**

(T)

A. DESCRIPTION

Simple Choice™/Business Assist™ Advantage are packages of features available to both residential and business customers. Simple Choice™/Business Assist™ Advantage includes the features specified following and a flat rate access line. Simple Choice™Two includes two flat rate access lines. Customers subscribing to Simple Choice™/Business Assist™ Advantage are entitled to unlimited use of the service/features specified.

(T)

(T)

B. FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

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Issued: May 19, 2004

Effective: June 18, 2004

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

Cancelled  
June 20, 2007  
MO PSC

**Filed**  
Missouri Public  
Service Commission

REC'D MAR 05 2002

CenturyTel of Northwest Arkansas, LLC (Missouri)

Service Commission

PSC MO. NO. 1

SECTION 12

(T)

1st Revised Sheet 2

Cancels Original Sheet 2

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**SIMPLE CHOICE™**

A. DESCRIPTION

Simple Choice™ is a package of features available to both residential and business customers. Simple Choice™One includes the features specified following and a flat rate access line. Simple Choice™Two includes two flat rate access lines. Customers subscribing to Simple Choice™ are entitled to unlimited use of the service/features specified.

B. FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

**CANCELLED**

JUN 18 2004

*Anders*  
Missouri Service Commission

Missouri Public

FILED APR 04 2002

Service Commission

Issued: March 5, 2002

Effective: April 4, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF **Missouri Public**

PACKAGED SERVICES

REC'D JAN 31 2002

**SIMPLE CHOICE™**

Service Commission

A. .DESCRIPTION

Simple Choice™ is a package of features available to both residential and business customers. Simple Choice™One includes the features specified following and a flat rate access line. Simple Choice™Two includes two flat rate access lines. Customers subscribing to Simple Choice™ are entitled to unlimited use of the service/features specified.

B. FEATURES

Following are the eligible call features. All features may be not be available in all areas:

- Call Waiting
- Cancel Call Waiting
- Call Forwarding
- Call Forward No Answer (Fixed)
- Call Forward Busy Line (Fixed)
- Call Forward Busy Line/No Answer (Fixed or Variable)
- Call Block
- 3-Way Calling
- Speed Calling - 8 Numbers or 30 Numbers

(N)

(N)

**CANCELLED**

APR 04 2002  
By 1st RS 2  
Public Service Commission  
MISSOURI

Issued: January 31, 2002

Effective: March 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

**Missouri Public**

FILED MAR 01 2002

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

1. SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE <sup>(1)</sup> (Continued)

(T)

**c. Terms and Conditions**

(T)

1. A customer may select an unlimited number of compatible services and features from the features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist™ Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™/Business Assist™ Advantage features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™ /Business Assist™ Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist™ Advantage rates may also increase (upon Commission approval).

**d. Rates**

(T)

	Monthly Rate
1. <u>Residence</u> Simple Choice™	\$27.95
Simple Choice™ Two <sup>(2)</sup>	\$45.95

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

<sup>(2)</sup> Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.

ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE <sup>(1)</sup> (Continued)

(T)

C. TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist™ Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™/Business Assist™ Advantage features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™ /Business Assist™ Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist™ Advantage rates may also increase (upon Commission approval).

D. RATES

	Monthly Rate
1. Residence Simple Choice™	\$27.95
Simple Choice™ Two <sup>(2)</sup>	\$45.95

(C)

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

(T)

<sup>(2)</sup> **Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.**

(N)  
(N)

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE \* (Continued)**

C. TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist™ Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™/Business Assist™ Advantage features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™ /Business Assist™ Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist™ Advantage rates may also increase (upon Commission approval).

D. RATES

	<u>Monthly Rate</u>	
1. Residence		
Simple Choice™	\$27.95	(I)
Simple Choice™ Two	\$45.95	

\* Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

Issued: August 27, 2008

Effective: September 26, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

## GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE \* (Continued)**

(T)

## C. TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist™ Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™ Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™/Business Assist™ Advantage features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™ /Business Assist™ Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist™ Advantage rates may also increase (upon Commission approval).

## D. RATES

	<u>Monthly Rate</u>
1. Residence Simple Choice™	\$25.95
Simple Choice™ Two	\$45.95

- \* Simple Choice™ One and Simple Choice™ Two are not available to Key, Centrex, and PBX customers.

(N)  
(N)

Issued: May 21, 2007

Effective: June 20, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE (Continued)** (T)

C. TERMS AND CONDITIONS

- 1. A customer may select an unlimited number of compatible services and features from the features list. All terms and conditions as specified elsewhere in this tariff shall apply. (T)
- 2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist™ Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line. (T)
- 3. Customers subscribing to the Simple Choice™Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
- 4. Simple Choice™/Business Assist™ Advantage features must be activated by the customer before they can be used without incurring usage charges. (T)
- 5. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist™ Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes. (T)
- 6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™/Business Assist™ Advantage rates may also increase (upon Commission approval). (T)

D. RATES

	Monthly	Monthly <u>Rate</u>	
1. Residence			
	Simple Choice™	\$25.95	(T)
	Simple Choice™ Two	\$45.95	

Issued: May 19, 2004

Effective: June 18, 2004

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

PACKAGED SERVICES

**SIMPLE CHOICE™ (Continued)**

REC'D FEB 13 2004

C. TERMS AND CONDITIONS

Service Commission

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™ features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ rates may also increase (upon Commission approval).

D. RATES

	Monthly	Monthly Rate	
1. Residence			
Simple Choice™One		\$25.95	
Simple Choice™Two		\$45.95	

**CANCELLED**

JUN 18 2004

by *andrs3*  
Public Service Commission  
MISSOURI (I)

Issued: February 13, 2004

Effective: March 14, 2004

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED MAR 14 2004

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

PACKAGED SERVICES

REC'D JAN 31 2002

(N)

SIMPLE CHOICE™ (Continued)

Service Commission

C. TERMS AND CONDITIONS

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this tariff shall apply.
2. Nonrecurring charges as specified elsewhere in this tariff do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice™Two may select different features for each line. All lines must be billed to the same account and located at the same premise.
4. Simple Choice™ features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice™. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
6. If access line rates for residence and business service, as listed elsewhere in this tariff, increase, Simple Choice™ rates may also increase (upon Commission approval).

