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March 25, 2020  
**Via Web Filing**

Mr. Morris Woodruff, Executive Secretary  
Missouri Public Service Commission  
200 Madison Street  
Suite 500  
Jefferson City, MO 65101

**RE: ACN Communication Services, LLC  
Revisions to P.S.C. MO. Tariff No. 2 (Local)**

Dear Mr. Woodruff:

Enclosed for filing please find the original of the above referenced tariff filing submitted on behalf of ACN Communication Services, LLC. The purpose of this filing is to increase monthly recurring charges for residential and business local exchange service plans. Customers have been notified of these changes via the enclosed bill messages. The Company respectfully requests an effective date for this filing of April 5, 2020.

The following tariff pages are included with this filing:

Section 5, 4 <sup>th</sup> Revised Page 12	Increases Business Bundled Local Service MRC
Section 5, 4 <sup>th</sup> Revised Page 15	Increases Business Bundled Local Service MRC
Section 7, 7 <sup>th</sup> Revised Page 6	Increases Residential Bundled Local Service MRC
Section 7, 4 <sup>th</sup> Revised Page 7	Increases Residential Bundled Local Service MRC
Section 7, 5 <sup>th</sup> Revised Page 7.1	Increases Residential Bundled Local Service MRC
Section 7, 3 <sup>rd</sup> Revised Page 7.2	Increases Residential Bundled Local Service MRC
Section 7, 4 <sup>th</sup> Revised Page 7.3	Increases Residential Bundled Local Service MRC
Section 7, 3 <sup>rd</sup> Revised Page 7.4	Increases Residential Bundled Local Service MRC
Section 7, 2 <sup>nd</sup> Revised Page 7.5	Increases Residential Bundled Local Service MRC
Section 7, 4 <sup>th</sup> Revised Page 7.6	Increases Residential Bundled Local Service MRC
Section 7, 3 <sup>rd</sup> Revised Page 7.7	Increases Residential Bundled Local Service MRC
Section 7, 3 <sup>rd</sup> Revised Page 7.8	Increases Residential Bundled Local Service MRC
Section 7, 3 <sup>rd</sup> Revised Page 8	Increases Residential Bundled Local Service MRC
Section 11, 2 <sup>nd</sup> Revised Page 4	Increases Residential Bundled Local Service MRC

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Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas  
Consultant

tms: MOI2001

Enclosures  
ST/sw

**ACN Communications Services Bill Message**

**Bill Message for Residential:**

**\*\*\*Notice of Price Increase\*\*\***

Effective on your next month's invoice, following this notification, the monthly rate for your calling plan will increase by \$4/month.

**Bill Message for Commercial:**

**\*\*\*Notice of Price Increase\*\*\***

Effective on your next month's invoice, following this notification, the monthly rate for your calling plan will increase by \$5/month.

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.8 ACN Business Advantage Unlimited, (Cont'd.)****5.8.3 Rates and Charges, (Cont'd.)****B. Monthly Recurring and Usage Charges**Local Service,

Local Exchange Access Line, per month	\$55.49 (I)
Data/Fax Line, per month	\$36.49

Long Distance Service

Data/Fax Line Long Distance Intrastate calling, per minute	\$0.07
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Toll Free Long Distance Toll Free Number, per number, per month	\$5.00
Intrastate calling, per minute	\$0.05

Operator Services, per call

Operator Assistance	\$5.00
Collect*	\$5.00

Busy Line Interrupt*	\$4.50
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Directory Assistance Local Directory Assistance	\$2.29
National Directory Assistance	\$2.29

Directory Listing Services

Non-listed number, per month	\$2.99
Non-published number, per month	\$3.99
Additional listings – local or foreign, per month	\$6.00
Toll Free Directory Listing, per month	\$25.00

Features, per use

Repeat Dialing	\$0.75
Call Trace	\$5.00

\* Service not available in AT&amp;T service areas.

Issued: March 25, 2020

Effective: April 5, 2020

Issued by: Treasurer/CFO  
1000 Progress Place  
Concord, North Carolina 28025

**SECTION 5 – LOCAL EXCHANGE SERVICE, (CONT'D.)****5.9 ACN Business Advantage Plus, (Cont'd.)****5.9.3 Rates and Charges, (Cont'd.)****B. Monthly Recurring and Usage Charges**Local Service,

Local Exchange Access Line, per month	\$41.49 (I)
Data/Fax Line, per month	\$36.49

Long Distance Service

Intrastate calling, per minute:	\$0.07
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Data/Fax Line Long Distance Intrastate calling, per minute:	\$0.07
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Toll Free Long Distance Toll Free Number, per number, per month	\$5.00
Intrastate calling, per minute:	\$0.05

Operator Services, per call

Operator Assistance	\$5.00
Collect*	\$5.00

Busy Line Interrupt*	\$4.50
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Directory Assistance Local Directory Assistance	\$2.29
National Directory Assistance	\$2.29

Directory Listing Services

Non-listed number, per month	\$2.99
Non-published number, per month	\$3.99
Additional listings – local or foreign, per month	\$6.00
Toll Free Directory Listing, per month	\$25.00

Features, per use

Repeat Dialing	\$0.75
Call Trace	\$5.00

\* Service not available in AT&T service areas.

