



January 14, 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. 1 General and Local Exchange Tariff for CenturyTel of Missouri, LLC d/b/a CenturyLink. These revisions are filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a January 14, 2014 issue date and a proposed effective date of February 13, 2014. The following revisions are included with this filing:

Section 9                      10th Revised Sheet 3  
   7th Revised Sheet 3.3  
   1st Revised Sheet 3.4

This filing increases the rate for Directory Assistance calls and eliminates the rate for Directory Connect Plus. Directory Connect Plus will be provided at no additional charge.

In accordance with provisions of 4 CSR 240-33.040(4), enclosed as Attachment A contains the advance customer bill notification. Customers are being notified a minimum of thirty days prior to the implementation of the proposed rate increases.

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

Sincerely,

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

Robyn Crichton

Attachments

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

MO 14-01 (CTMO)

**ROBYN CRICHTON**  
Tariff Analyst  
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5454 W. 110th Street  
Overland Park, KS 66211  
Voice: (913) 345-7535

**CUSTOMER BILL NOTIFICATION**

Following is the verbiage contained in CenturyLink's Customer Notice bill messages associated with the pending rate changes for residential and business customers. This message is scheduled to appear in all active customers' bills for CenturyTel of Missouri, LLC d/b/a CenturyLink in the state of Missouri.

**NOTICE OF RATE CHANGES**

Our goal at CenturyLink is to provide you with the best possible service and timely information regarding changes that impact your account. Effective January 13, 2014, the monthly rate for non-published and/or non-listed telephone numbers will increase to \$5.00. Effective February 13, 2014, all Directory Assistance calls completed by your local telephone company will be \$2.99. Directory Assistance Call Completion will be provided where available, at no additional charge. If you have any questions regarding these changes, please call the telephone number on your CenturyLink bill. Thank you for choosing CenturyLink for your communication needs – we value you as our customer.

**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY ASSISTANCE SERVICE

D. Rates

1. Directory Assistance Charges

- a. Where the customer dials the local Directory Assistance number 1+411 or 411 and requests telephone number information for any exchange in which the Company has presence within the state, the charge for each call (maximum of two requested telephone numbers per call) is:

Per call **\$2.99** (1)

- b. Where the customer dials the Directory Assistance number 1+ Home Area Code+555-1212, the charge for each call (maximum of two requested telephone numbers per call) is:

Per call **\$2.99** (1)

2. Operator Charge (Applies in Addition to Directory Assistance)

- a. Where the customer places a call to the Directory Assistance attendant via a Company operator, the charge for each call (maximum of two requested telephone numbers per call), in addition to the local Directory Assistance charge, is:

Per call \$ .99

- b. Directory Assistance charges billed to a third number, a special billing number, or a Company calling card, in addition to the local Directory Assistance rate, will be billed at:

Per call \$ .99

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ISSUED:  
January 14, 2014

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

EFFECTIVE:  
February 13, 2014

**GENERAL AND LOCAL EXCHANGE TARIFF**

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OPERATOR AND DIRECTORY SERVICES

DIRECTORY CONNECT PLUS

B. Conditions (Cont'd)

8. Calls will be completed on a sent paid basis. Person-to-person, collect, calling card, third number or any other calls requiring operator handling are not included.
9. The Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

C. Rates

1. A charge of **\$0.00** will apply for each Directory Connect Plus call completed.

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OPERATOR AND DIRECTORY SERVICES

NATIONAL DIRECTORY ASSISTANCE/CUSTOMER NAME AND ADDRESS SERVICE

A. General

1. National Directory Assistance (NDA) will provide the customer with directory listings from CenturyTel's directory assistance database. This database will make all CenturyTel listings available to any operator workstation along with national listings from other provider database(s). CenturyTel will provide listings for residential, business, government, GTE 1-800, and GTE local emergency numbers. Customer Name and Address (CNA) Service is a reverse search feature which allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete phone number.

B. Conditions

1. The customer will receive a maximum up to two listings per call, i.e., two NDA numbers, one NDA number and one CNA listing or two CNA listings.
2. Customers who make operator assisted calls to National Directory Assistance or to obtain Customer Name and Address Service will be charged the NDA/CNA rate plus the applicable operator surcharge as set forth in the Company's tariff.
3. The Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise, in the information furnished; and the customer shall indemnify and save the Company harmless against all claims (including costs and attorney's fees) that may arise from the use of the service.
4. The customer will have access to any in-or-out-of-franchise, number/address listing within the continental United States, Alaska and Hawaii, with the exception of non-published listings. When a non-published number/address is requested, the message "Non-published number/address" or "NP" is displayed and no information will be available.
5. Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed by customers who certify they are unable to use a directory because of a handicap. (For further details please refer to Directory Assistance Service, Sheet 2 in this section of the tariff, under C. Exemptions).
6. National Directory Assistance and Customer Name and Address Service will be available where technology permits.

C. Rates

1. For each call to the National Directory Assistance/  
Customer Name and Address Service.....**\$2.99**

(1)

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