D. RATES

	Monthly	Monthly Rate -
1. Residence		
Simple Choice™One		\$19.95
Simple Choice™Two		\$24.95

**CANCELLED**

MAR 14 2004

ST RS 3

Missouri Service Commission  
MISSOURI

(N)

Issued: January 31, 2002

Effective: March 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public

FILED MAR 01 2002

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

1. SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE <sup>(1)</sup> (Continued)

(T)

d. Rates (Continued)

(T)

Monthly  
Rate

2. Business

(T)

Business Assist™ Advantage

\$38.95

Simple Choice™ Two <sup>(2)</sup>

\$66.95

Nonrecurring: A nonrecurring charge will not apply for installation of the features for Simple Choice™ /Business Assist™ Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

(M)

(M)

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

<sup>(2)</sup> Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.

(M) Material previously found on this page now appears on 1st Revised Sheet 5 of this section.

ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

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October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

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Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE <sup>(1)</sup> (Continued) (T)

D. RATES (Continued)

	Monthly Rate	
1. Business		
Business Assist™ Advantage	\$38.95	
Simple Choice™ Two <sup>(2)</sup>	\$66.95	(C)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ /Business Assist™ Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

<sup>(1)</sup> Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers. (T)

<sup>(2)</sup> **Effective September 15, 2010 Simple Choice™ Two is not available to new customers and is limited to lines in service for existing customers.** (N)  
(N)

VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forwarding - Busy Line  
Call Forwarding - Don't Answer  
or, Call Forward Busy/No Answer  
Message Waiting Indication - Audible or Visual

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE \* (Continued)**

D. RATES (Continued)

	<u>Monthly Rate</u>	
2. Business		
Business Assist™ Advantage	\$39.95	(I)
Simple Choice™ Two	\$66.95	

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ /Business Assist™ Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

\* Simple Choice™ One and Simple Choice™ Two is not available to Key, Centrex, and PBX customers.

**VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

---

Issued: August 27, 2008

Effective: September 26, 2008

Chantel Mosby  
 Director, Tariffs and Compliance  
 Monroe, LA

CANCELLED  
 September 15, 2010  
 Missouri Public  
 Service Commission  
 JI-2011-0069

FILED  
 Missouri Public  
 Service Commission

## GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE \* (Continued)**

(T)

## D. RATES (Continued)

	<u>Monthly Rate</u>
2. Business	
Business Assist™ Advantage	\$36.95
Simple Choice™ Two	\$66.95

## Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ /Business Assist™ Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

\* Simple Choice™ One and Simple Choice™ Two are not available to Key, Centrex, and PBX customers.

(N)  
(N)**VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

## A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forwarding - Busy Line  
Call Forwarding - Don't Answer  
or, Call Forward Busy/No Answer  
Message Waiting Indication - Audible or Visual

Issued: May 21, 2007

Effective: June 20, 2007

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**SIMPLE CHOICE™/BUSINESS ASSIST™ ADVANTAGE (Continued)**

(T)

D. RATES (Continued)

	<u>Monthly Rate</u>	
2. Business		
Business Assist™ Advantage	\$36.95	(T)
Simple Choice™ Two	\$66.95	

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ /Business Assist™ Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5. (T)

**VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

Issued: May 19, 2004

Effective: June 18, 2004

Chantel Mosby  
Manager, Tariffs and Compliance  
Monroe, LA

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

Missouri Public

**SIMPLE CHOICE™ (Continued)**

REC'D FEB 13 2004

D. RATES (Continued)

Service Commission

Monthly  
Rate

2. Business

Simple Choice™One	\$36.95	(l)
Simple Choice™Two	\$66.95	(l)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

**VOICE MAIL COMPLEMENTARY SERVICES PACKAGE**

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

**CANCELLED**

JUN 18 2004  
By *3rd BSY*  
Public Service Commission  
MISSOURI

Issued: February 13, 2004

Effective: March 14, 2004

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

FILED MAR 14 2004

Missouri Public

REC'D MAR 05 2002

CenturyTel of Northwest Arkansas, LLC (Missouri)

Service Commission

PSC MO. NO. 1 (T)

SECTION 12 (T)

1st Revised Sheet 4

Cancels Original Sheet 4

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

SIMPLE CHOICE™ (Continued)

D. RATES (Continued)

	<u>Monthly Rate</u>
2. Business	
Simple Choice™One	\$34.95
Simple Choice™Two	\$64.95

**CANCELLED**

MAR 14 2004

By 2nd RS 4  
Public Service Commission  
MISSOURI

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

Missouri Public

FILED APR 04 2002

Service Commission

Issued: March 5, 2002

Effective: April 4, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

REC'D JAN 31 2002 (N)

SIMPLE CHOICE™ (Continued)

Service Commission

D. RATES (Continued)

	<u>Monthly Rate</u>
2. Business	
Simple Choice™One	\$34.95
Simple Choice™Two	\$64.95

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 5.

VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. DESCRIPTION

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

**CANCELLED**

APR 04 2002  
1st RS 4.  
Missouri Public Service Commission  
MISSOURI

(N)

Issued: January 31, 2002

Effective: March 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public

FILED MAR 01 2002

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**2. VOICE MAIL COMPLEMENTARY SERVICES PACKAGE** (T)

**a. Description** (T) (M)

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- or, Call Forward Busy/No Answer
- Message Waiting Indication - Audible or Visual

(M)

**b. Terms and Conditions** (T)

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

**c. Rates** (T)

		Monthly Rate <u>Per Line</u>
1.	Residence	\$2.00
2.	Business	\$3.00

(M) Moved from 6th Revised Sheet 4 for this section.

ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public

PACKAGED SERVICES

REC'D JAN 31 2002 (N)

VOICE MAIL COMPLEMENTARY SERVICES PACKAGE (Continued)

Service Commission

B. TERMS AND CONDITIONS

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. RATES

	<u>Monthly Rate</u> <u>Per Line</u>
1. Residence	\$2.00
2. Business	\$3.00

(N)

Issued: January 31, 2002

Effective: March 1, 2002

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public

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February 9, 2014  
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Service Commission  
JI-2014-0292

FILED MAR 01 2002

Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**3. CALLER ID EXTRA** (T)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

**4. CALLER ID PLUS** (T)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.

---

ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

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October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

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GENERAL AND LOCAL EXCHANGE TARIFF

---

PACKAGED SERVICES

(N)

CALLER ID EXTRA

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

CALLER ID PLUS

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.

