P.S.C. MO.-No. 26

Embarq Missouri, Inc. Fourth Revised Page 119

d/b/a CenturyLink Cancels Third Revised Page 119 (T)

|  |  |
| --- | --- |
| ACCESS SERVICE5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(A) Service Date Change Charge (Cont'd) A new service date may be established that is prior to the original standard or negotiated interval service date if the Telephone Company determines it can accommodate the customer's request without delaying service dates for orders of other customers. If the service date is changed to an earlier date, the customer will be notified by the Telephone Company that Expedited Order Charges as set forth in (D) following will apply. Such charges will apply in addition to the Service Date Change Charge.A Service Date Change Charge will apply, on a per order occurrence basis, for each service date changed. The applicable charge is:Switched SpecialAccess AccessCharge \* ChargeService Date Change Chargeper order $0.00 (R) $11.00(B) Partial Cancellation ChargeAny decrease in the number of ordered Special Access Service channels or Switched Access Service lines or trunks will be treated as a partial cancellation and the charges as set forth in 5.2.3(C) following will apply.\* This flat rated charge was calculated based upon a 50/50 split between originating and terminating.  The FCC in their FCC 11-161 ICC Transformation Order in Section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes.  | (T)(T)(T)(C)(N)(N) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director – Regulatory Operations July 1, 2016

 600 new Century Pkwy

 New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Fourth Revised Page 121

d/b/a CenturyLink Cancels Third Revised Page 121 (T)

|  |  |
| --- | --- |
| ACCESS SERVICE5. Ordering Options for Switched and Special Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.2 Access Order Modifications (Cont'd)(C) Design Change Charge (Cont'd) Switched Special Access Access Charge \* ChargeDesign Change Charge \*Per Order  **$12.30** (I) $11.00(D) If, as a result of the charge, the original service date cannot be met without the Telephone Company incurring additional labor, and the customer provides authorization to the Telephone Company to proceed, then the charges as set forth in Section 13 will apply. If the customer is unwilling to pay such costs, the service date must be changed in accordance with (A) preceding as a result of the design change.Expedited Order ChargeWhen placing an Access Order for service(s) for which standard intervals exist, a customer may request a service date that is prior to the standard interval service date. A customer may also request an earlier service date on a pending standard or negotiated interval Access Order. If the Telephone Company agrees to provide service on an expedited basis, an Expedited Order Charge will apply.If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply unless the missed service date was caused by the customer.\* This flat rated charge was calculated based upon a 50/50 split between originating and terminating.  The FCC in their FCC 11-161 ICC Transformation Order in Section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes.  | (T)(T)(T)(C)(N)(N) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO. -No. 26

Embarq Missouri, Inc. Ninth Revised Page 267

d/b/a CenturyLink Cancels Eighth Revised Page 267

|  |  |
| --- | --- |
| ACCESS SERVICE6. Switched Access Service (Cont'd)6.8 Rates and Charges (Cont'd)6.8.2 Switched Transport (Cont'd)(F) Network Blocking ChargeRate Per Call Blocked* Per Call\* GAR

Nonrecurring(G) Installation (Note 2) Charge - Per Line **$20.00** (R)- Per Trunk **$20.00** (R)6.8.3 Local Switching Rate Per Access Minute Originating Terminating(A) LS1 and LS2 $0.023617 **$0.000700** (R)  (B) End Office to Tandem Rearrangement Charge (Note 2)A nonrecurring charge as specified below will apply when a customer requests end office or tandem rearrangement of FGD trunks as set forth in 6.7.1(C)(3) preceding.NonrecurringCharge Per 24 Channels Converted or Fraction Thereof **$23.45** (R) (C) Dedicated Trunk Port (Note 1) Monthly Rate(a) Per DS0 **$ 1.83** (R)(b) Per DS1 **$46.70** (R)Note 1: The End Office Dedicated Trunk Port rate was calculated based upon a 50/50 split between originating and terminating traffic using this flat-rated port.  The FCC in their FCC 11-161 ICC Transformation order in section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes. The Originating portion of the DS0 charge is $1.83 and the Originating portion of the DS1 charge is $46.70.Note 2: This flat rated charge was calculated based upon a 50/50 split between originating and terminating.  The FCC in their FCC 11-161 ICC Transformation Order in Section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes. \* Applies to FGD. | (C)(C)(C)(C)(C)(C)(T)(N) (N) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO. -No. 26

