



April 1, 2019

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 Embarras Missouri, Inc. d/b/a CenturyLink, Access Service Tariff, P.S.C. MO.-No. 26. These revisions are filed, in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with an April 1, 2019 issue date and a proposed effective date of May 1, 2019.

This filing is being issued to propose updated language associated with the discontinuance of services by eliminating the use of certified U.S. Mail. Changes proposed in this filing would also allow customer notice by email if the customer is billed electronically or consents to receiving electronic notification.

The following tariff revisions are included in this filing:

Section 2: Fourth Revised Page 28

Should you have questions or need additional information regarding this filing, please contact me at 913-353-7070 or via email.

Sincerely,

A handwritten signature in cursive script that reads "Christina L. Chushuk".

Christina Chushuk
Manager – Government Operations

Attachments

Pc: Al Lubeck
Office of Public Counsel (e-mail)

CHRISTINA L. CHUSHUK
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Voice: (913) 353-7070

MO19-01A (EQ)

ACCESS SERVICE

2. General Regulations (Cont'd)

2.1 Undertaking of the Telephone Company (Cont'd)

2.1.8 Refusal and Discontinuance of Service

- (A) If a customer fails to comply with the provisions set forth in this tariff, including any payments to be made by it on the dates and times herein specified, the Telephone Company may, on thirty (30) days written notice, **by mail or by email if the customer is billed electronically or consents to receiving electronic notification**, to the person designated by that customer to receive such notice of noncompliance, refuse additional applications for service and/or refuse to complete any pending orders for service by the noncomplying customer at any time thereafter. (C)
(C)

If the Telephone Company does not refuse additional applications for service on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Telephone Company's right to refuse additional applications for service to the noncomplying customer without further notice.

- (B) If a customer fails to comply with the provisions set forth in this tariff, including any payments to be made by it on the dates and times herein specified, the Telephone Company may, on thirty (30) days written notice, **by mail or by email if the customer is billed electronically or consents to receiving electronic notification**, to the person designated by that customer to receive such notices of noncompliance, discontinue the provision of the services to the noncomplying customer at any time thereafter. In the case of such discontinuance, all applicable charges, including termination charges, shall become due. If the Telephone Company does not discontinue the provision of the services involved on the date specified in the thirty (30) days notice, and the customer's noncompliance continues, nothing contained herein shall preclude the Telephone Company's right to discontinue the provision of the services to the noncomplying customer without further notice. (C)
(C)

- (C) The Telephone Company will maintain records sufficient to validate the date upon which a bill or deposit request was sent to the customer. Action specified in (A) or (B) preceding will not be taken with regard to the subject bill or subject deposit request if the customer cures the noncompliance prior to the expiration of the thirty (30) days notice period.

ISSUED:
April 1, 2019

Chantel Bosworth
Director – Government Operations
Monroe, Louisiana

EFFECTIVE:
May 1, 2019