(N)

---

Issued: March 4, 2008

By: Chantel Mosby, Manager, Tariffs and Compliance  
PO Box 4065, Monroe, Louisiana 71211

Effective: April 3, 2008

CANCELLED  
February 9, 2014  
Missouri Public  
Service Commission  
JI-2014-0292

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Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**5. PREPAID LOCAL TELEPHONE SERVICE (PLTS)** (T)

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned and is non-refundable if the customer cancels service prior to the end of the month. No deposits, non-recurring charges or connection fees apply. This is a prepaid monthly service.

**a. PLTS is configured as follows:** (T)

1. Voice grade residential flat rate line, or local measured service line, if available.
2. All mandatory services, including extended area service, expanded local calling, etc. (all tariffed charges applicable).
3. Tone Dialing (Tariffed tone dialing/touch tone charges are applicable).
4. Ability to dial 911.
5. Ability to report service problems seven days a week.
6. Ability to dial CenturyTel Customer Service.
7. Primary directory listing (nonpublished/nonlisted available at tariffed charges).
8. Access to Directory Assistance.
9. Toll blocking/usage sensitive services blocking (tariff charges applicable).
10. Call Waiting, Caller ID, and Call Forwarding included.

**b. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.** (T)

**c. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.** (T)

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ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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February 9, 2014

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October 1, 2014  
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Service Commission  
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Service Commission  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**PREPAID LOCAL TELEPHONE SERVICE (PLTS)**

(N)

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned and is non-refundable if the customer cancels service prior to the end of the month. No deposits, non-recurring charges or connection fees apply. This is a prepaid monthly service.

A. PLTS is configured as follows:

1. Voice grade residential flat rate line, or local measured service line, if available.
2. All mandatory services, including extended area service, expanded local calling, etc. (all tariffed charges applicable).
3. Tone Dialing (Tariffed tone dialing/touch tone charges are applicable).
4. Ability to dial 911.
5. Ability to report service problems seven days a week.
6. Ability to dial CenturyTel Customer Service.
7. Primary directory listing (nonpublished/nonlisted available at tariffed charges).
8. Access to Directory Assistance.
9. Toll blocking/usage sensitive services blocking (tariff charges applicable).
10. Call Waiting, Caller ID, and Call Forwarding included.

B. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.

C. New customers who do not qualify for service due to a poor credit history may subscribe to PLTS.

(N)

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Effective: May 22, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

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February 9, 2014  
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Service Commission  
JI-2014-0292

FILED  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

- B. Special Packaged Services (Continued)** (T)
- 5. PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Continued)** (T)
- d.** The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees. (T)
  - e.** Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, tariffed rates for directory assistance will apply. (T)
  - f.** The Company may disconnect PLTS service, with notice, for any of the following reasons: (T)
    - 1. Failure to make monthly payments to maintain the PLTS balance.
    - 2. Use of the service in a manner that interferes with the service of others.
    - 3. If the customer accrues new billable charges for toll or other service on their telephone bill.
  - g.** The Company may disconnect PLTS service without notice for any of the following reasons: (T)
    - 1. Where a known dangerous condition exists.
    - 2. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
  - h.** If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required. (T)
  - i.** Residential Monthly Rate \$39.95 (T)

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ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

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October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**PREPAID LOCAL TELEPHONE SERVICE (PLTS) Cont'd**

(N)

- D. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.
- E. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, tariffed rates for directory assistance will apply.
- F. The Company may disconnect PLTS service, with notice, for any of the following reasons:
  - 1. Failure to make monthly payments to maintain the PLTS balance.
  - 2. Use of the service in a manner that interferes with the service of others.
  - 3. If the customer accrues new billable charges for toll or other service on their telephone bill.
- G. The Company may disconnect PLTS service without notice for any of the following reasons:
  - 1. Where a known dangerous condition exists.
  - 2. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.
- H. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.

I. Residential Monthly Rate	\$39.95	(N)
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Issued: April 22, 2008

Effective: May 22, 2008

Chantel Mosby  
Director, Tariffs and Compliance  
Monroe, LA

CANCELLED  
February 9, 2014  
Missouri Public  
Service Commission  
JI-2014-0292

FILED  
Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**6. PURE BROADBAND BUNDLE** (T)

**a. Description** (T)

Pure Broadband Bundle includes flat rate Residence or Business Individual Line Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

**b. Features** (T)

Outbound Call Block Feature  
Non-published Number Service  
Incoming Call Screening (Optional)

**c. Terms and Conditions** (T)

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge.

Service Charges or nonrecurring charges do not apply.

**d. Rates** (T)

<u>Exchange</u>	<u>Per Bundle, Per Month</u>	
	<u>Residence**</u>	<u>Business**</u>
Jacket	\$18.66	\$25.87
Seligman	18.66	25.87

\*\* Rates applicable for non-regulated High Speed Internet also apply.

ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

PURE BROADBAND BUNDLE

A. Description

Pure Broadband Bundle includes flat rate Residence or Business Individual Line Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

B. Features

Outbound Call Block Feature  
Non-published Number Service  
Incoming Call Screening (Optional)

C. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge, Telecommunications Relay Service (TRS) Charge, E911 Charge and Local Number Portability (LNP) Charge.

Service Charges or nonrecurring charges do not apply.

D. Rates

<u>Exchange</u>	<u>Per Bundle, Per Month</u>	
	<u>Residence**</u>	<u>Business**</u>
Jacket	\$18.66	\$25.87
Seligman	18.66	25.87

\*\* Rates applicable for non-regulated High Speed Internet also apply.

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Effective: April 8, 2010

CANCELLED  
February 9, 2014  
Missouri Public  
Service Commission  
JI-2014-0292

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2010-0555

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

a. Description

1. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate. (T)
2. CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in e. following. (T)  
(T)

(M)

(M)

(M) Material previously found on this page now appears on Sheets 13.1 and 13.2 of this section.

