



June 18, 2014

Missouri Public Service Commission
Governor Office Building
200 Madison
P.O. Box 360
Jefferson City, MO 65102-0360

Dear Secretary:

Attached for electronic filing are revisions to the P.S.C. MO. No. 22 General Exchange Tariff for Embark Missouri, Inc. d/b/a CenturyLink. These revisions are filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a June 18, 2014 issue date and a proposed effective date of July 18, 2014. The following revisions are included with this filing:

Section 25 Twelfth Revised Page 6

This filing increases the rate applicable to the delinquent account charge (late payment) for residential and business customers effective July 18, 2014. Customers were notified in advance of this upcoming rate increase.

If you have any questions or need additional information, you may call me at (913) 345-7535.

Sincerely,

A handwritten signature in black ink that reads "Robyn Crichton".

Robyn Crichton

Attachments

cc: Office of Public Counsel (email)
Richard Moore, CenturyLink

MO 14-06 (EQ)

ROBYN CRICHTON
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5454 W. 110th Street
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GENERAL EXCHANGE TARIFF

Embarq Missouri, Inc.
d/b/a **CenturyLink**

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(C)

RULES AND REGULATIONS APPLYING TO ALL CUSTOMER'S CONTRACTS

VI. PAYMENT FOR SERVICE (Cont'd)

C. Residence (Cont'd)

3. The customer is required to pay, promptly, all charges for exchange service and equipment and for all toll messages including charges for messenger service. The customer is held responsible for all charges for telephone service rendered at his station, both exchange and toll, including charges for toll messages on which the charges have been reversed. In the event of an abandonment of the telephone, the non-payment of any sum due, the use of foul or profane language, the impersonation of another with fraudulent intent, or of any other violation of the lawful regulations of the Telephone Company, the Telephone Company may either temporarily deny service or terminate the contract.

D. Delinquent Account Charge

A delinquent account charge of **2.5%** of the balance or **\$6.00**, whichever is greater, will be assessed to all customer payments received after the due date. This charge will apply to the current total amount due, less any disputed charges, for all services to compensate the company for the additional expense associated with delinquent accounts.

(1)

E. Disputes by Residence Customers

1. The customer shall notify the Telephone Company when all or part of a charge on the customer's bill is in dispute by written notice, in person or by a telephone message directed to the Telephone Company during normal business hours. A dispute must be registered with the Telephone Company prior to the due date of the bill in order for the customer to avoid discontinuance of service.
2. When the Telephone Company becomes aware of a dispute, a record of the date, time and place of the inquiry will be made. A dispute will be investigated promptly and thoroughly. An attempt will be made to settle the dispute in a manner satisfactory to both the customer and the Telephone Company.
3. If the customer fails to cooperate with the Telephone Company in efforts to resolve a dispute, the customer's rights to continuance of service will be waived.

ISSUED:
June 18, 2014

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

EFFECTIVE:
July 18, 2014