Embarq Missouri, Inc. Thirteenth Revised Page 268

d/b/a CenturyLink Cancels Twelfth Revised Page 268

|  |  |
| --- | --- |
| ACCESS SERVICE6. Switched Access Service (Cont'd)6.8 Rates and Charges (Cont'd)6.8.3 Local Switching (Cont’d)(D) Carrier Selection Parameter Charge (Note 1)A nonrecurring charge will apply when a customer requests the Carrier Selection Parameter optional feature described in 6.3(GG) preceding. This charge does not apply if the feature is installed coincident with the initial installation of a service.Nonrecurring Charge Per End Office Equipped **$7.80** (R) Rate Per Access Minute Originating Terminating (E) Common/Shared Trunk Port $0.000498 **$0.000000** (R)6.8.4 TFC Access Service(A) TFC Access Service Data Base Query Rate- per query $0.015028 (B) TFC Data Base Optional Service Features\*- per query $0.001567 6.8.5 900 Access Service Nonrecurring ChargeAssembly of Router Pattern - Per end office switch (including end officeCollocated with access tandem) $32.80900 NXX Code Activation or Deactivation - Per NXX Code added or deleted per end office $10.906.8.6 Reserved For Future UseNote 1: This flat rated charge was calculated based upon a 50/50 split between originating and terminating.  The FCC in their FCC 11-161 ICC Transformation Order in Section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes. \* When a combination of one or more TFC Data Base Optional Service Features is used, only one charge will apply. | (C)(C)(N) (N) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 434

d/b/a CenturyLink Cancels First Revised Page 434

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.1 General DescriptionRecording and Message Processing Service is the recording and transformation of recorded customer call details into rated messages in prepa­ration for billing. Recording and Message Processing Service includes the recording, editing and assembly, rating, and, at the customer's request, provision of rated messages to the customer or other entities.Recording is the entering on data files or other acceptable media the details of customer messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week.Editing and assembly is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Telephone Company, is present.Rating (message processing) of customer messages is the computing of applicable charges for each customer message based on the customer pro­vided schedule of rates. Rating also includes the preparation of customer message detail for input to Bill Processing Service, the customer, or other entities.Further, rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.Message Provisioning is the processing required to generate message detail in a format mutually agreeable to the customers, the verification that all data required for input into the customers processing is available and the establishment of all processes and controls required to provision this message detail to the customers. | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 435

d/b/a CenturyLink Cancels First Revised Page 435

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.1 General Description (Cont'd)Provision of customer message detail is the provision of data files containing the rated customer message detail and when requested by the customer and agreed to by the Telephone Company, transferring or data transmitting the rated customer message detail to the customer. Except for lost or damaged records, the recorded detail will be available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Telephone Company. | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 436

d/b/a CenturyLink Cancels First Revised Page 436

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.2 Undertaking of the Telephone Company(A) The Telephone Company will record all customer messages carried over Feature Groups C and D Switched Access Service that are available to Telephone Company provided recording equipment or operators. Unavailable customer messages (i.e., certain Feature Group C operator and TSPS messages) will not be recorded. The recording equipment will be provided at locations selected by the Telephone Company. Editing and assembly, and rating will be performed on all customer messages recorded during the billing period established by the Telephone Company.(B) A standard format for the provision of the rated customer message detail will be established by the Telephone Company and provided to the customer. If, in the course of Telephone Company business, it is necessary to change the format, the Telephone Company will notify the involved customers six months prior to the change.(C) At the request of the customer and, to the extent possible, the sorting of customer's messages and customer name and address will be provided as set forth in 8.4 following. Where address information is not available in the Telephone Company data base or not readily available as a function of message recording, the Telephone Company will work cooperatively with the customer to provide the necessary detail.(D) Rated customer message detail will be provided to a customer as set forth in (N) and (O) following. The Telephone Company will determine the number of data files required to provide the rated message detail to the customer. | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 437