ISSUED:  
April 28, 2014

BY: Darlene N. Terry  
Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

EFFECTIVE:  
April 29, 2014

MO 14-02

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
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FILED  
Missouri Public  
Service Commission  
JI-2014-0432

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**7. CORE CONNECT (Continued)** (T)

**a. Description** (T)

1. CORE CONNECT and CORE CONNECT Lite are optional enrollment plans that permit business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

2. CORE CONNECT customers must subscribe to a qualifying long distance plan and to the Company's non-regulated High-speed Internet (HSI) service. CORE CONNECT is available under month to month, one-year, two-year or three-year term plans.

CORE CONNECT Lite customers must subscribe to the Company's non-regulated High-speed Internet (HSI) service up to 3 Mbps. CORE CONNECT Lite is available on a one-year, two-year or three-year term plan. Services and features available with CORE CONNECT Lite are shown in **B.7.a.4.** following. (T)

3. CORE CONNECT includes the following services and features:

- (1) Business Individual Line Service or Key Trunk Service
- (2) Hunting (optional)
- (3) Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy Line (Fixed)
- Call Forward No Answer (Fixed)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Busy Redial
- Message Waiting
- Voicemail <sup>(1)</sup>

<sup>(1)</sup> Deregulated service.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

CORE CONNECT

A. Description

1. CORE CONNECT and CORE CONNECT Lite are optional enrollment plans that permit business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate. (N)  
(N)  
(C)

2. CORE CONNECT customers must subscribe to a qualifying long distance plan and to the Company's non-regulated High-speed Internet (HSI) service. CORE CONNECT is available under month to month, one-year, two-year or three-year term plans. (C)  
(C)

CORE CONNECT Lite customers must subscribe to the Company's non-regulated High-speed Internet (HSI) service up to 3 Mbps. CORE CONNECT Lite is available on a one-year, two-year or three-year term plan. Services and features available with CORE CONNECT Lite are shown in A.4. following. (N)  
|  
(N)

3. CORE CONNECT includes the following services and features:

- (1) Business Individual Line Service or Key Trunk Service  
(2) Hunting (optional)  
(3) Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)  
Call Forwarding  
Call Forward Busy Line (Fixed)  
Call Forward No Answer (Fixed)  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Three-Way Calling  
Call Transfer  
Call Return  
Distinctive Ring  
Busy Redial  
Message Waiting  
Voicemail<sup>(1)</sup>

<sup>(1)</sup> Deregulated service.

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Manager - Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

CORE CONNECT

A. Description

1. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate. CORE CONNECT is available under month to month, one-year, two-year or three-year term plans.

2. CORE CONNECT customers must subscribe to a qualifying long distance plan and to the Company's non-regulated High-speed Internet (HSI) service.

3. CORE CONNECT includes the following services and features:

(1) Business Individual Line Service or Key Trunk Service

(2) Hunting (optional)

(3) Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)

Call Forwarding

Call Forward Busy Line (Fixed)

Call Forward No Answer (Fixed)

Call Waiting/Cancel Call Waiting

Call Waiting ID

Three-Way Calling

Call Transfer

Call Return

Distinctive Ring

Busy Redial

Message Waiting

Voicemail <sup>(1)</sup>

<sup>(1)</sup> Deregulated service.

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

a. Description (Continued)

3. Reserved for future use

(T)

(M)

(M)

(M) Material previously found on this page now appears on Sheets 13.2 of this section.

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BY: Darlene N. Terry  
Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**7. CORE CONNECT (Continued)** (T)

**a. Description (Continued)** (T)

4. CORE CONNECT Lite includes the following services and features:

- (1) Business Individual Line Service or Key Trunk Service
- (2) Hunting (optional)
- (3) Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)  
Call Forwarding  
Call Forward Busy Line (Fixed)  
Call Forward No Answer (Fixed)  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Three-Way Calling  
Call Transfer  
Call Return  
Distinctive Ring  
Message Waiting  
Voicemail <sup>(1)</sup>

<sup>(1)</sup> Deregulated service.

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Manager - Tariffs  
5454 West 110th Street  
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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

CORE CONNECT (Cont'd)

A. Description (Cont'd)

4. CORE CONNECT Lite includes the following services and features:

- (1) Business Individual Line Service or Key Trunk Service
- (2) Hunting (optional)
- (3) Choice of the following features and services:

Caller ID with Name (includes Anonymous Call Rejection)  
Call Forwarding  
Call Forward Busy Line (Fixed)  
Call Forward No Answer (Fixed)  
Call Waiting/Cancel Call Waiting  
Call Waiting ID  
Three-Way Calling  
Call Transfer  
Call Return  
Distinctive Ring  
Message Waiting  
Voicemail <sup>(1)</sup>

<sup>(1)</sup> Deregulated service.

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Manager - Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

b. Regulations

1. **CORE CONNECT** customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated **512 or 768 Kbps HSI**. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.
2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. **Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in c. following.**
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

(M)  
(T)  
(T)  
(T)  
(T)

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Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

**7. CORE CONNECT (Continued)**

(T)

**b. Regulations**

(T)

1. CORE CONNECT customers must subscribe to the CenturyTel Long Distance, LLC Business Unlimited long distance plan for each CORE CONNECT line or trunk subscribed. The CenturyTel Long Distance, LLC Business Unlimited plan is not available with CORE CONNECT Lite.

Customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

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Manager - Tariffs  
5454 West 110th Street  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

CORE CONNECT (Cont'd)

B. Regulations

1. CORE CONNECT customers must subscribe to the CenturyTel Long Distance, LLC Business Unlimited long distance plan for each CORE CONNECT line or trunk subscribed. **The CenturyTel Long Distance, LLC Business Unlimited plan is not available with CORE CONNECT Lite.**

(N)  
(N)

Customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

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Manager - Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

CORE CONNECT (Cont'd)

B. Regulations

1. CORE CONNECT customers must subscribe to the CenturyTel Long Distance, LLC Business Unlimited long distance plan for each CORE CONNECT line or trunk subscribed.

Customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
3. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

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Manager-Tariffs  
Overland Park, KS

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

c. Term Discount Plan

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed **rates in effect** when those lines are added. (T)
4. Upon expiration of a TDP, the TDP discounts specified in e. following will expire, and the customer will be charged at the then prevailing **month-to-month** rate. If the customer renews the TDP or signs up for a new TDP, the tariffed **rates then** in effect will apply for the new or renewed TDP. (T)  
(T)
5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

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BY: Darlene N. Terry  
Manager - Tariffs  
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Overland Park, Kansas 66211

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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

**7. CORE CONNECT (Continued)**

(T)

**c. Term Discount Plan**

(T)

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed rates and discounts in effect when those lines are added.
4. Upon expiration of a TDP, the TDP discounts specified in **B.7.e.** following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the tariffed rates and discounts then in effect will apply for the new or renewed TDP.
5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

(T)

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By: Darlene N. Terry  
Manager - Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

CORE CONNECT (Cont'd)

C. Term Discount Plan

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the tariffed rates and discounts in effect when those lines are added.
4. Upon expiration of a TDP, the TDP discounts specified in E. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the tariffed rates and discounts then in effect will apply for the new or renewed TDP.
5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

d. **Application of Rates**

1. The monthly rates include the Local Exchange Service, EAS, and features only. These rates do not include the monthly charges for **HSI or for** the qualifying long distance plan, **if applicable**.
2. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

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(M)

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Manager - Tariffs  
5454 W. 110th Street  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

**7. CORE CONNECT (Continued)**

(T)

**d. Rates and Charges**

(T)

1. The monthly rates include the Local Exchange Service, flat rate EAS and features only. These rates do not include the monthly charges for the qualifying long distance plan or HSI.
2. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.
4. The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

CORE CONNECT/ CORE CONNECT LITE	Monthly Rate
Initial bundle, per location	\$80.00
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each), per location	50.00

**e. TDP Discounts**

(T)

The following discounts will apply to the monthly rates specified in **B.7.d.4** preceding for each CORE CONNECT bundle under a TDP.

(T)

Commitment Period	Monthly Discount, per bundle	
	Initial bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each)
One-Year Term Plan	No discount	\$ 5.00
Two-Year Term Plan	No discount	7.50
Three-Year Term Plan	No discount	10.00

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Manager - Tariffs  
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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

CORE CONNECT (Cont'd)

D. Rates and Charges

1. The monthly rates include the Local Exchange Service, flat rate EAS and features only. These rates do not include the monthly charges for the qualifying long distance plan or HSI.
2. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.
4. The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

CORE CONNECT/ CORE CONNECT LITE	Monthly Rate
Initial bundle, per location	\$80.00
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each), per location	50.00

(N)  
(N)

E. TDP Discounts

The following discounts will apply to the monthly rates specified in 4. preceding for each CORE CONNECT bundle under a TDP.

Commitment Period	Monthly Discount, per bundle	
	Initial bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each)
One-Year Term Plan	No discount	\$ 5.00
Two-Year Term Plan	No discount	7.50
Three-Year Term Plan	No discount	10.00

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GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

CORE CONNECT (Cont'd)

D. Rates and Charges

1. The monthly rates include the Local Exchange Service, flat rate EAS and features only. These rates do not include the monthly charges for the qualifying long distance plan or HSI.
2. Service Charges, as described in Section 6 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.
3. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.
4. The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

CORE CONNECT	Monthly Rate
Initial bundle, per location	\$80.00
2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each), per location	50.00

E. TDP Discounts

The following discounts will apply to the monthly rates specified in 4. preceding for each CORE CONNECT bundle under a TDP.

Commitment Period	Monthly Discount, per bundle	
	Initial bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle (each)
One-Year Term Plan	No discount	\$ 5.00
Two-Year Term Plan	No discount	7.50
Three-Year Term Plan	No discount	10.00



GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

e. Rates and Charges (Continued)

2. Core Connect 1 LITE

Business Individual Line Service or Key Trunk Service  
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy Line (Fixed)
- Call Forward No Answer (Fixed)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Message Waiting
- Voicemail <sup>[1]</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>[2]</sup>	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

<sup>[1]</sup> Deregulated service.

<sup>[2]</sup> Core Connect 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. **Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.**

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Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

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(T)  
(T) (M)

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

e. Rates and Charges (Continued)

3. Core Connect 2 <sup>[1]</sup>

Business Individual Line Service or Key Trunk Service  
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy Line (Fixed)
- Call Forward No Answer (Fixed)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Busy Redial
- Selective Call Rejection
- Message Waiting
- Voicemail <sup>[2]</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

<sup>[1]</sup> Customers must also subscribe to the **CenturyTel Long Distance, LLC Business Unlimited (Option 2)** long distance plan for each CORE CONNECT 2 line or trunk subscribed.

<sup>[2]</sup> Deregulated service.

(N)

(N)

ISSUED:  
April 28, 2014

BY: Darlene N. Terry  
Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

EFFECTIVE:  
April 29, 2014

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

B. Special Packaged Services (Continued)

7. CORE CONNECT (Continued)

e. Rates and Charges (Continued)

4. Core Connect 2 LITE

Business Individual Line Service or Key Trunk Service  
Hunting (optional)

Choice of the following features and services:

- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy Line (Fixed)
- Call Forward No Answer (Fixed)
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Three-Way Calling
- Call Transfer
- Call Return
- Distinctive Ring
- Selective Call Rejection
- Message Waiting
- Voicemail <sup>[1]</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>[2]</sup>	One Year Term	Two Year Term	Three Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

[1] Deregulated service.

[2] Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

(N)

(N)

ISSUED:  
April 28, 2014

BY: Darlene N. Terry  
Manager - Tariffs  
5454 W. 110th Street  
Overland Park, Kansas 66211

EFFECTIVE:  
April 29, 2014

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**8. SIMPLE CHOICE UNLIMITED** (T)

**a. Description** (T)

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail and a flat rate access line provided by the Company and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

**b. Terms and Conditions** (T)

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.
2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Call Detail will not be provided with this service plan.

