



December 30, 2013

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

Dear Secretary:

Attached for electronic filing is a revision to the P.S.C. MO. No. 1 for CenturyTel of Northwest Arkansas, LLC d/b/a CenturyLink. This revision is filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a December 30, 2013 issue date and a proposed effective date of January 1, 2014.

General and Local Exchange Tariff List of Pages

Section 6 5th Revised Sheet 16
 7th Revised Sheet 17
 7th Revised Sheet 19
 4th Revised Sheet 23

This filing extends various promotions for residential customers.

If you have questions or need additional information regarding this filing, you may call Becky Kilpatrick at (573) 636-4261 or me at (913) 345-7581.

Sincerely,

A handwritten signature in cursive script that reads "Robyn Crichton".

Robyn Crichton

Attachments

cc: Office of Public Counsel (email)

MO 12-PC01b (NWAR)

ROBYN CRICHTON
Tariff Analyst
Robyn.M.Crichton@CenturyLink.com
5454 W. 110th Street
Overland Park, KS 66211
Voice: (913) 345-7535

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

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, 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.

ISSUED:
December 30, 2013

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

EFFECTIVE:
January 1, 2014

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

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.** (C)
(C)
(C)

ISSUED:
December 30, 2013

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

EFFECTIVE:
January 1, 2014