d/b/a CenturyLink Cancels First Revised Page 437

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.2 Undertaking of the Telephone Company (Cont'd)(E) At the request of a customer, data files containing the rated customer message details will be provided to the customer as part of Recording and Message Processing Service. The Telephone Company will supply the data files. Unless specified otherwise by the customer, the data files will be sent to the customer via first class U.S. Mail Service. However, the customer may pick up the data files at a location designated by the Telephone Company or request that the detail in a data file be data-transmitted to the customer. When the rated customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on an individual case basis. When the customer does not wish to receive the rated customer message details, and the Telephone Company receives notice from the customer at least two weeks prior to the date the details would be sent to the customer, the charge as set forth in 8.1.7(B) and (C) following does not apply.Rated customer message detail will be provided in a format similar to that used by the Telephone Company as input to Bill Processing Service. All rated customer message detail available to the Telephone Company will be provided to the customer.(F) At the customer's request, the Telephone Company will make every reasonable effort to recover rated customer message detail previ­ously made available to the customer, and make it available again for the customer. The charges as set forth in 8.1.7(B), (C), (N) or (O) following will apply for all such detail provided. Such requests must be made within a period of time as mutually agreed to by the Telephone Company and a customer.(G) The Telephone Company will provide Recording and Message Processing Service for customer messages recorded within or chargeable to customer's end users located within the operating territory of the Telephone Company. | (T)(T)(T)(T)(T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 439

d/b/a CenturyLink Cancels First Revised Page 439

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.2 Undertaking of the Telephone Company (Cont'd)(L) Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the customer requesting such changes. Such changes will require modifications of the rating program. Program development charges, as set forth in 8.1.7(P) and (Q) following, apply for the hours required to design, develop, test, and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in 8.1.7(A), (F) and (G) following apply for all customer messages reprocessed. (M) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Telephone Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual order basis. Program development charges, as set forth in 8.1.7(P) and (Q) following, apply for the hours required to design, develop, test, and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in 8.1.7(F) and (G) following apply for all customer messages reprocessed.(N) Where the Telephone Company has rated customer messages which are to be billed to an end user by another Exchange Telephone Company, the Telephone Company will enter the messages in a data file which can be used for data transmission of the details. When the customer has so arranged with an involved Exchange Telephone Company, the Telephone Company will deliver the rated message details to the other Exchange Telephone Company for billing to end users in its operating territories via first class U.S. Mail Service. When the customer does not have billing arrangements with an Exchange Telephone Company, rated messages for billing to the end users of such an Exchange Telephone Company will be delivered to the customer. The Recording and Message Processing charges as set forth  | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 447

d/b/a CenturyLink Cancels First Revised Page 447

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.5 Payment Arrangements and Audit Provision (Cont'd)(E) Changes to Special Orders (Cont'd)instead of through U.S. Mail. All cancellation charges as set forth in (D) preceding will apply to canceled Special Orders.8.1.6 Rate Regulations(A) The Recording and Message Processing Service charges for recording, editing and assembly, and rating apply per message rated whether or not the customer's schedule of rates specifies billing on a per message basis or any other basis.(B) During any monthly period in which the actual messages rated exceeds by 50% the message capacity ordered for that month, the additional rating charge applies to all messages exceeding the message capacity ordered. (C) When message detail is transferred or transmitted to or received from an Exchange Telephone Company location by the Telephone Company, a charge as set forth in 8.1.7(J) through (M) following, on a per record basis will apply. Also, a per file charge applies for each file as set forth in 8.1.7(I). A record is a logical grouping of information as described in the program that processes the information and loads the data file used to supply the message detail which is transmitted or received. The Telephone Company will determine this charge based on its count of the records transmitted.(D) When message detail is entered on a data file for provision of message detail to a customer, the per file charge applies for each data file prepared, and the per record charge applies for each detail record entered on the data file. The Telephone Company will determine the charges based on the number of data files prepared and on its count of the records entered thereon. | (T)(T)(T)(T)(T)(T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Third Revised Page 452

d/b/a CenturyLink Cancels Second Revised Page 452

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.1 Recording and Message Processing Service (Cont'd)8.1.7 Rates and Charges (Cont'd)Rates(I) Preparation of rated customermessage detail for specialorders,- per data file ICB(J) Transferring of rated customermessage details between otherExchange Telephone Companylocations,- per record transferred ICB | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 514