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ISSUED:  
January 10, 2014

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
February 9, 2014

MO13-10

CANCELLED  
October 1, 2014  
Missouri Public  
Service Commission  
JI-2015-0072

Filed  
Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail **and** a flat rate access line **provided by the Company** and unlimited long distance voice usage **provided by CenturyTel Long Distance, LLC.**

(T)  
|  
(T)

B. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.
2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. **The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan.** All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Call Detail will not be provided with this service plan.

(N)  
|  
(N)

ISSUED:  
November 6, 2013

By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

EFFECTIVE:  
December 6, 2013

MO13-09

**CANCELLED**  
February 9, 2014  
Missouri Public  
Service Commission  
JI-2014-0292

Filed  
Missouri Public  
Service Commission  
JI-2014-0210



GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED

A. Description

Residential customers will be eligible to receive the following plan at the following monthly rate. Residential customers will also receive the Simple Choice Unlimited Long Distance Plan from CenturyTel Long Distance, Inc. Non-recurring charges will be waived. Unlimited toll and EAS services are included.

B. Rates and Charges

Monthly Rate

Simple Choice Unlimited<sup>(1)</sup> \$54.95

C. Eligible Exchanges<sup>(1)</sup>: Jacket and Seligman

ECONOMY PAK

A. Description

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

B. Rates and Charges

Monthly Rate

Economy Pak \$24.95

<sup>(1)</sup> Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**8. SIMPLE CHOICE UNLIMITED (Continued)** (T)

**c. Rates and Charges** (T)

Monthly Rate<sup>(2)</sup>

Simple Choice Unlimited<sup>(1)</sup>

\$39.95<sup>(3)</sup>

Local Exchange Service

Choice of available Custom Calling or  
Custom Calling II Service Features

(1) Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

(2) Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

(3) The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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Missouri Public  
Service Commission  
JI-2015-0072

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Missouri Public  
Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED

C. Rates and Charges

Monthly Rate<sup>(2)</sup>

Simple Choice Unlimited<sup>(1)</sup>  
Local Exchange Service  
Choice of available Custom Calling or  
Custom Calling II Service Features

**\$39.95**<sup>(3)</sup>

(T)

<sup>(1)</sup> Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

<sup>(2)</sup> Flat rate EAS charges (if applicable) are included in this rate. The **rate for** CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan **applies in addition to this rate.**

(T)

<sup>(3)</sup> The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

(T)

---

ISSUED:  
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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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February 9, 2014  
Missouri Public  
Service Commission  
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Missouri Public  
Service Commission  
JI-2014-0210

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

SIMPLE CHOICE UNLIMITED

C. Rates and Charges

Monthly Rate<sup>(2)</sup>

(M)

(C)

Simple Choice Unlimited<sup>(1)</sup>  
**Local Exchange Service**  
**Choice of available Custom Calling or**  
**Custom Calling II Service Features**

\$54.95<sup>(3)</sup>

(C)(M)

(T)

(T)

(M1)

(M1)

(1) Simple Choice Unlimited is not available to Key, Centrex, and PBX customers.

(M)

(2) **Flat rate EAS charges (if applicable) are included in this rate. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan.**

(N)

(3) **The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).**

(N)

(M) Material now found on this page previously appeared on Original Sheet 14 of this section.

(M1) Material previously found on this page now appears on 1st Revised Sheet 16 of this section.

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Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

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December 06, 2013  
Missouri Public  
Service Commission  
JI-2014-0210

**FILED**  
Missouri Public  
Service Commission  
JI-2014-0137

GENERAL AND LOCAL EXCHANGE TARIFF

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PACKAGED SERVICES

ECONOMY PAK PLUS (768 Kbps)

A. Description

The Company will provide residential customers with an Access Line, Caller Id, Call Waiting, Call Waiting Id and 768K High Speed Internet. This service is only offered where the services are technically available.

B. Rates and Charges

Monthly Rate

Economy Pak Plus (768 Kbps)	\$49.95
-----------------------------	---------

ECONOMY PAK PLUS (1.5 Mbps +)

A. Description

Existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher). This service is only offered where the services are technically available.

B. Rates and Charges

Speed

Monthly Rate

1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

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Missouri Public  
Service Commission  
JI-2014-0137

Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

FILED  
Missouri Public  
Service Commission  
JI-2012-0402

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)** (T)

**9. ECONOMY PAK** (T)

**a. Description** (T)

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

**b. Economy Pak Monthly Rate** \$24.95 (T)

**10. ECONOMY PAK PLUS (768 Kbps)** (T)

**a. Description** (T)

The Company will provide residential customers with an Access Line, Caller Id, Call Waiting, Call Waiting Id and 768K High Speed Internet. This service is only offered where the services are technically available.

**b. Economy Pak Plus (768 Kbps) Monthly Rate** \$49.95 (T)

**11. ECONOMY PAK PLUS (1.5 Mbps +)** (T)

**a. Description** (T)

Existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher). This service is only offered where the services are technically available.

**b. Economy Pak Plus (1.5 Mbps +) Monthly Rates** (T)

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

ECONOMY PAK

A. Description

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

B. **Economy Pak Monthly Rate** \$24.95

(M)

(T)

ECONOMY PAK PLUS (768 Kbps)

A. Description

The Company will provide residential customers with an Access Line, Caller Id, Call Waiting, Call Waiting Id and 768K High Speed Internet. This service is only offered where the services are technically available.

B. **Economy Pak Plus (768 Kbps) Monthly Rate** \$49.95

(M)

(M1)

(T)

ECONOMY PAK PLUS (1.5 Mbps +)

A. Description

Existing residential customers may be eligible for the following offer when they contact the Company to disconnect service and instead agree to retain service with the Company. To be eligible, the customer has to agree to subscribe Economy Pak Plus (1.5 Mbps +) which consists of an Access Line, Caller ID, Call Waiting, Call Waiting ID and High-speed Internet (1.5 Mbps or higher). This service is only offered where the services are technically available.

B. **Economy Pak Plus (1.5 Mbps +) Monthly Rates**

(T)

<u>Speed</u>	<u>Monthly Rate</u>
1.5 Mbps	\$54.95
3 Mbps	59.95
4 Mbps through 15 Mbps	64.95
20 Mbps	94.95

(M1)

(M) Material now found on this page previously appeared on Original Sheet 14 of this section.

