



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 PSC MO. No. 1 for CenturyTel of Missouri, 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
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Section 5	5th Revised Sheet 5.12
	7th Revised Sheet 5.14
	4th Revised Sheet 5.19
Section 6	5th Revised Sheet 4.02

This filing extends various promotions for residential customers.

If you have questions or need additional information, you may call me at (913) 345-7581.

Sincerely,

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

Robyn Crichton

Attachments

cc: Office of Public Counsel (email)

MO 12-PC01b (CTMO)

ROBYN CRICHTON
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5454 W. 110th Street
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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

D. Special Promotions (Cont'd)

1. The Company may, upon Commission approval, ... (Cont'd)

- w. 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)

- x. 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)

- y. 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

D. Special Promotions (Cont'd)

1. The Company may, upon Commission approval, ... (Cont'd)

- aa. 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)
- ab. 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 One-Party Service. To be eligible, customers who have existing Business One-Party Service must install an additional Business One-Party 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 Lines, PBX Trunks and Key Line Hunt 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.
- ac. 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.

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GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

D. Special Promotions (Cont'd)

1. The Company may, upon Commission approval, ... (Cont'd)

- ai. 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.

- aj. 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.**

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GENERAL AND LOCAL EXCHANGE TARIFF

CENTURYTEL CALLING SERVICES

A. General & Special Promotions (Cont'd)

2. Special Promotions (Cont'd)

a. (Cont'd)

5) Pure Broadband Business Bundle Promotion

During the period November 12, 2009 through March 10, 2010, the Company is offering either a business access line bundled with the Company's Broadband and Internet service.

This bundle is available to business customers in all exchanges within the Company where technically available. The line will be equipped with an Outbound Call Block Feature. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). Upon request, the customer's line will also be equipped with optional operator screening to prevent collect and/or third number billed calls from being billed to the customer.

In addition, all pay-per-use features are blocked. All other Custom Calling Features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to One-Party Local Exchange Service for business customers. In addition all applicable nonrecurring charges will be waived.

Business \$59.95

- 6) 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)

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