d/b/a CenturyLink Cancels First Revised Page 514

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.4 Billing Information Service (Cont'd)8.4.5 Payment Arrangements (Cont'd)(B) Changes to Special OrdersWhen a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Telephone Company. Any additional time required on the part of the Telephone Company personnel will be billed to the customer at the appropriate hourly charges.(C) Minimum Periods and Minimum Monthly ChargesThe minimum period for which Billing Information Service is provided and for which charges apply is one year.The Minimum Monthly Charges for interrogation are the charges for the total number of requests per business day furnished by the customer or set forth in 8.4.4(F) preceding times 18 (i.e., 20 business days per month times 0.9).When the customer discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.8.4.6 Rate Regulations(A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company and the Telephone Company will bill the customer in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the data file used to supply the detail which is transferred or data-transmitted. For each service and type of output ordered, the number of  | (T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Second Revised Page 515

d/b/a CenturyLink Cancels First Revised Page 515

|  |  |
| --- | --- |
| ACCESS SERVICE8. Billing and Collection Services (Cont'd)8.4 Billing Information Service (Cont'd)8.4.6 Rate Regulations (Cont'd)(A) (Cont'd)records processed by the Telephone Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, print the paper output and load the data file, whichever number of records is higher.(B) The number of hours and fraction thereof for which charges apply as set forth in 8.4.7 following will be accumulated by the Telephone Company. The per hour rate is for the use of one hour of one Telephone Company programmer. The Telephone Company will bill the customer for hourly charges in accordance with these accumulations. The accumulated hours for each order will be summed and rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.(C) When a CNA request is received, the Telephone Company will keep a count of the requests. The Telephone Company will bill the customer in accordance with these records even though the Telephone Company was not able to provide a name and town location for all requests.(D) When records are entered on a data file in order to provide information to a customer, the per data file charge applies for each data file prepared. In addition, the per record charge applies for each record entered on the data file or tape. The Telephone Company will determine the charges based on the number of data files prepared and on its count of the records entered on the data file.(E) When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each month following the month the account is marked until the customer requests the mark be removed. No charges apply to remove the mark. | (T)(T)(T)(T)(T) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031

P.S.C. MO.-No. 26

Embarq Missouri, Inc. Section 22

d/b/a CenturyLink Third Revised Page 696

 Cancels Second Revised Page 696

|  |  |
| --- | --- |
| ACCESS SERVICE22. VoIP-PSTN Rates and Charges (Cont’d)22.2 End Office(A) Local SwitchingRate Per Access Minute  Originating Terminating(1) LS1 and LS2 $0.003983 **$0.000700** (R)(2) Common/Shared Trunk Port 0.000498 **0.000000** (R)(B) End Office to Tandem Rearrangement Charge (Note 2) A nonrecurring charge as specified below will apply when a customer requests end office or tandem rearrangement of FGD trunks as set forth in 6.7.1(C)(3) preceding. Nonrecurring Charge Per 24 Channels Converted  or Fraction Thereof **$23.45** (R)(C) Dedicated Trunk Port (Note 1) Monthly Rate (a) Per DS0 **$ 1.83** (R) (b) Per DS1 **$46.70** (R)Note 1: The End Office Dedicated Trunk Port rate was calculated based upon a 50/50 split between originating and terminating traffic using this flat-rated port.  The FCC in their FCC 11-161 ICC Transformation order in section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes. The Originating portion of the DS0 charge is $1.83 and the Originating portion of the DS1 charge is $46.70.Note 2: This flat rated charge was calculated based upon a 50/50 split between originating and terminating.  The FCC in their FCC 11-161 ICC Transformation Order in Section 51.907(d)(1) allowed Price Cap Carriers to use an equal split to divide the charge between originating and terminating elements. When the terminating portion of the rate is reduced and then combined with the originating portion of the rate, a single flat rate is generated for billing purposes.   | (C)(C)(C)(C)(C)(T)(N)(N) |

ISSUED: Gary L. Kepley EFFECTIVE:

April 28, 2016 Director - Regulatory Operations July 1, 2016

 600 New Century Pkwy

16-02A New Century, Kansas 66031