(M1) Material now found on this page previously appeared on Original Sheet 15 of this section.

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Darlene N. Terry  
Manager-Tariffs  
Overland Park, KS

MO13-06

**CANCELLED**  
February 9, 2014  
Missouri Public  
Service Commission  
JI-2014-0292

**FILED**  
Missouri Public  
Service Commission  
JI-2014-0137

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

**B. Special Packaged Services (Continued)**

(T)

**12. BUSINESS UNLIMITED SERVICE**

(T)

**a. Description**

(T)

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of Unlimited Local Calling with a choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added. The monthly rate for Business Unlimited does not include applicable taxes and surcharges.

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle for each Business Unlimited line. Business Unlimited is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service.

**b. Monthly Rates**

(T)

The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyTel Long Distance, LLC.

Primary Access Line Charge	Additional Access Line Charge
\$40.00	\$40.00

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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Service Commission  
JI-2014-0292

GENERAL AND LOCAL EXCHANGE TARIFF

PACKAGED SERVICES

BUSINESS UNLIMITED SERVICE

**A. Description**

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of Unlimited **Local Calling with a choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC**. Additional lines of unlimited **local and long distance calling**, up to a maximum of ten (10) lines, may be added. **The monthly rate for Business Unlimited does not include applicable taxes and surcharges.**

Metered/measured line services, PBX, Key, or Centrex accounts **are not eligible for Business Unlimited**. The customer must **subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle for each Business Unlimited line**. **Business Unlimited** is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in **the Company's** sole discretion, **the Company** reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service.

**B. Monthly Rates**

**The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyTel Long Distance, LLC.**

Primary Access Line Charge	Additional Access Line Charge
<b>\$40.00</b>	<b>\$40.00</b>

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(M) Material now found on this page previously appeared on 3rd Revised Sheet 1.2 of this section.

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By: Darlene N. Terry  
Manager - Tariffs  
5454 West 110th Street  
Overland Park, KS 66211

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MO13-09

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**Filed**  
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Service Commission  
JI-2014-0210

GENERAL AND LOCAL EXCHANGE TARIFF

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OBSOLETE SERVICES

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Enterprise/Zenith Service .....	2	
Joint User Service .....	3	
Special Billing Number Service.....	5	
Digital Centrex Service .....	6	(C)

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Issued: February 13, 2004

Effective: March 14, 2004

By: Jeffrey Glover, Vice President External Relations  
PO Box 4065, Monroe, Louisiana 71211

Missouri Public  
Service Commission

GENERAL AND LOCAL EXCHANGE TARIFF

REC'D MAY 01 2000

OBSOLETE SERVICES

INDEX

	<u>SHEET</u>
General . . . . .	1
Enterprise/Zenith Service . . . . .	2
Joint User Service . . . . .	3
Special Billing Number Service . . . . .	5

**CANCELLED**

MAR 14 2004  
1<sup>st</sup> RS 1  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission  
00-471  
FILED AUG 01 2000

Issued: May 1, 2000

Effective: XXXXXXXXXX

By: G. Clay Bailey, Vice President Government Relations  
PO Box 4065, Monroe, Louisiana 71211

**AUG 01 2000**

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

OBSOLETE SERVICES

REC'D MAY 01 2000

GENERAL

The services contained in this section of the Tariff have been discontinued and are limited to existing customers at existing locations. Existing services can not be moved, changed or enhanced in any way. The services contained herein will not be offered to new customers.

The Telephone Company will maintain all existing services outlined herein only as long as economically feasible. Should it become economically unfeasible to maintain the service, the customer will be required to change to a like service, if available, at the rates specified in the applicable section of this Tariff.

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Service Commission  
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Effective XXXXXXXXXX

By: G. Clay Bailey, Vice President, Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

Missouri Public  
Service Commission

REC'D MAY 01 2000

ENTERPRISE/ZENITH SERVICE (1)

A. General

This is an arrangement whereby a customer may offer his patrons in another exchange the privilege of calling him without charge or without requesting the reversal of toll charges.

B. Rates

	<u>GSEC</u>	<u>Monthly Rate</u>
1. Special Reverse Toll Service Charge, per exchange	ETC	(2)

C. Conditions

1. The charges for each message will be billed to the called party at the applicable message rate.
2. This service may be furnished with individual or key business lines or PBX/PABX trunks.
3. This service includes the listing of a special number in both the published directory and Directory Assistance records of the exchange or exchanges from which calls are to be accepted.
  - a. At the option of the customer this number may be nonpublished, to limit the service to certain selected individuals, without additional charge.
4. The customer assumes the toll charges for all toll calls placed by parties who call the special number from the customer-selected exchanges.

Missouri Public  
Service Commission  
00-471  
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- (1) Limited to existing customers at existing locations.
- (2) Message Toll Telephone Service Concurrence applies. See Section 8.

Issued: May 1, 2000

Effective

By: G. Clay Bailey, Vice President, Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

OBSOLETE SERVICES

REC'D MAY 01 2000

JOINT USER SERVICE (1)

A. General

Joint User service permits a person, firm or corporation to share the use of telephone service provided to a business customer.

B. Rates

Service Charges apply as listed in Section 6.

1. Schedules "A" and "B" Exchanges

	<u>GSEC</u>	<u>Monthly Rate</u>
Joint User Service	JUB	50% of applicable business rate

C. Conditions

1. Joint User Service will be furnished with the approval of the Company only with business individual line service in Schedules "A" and "B" Exchanges. (2)
2. Joint User Service will not be furnished to a customer who is in a business of a secretarial nature, or of renting or leasing space to transient or permanent tenants.

Missouri Public  
Service Commission  
00-477  
FILED AUG 01 2000

- (1) Limited to existing customers at existing locations.
- (2) See Section 4, Sheets 5, 6 and 7 for exchange listings.