Issued: March 25, 2020

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Concord, North Carolina 28025

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**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services****A. AT&T Service Area****.1 ACN Advantage Home\*\***

Monthly Recurring Charge	
Local Exchange Access Line:	\$39.99 (I)
Data/Fax Line:	\$13.99

**.2 ACN Advantage Plus\*\***

Monthly Recurring Charge	
Local Exchange Access Line:	\$42.99 (I)
Data/Fax Line:	\$13.99

\*\* Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

**SECTION 7 – RATES, (CONT'D.)**

**7.2 Local Exchange Services, (Cont'd.)**

**7.2.2 Residential Bundled Services, (Cont'd.)**

**A. SWBT Service Area, (Cont'd.)**

**.2 ACN Advantage Unlimited\*\***

Monthly Recurring Charge	
Local Exchange Access Line:	\$53.75 (I)
Data/Fax Line:	\$13.99

\*\* Effective January 5, 2006 this service is grandfathered and available to existing Customers only.

**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.3 ACN Advantage Home - Standard and Value Options\*\*****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**Local Service, per month

Local Exchange Access Line:	\$34.95 (I)
Data/Fax Line:	\$13.99

\*\* *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*



**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.4 ACN Advantage Plus - Standard and Value Options\*\*****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**Local Service, per month

Local Exchange Access Line:	\$36.99 (I)
Data/Fax Line:	\$13.99

\*\* *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

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**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.5 ACN Advantage Unlimited II\*\*****a. Non-Recurring Charges**

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$51.99 (I)
Data/Fax line:	\$13.99

\*\* *Effective November 19, 2009, this service is grandfathered and available to existing Customers only.*

**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.6 ACN Advantage Home - Standard and Value Options VI\*\*****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**Local Service, per month

Local Exchange Access Line:	\$30.00 (I)
Data/Fax Line:	\$13.99

\*\*Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.7 ACN Advantage Plus - Standard and Value Options VI\*\*****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**Local Service, per month

Local Exchange Access Line:	\$29.00 (I)
Data/Fax Line:	\$13.99

\*\*Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.8 ACN Advantage Unlimited VI\*\*****a. Non-Recurring Charges**

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$46.99 (I)
Data/Fax line:	\$13.99

**B. Sprint Service Area**

Service not yet available

**C. CenturyTel Service Area**

Service not yet available

\*\*Effective February 13, 2012, this service is grandfathered and available to existing Customers only.

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**SECTION 7 – RATES, (CONT'D.)****7.2 Local Exchange Services, (Cont'd.)****7.2.2 Residential Bundled Services, (Cont'd.)****A. AT&T Service Area, (Cont'd.)****.9 ACN Advantage Plus VII****a. Non-Recurring Charges**

Service connection charges may apply, see Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

**b. Monthly and Usage Rates**Local Service, per month

Local Exchange Access Line:	\$35.99 (I)
Data/Fax Line:	\$13.99

**SECTION 7 – RATES, (CONT'D.)**

**7.2 Local Exchange Services, (Cont'd.)**

**7.2.2 Residential Bundled Services, (Cont'd.)**

**A. AT&T Service Area, (Cont'd.)**

**.10 ACN Advantage Unlimited VII**

a. Non-Recurring Charges

Service connection charges may apply. See Section 7.1.1 of this tariff. The Service Connection fee is waived for those Customers who retain their existing telephone number when switching their service to ACN.

b. Monthly and Usage Rates

Monthly Recurring Charge:

ACN Advantage Unlimited Access Line:	\$51.99 (I)
Data/Fax line:	\$13.99

**SECTION 7 – RATES, (CONT'D.)**

**7.2 Local Exchange Services, (Cont'd.)**

**7.2.3 Residential Stand-Alone Local Exchange Service**

**A. SWBT Service Area**

Monthly Recurring Charge	
Local Exchange Access Line:	\$27.99 (I)
Data/Fax Line:	\$13.99
Local Calls above the Call Allowance:	\$0.01 per minute

**B. Sprint Service Area**

Service not yet available

**C. CenturyTel Service Area**

Service not yet available



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**SECTION 11 – PROMOTIONS, (CONT'D.)****11.6 2007 ACN Advantage Unlimited II Promotion**

Beginning March 1, 2007 and continuing through February 28, 2008, new residential Customers are eligible to subscribe to ACN Advantage Unlimited II, a bundled local exchange service, at a discounted promotional rate. ACN Advantage Unlimited II voice lines provide Customers with unlimited local calling, selected calling features at no additional charge and unlimited direct dial intrastate/interstate toll calling. All other terms and conditions of the service apply as tariffed.

Local Exchange Line, per month: \$46.99 (I)

**11.7 2007 ACN Advantage Plus – Standard and Value Options Promotion**

Beginning March 1, 2007 and continuing through February 28, 2008, new residential Customers are eligible to subscribe to ACN Advantage Plus – Standard and Value Options, a bundled local exchange service, at a discounted promotional rate. ACN Advantage Plus – Standard and Value Options voice lines provide Customers with unlimited local calling and selected calling features at no additional charge. All other terms and conditions of the service apply as tariffed.

Local Exchange Line, per month: \$32.99 (I)