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By: G. Clay Bailey, Vice President, Government Relations  
PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

Missouri Public  
Service Commission

OBSOLETE SERVICES

REC'D MAY 01 2000

JOINT USER SERVICE (Continued)

C. Conditions (Continued)

- 3. The Joint User must be located on the premises, or in the same office, or in the same suite of offices as the customer, or in an office adjacent to and directly accessible from the customer's office.
- 4. A Joint User will be furnished one directory listing without charge.
- 5. Applications for Joint User Service shall be made by the customer.
- 6. The customer will be responsible for all charges incurred by the Joint User.
- 7. Additional listings and supplemental services may be furnished to the Joint User at the request of the customer and at regular rates.
- 8. After listing for the Joint User has been included in the directory, Joint User Service may not be discontinued during the life of the directory, except under the following conditions.
  - a. The customer's service is discontinued.
  - b. The Joint User moves from the premises where the customer's service is located.
  - c. The Joint User establishes his own primary service on the same premises.
- 9. Joint User Service is not available in conjunction with Usage Pricing Service.

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By: G. Clay Bailey, Vice President, Government Relations  
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AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

Missouri Public  
Service Commission

REC'D MAY 01 2000

SPECIAL BILLING NUMBER SERVICE(1)

A. General

Special Billing Number Service provides a separate listing of toll telephone messages each month for each Special Billing Number used in placing calls.

B. Rates  
Monthly

	<u>GSEC</u>	<u>Rate</u>
Service Charges apply as found in Section 6.		
1. Special Billing Numbers which are issued as go-together numbers on the customer's main telephone number		
a. First number	SBN1	\$1.00
b. Each additional number	SBN2	.50
2. Special Billing Numbers which are billed separately and where the customer receives an individual bill for each		
a. Each number	SBN3	2.00

C. Conditions

1. Special Billing Number Service may be provided in conjunction with PBX or PABX Service.
2. The minimum period for which this service may be offered is six months.
3. Each Special Billing Number will be issued with the same billing name as the customer's main telephone number.
4. A telephone credit card may be issued on each Special Billing Number for the customer's convenience.

(1) Limited to existing customers.

Missouri Public  
Service Commission

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PO Box 4065, Monroe, Louisiana 71211

AUG 01 2000

GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

A. DIGITAL CENTREX SERVICE

(M)

1. General

Digital Centrex Service is a fully integrated digital communication central office service designed to serve customers with 2 to 200 lines.

2. Rates

The rates set forth below are for Company provided services & equipment; station equipment is located at the designated customer location(s).

Digital Centrex Service Access Rates:

In addition to rates as specified below, individual access line rates for LOCAL EXCHANGE SERVICE, Section 4, apply as appropriate.

The Federal Subscriber Line Charge (End User Charge) applies to both the local exchange individual access lines as well as Digital Centrex Intragroup Calling Lines and is in addition to the rates described below.

Installation and/or change charges are applicable as set forth in Section 6, SERVICE CHARGES of this tariff.

Intragroup Calling Services (lines not designated as access lines).

Intragroup Calling Service lines provide communication paths for intrabusiness system calling.

Intragroup Calling Service Monthly Rates Per Line:

<u>1 - 200 lines</u>	<u>GSEC</u>	<u>Monthly Rate</u>
0 - .5 miles	IG01	\$2.40
.6 - 1.0 miles	IG02	3.60
1.1 - 1.5 miles	IG03	4.80
1.6 - 2.0 miles	IG04	6.05

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GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

(M)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Basic Service (per line)*		
Customer with 2 lines, each	IBNA	\$3.50
Customer with 3 lines or more, but less than 7 lines, each	IBNB	3.00
Customer with 7 lines or more, each	IBNC	2.50

\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

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GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

(M)

2. Rates (Continued)

	<u>GSEC</u>	<u>Monthly Rate</u>
Enhanced Services & Features (per line)*		
Business Set Service** (excludes customer premise equipment)	IBNJ	\$ 2.45
Enhanced Business Service	IBNF	2.95
Station Message Detail Recorder	IBNG	2.95
Enhanced Station Message Detail Recorder	IBNH	4.15
Automatic Route Selection	IBNI	2.05
Datapath Basic	IBNK	4.50
Hospital Communications	IBNU	.50
Console Alerting	IBNN	.50
Electronic Switched Network	IBNO	5.10
Cut-Thru Dialing	IBNP	.50

\* Descriptions and limitations of the services and features provided with these associated rates are located in the Company's business office.

\*\* A Central Office Software feature. CPE may be provided by the customer.

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GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

(M)

3. Conditions

Customers subscribing to Digital Centrex Service will be required to have a minimum of two (2) access lines. The customer may not mix business with residential lines of service within the same Digital Centrex Service subscription.

If equipment is provided by the customer, it must be compatible with the services and equipment provided by the Company. This provision is applicable to Business Set Service.

Digital Centrex basic and enhances services and features are only offered in central offices equipped to provide such service.

Service area is limited to manufacturer's equipment specifications with respect to distance from the central office.

The minimum charge for service provided under this tariff shall be one month.

The Company will furnish one alphabetical and one classified directory listing without charge per system. Additional listings will be offered subject to the provisions outlined in GENERAL SERVICES, Section 5 of this tariff, or may be provided free if in the judgement of the Company such listings will improve service to the public, or reduce Company operating costs, or both.

Extended Area Service (EAS) is available with this Service in the event the customer's Central Office Exchange has EAS.

For service over 200 lines or greater than 2 miles from the central office, tariff rates as specified in 2., will apply in addition to an appropriate portion of applicable special construction costs or expenses as specified in Section 2, GENERAL REGULATIONS.

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GENERAL AND LOCAL EXCHANGE TARIFF

OBSOLETE SERVICES

A. DIGITAL CENTREX SERVICE (Continued)

(M)

3. Conditions (Continued)

Any contracts relative to the provision of this service will be provided to the Commission at least one (1) day prior to the effective date of the service. Rates contained in the contracts are under the authority of the Commission and may be altered by the Commission at any time during the life of the contracts.

4. Explanation of Terms

Primary Service Location - The continuous property designated by the customer as the primary location and/or at which the attendant's console position may be located.

Secondary Service Location - Each different premises of the same customer, not within the primary location, served by one or more stations of the same system. Stations in secondary locations may be served by primary or satellite switching equipment and may be provided at secondary locations where it is more economical than extending lines from the primary switching equipment.

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