
SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.20 Reserved for Future Use

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(D)

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By: Crystal Herbertson
Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.20 Operator Services

a. Service Description

MISSOURI
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Operator Services are available only from locations which pre-subscribe to one of the Company's direct dial services. This service enables callers to assign charges for long distance calls to an account which is not associated with the Customer. Callers access the service by dialing "0" and the telephone number of the called station. Upon receipt of the call, the Company verifies the credit-worthiness of the designated billed party. The Company will employ reasonable calling card verification procedures which are acceptable to the companies issuing the calling cards. When a payment method cannot be validated, or is unacceptable, callers will be required to select an alternative means of payment. All 00- emergency calls will be directed to the local exchange carrier serving the customer's premises at no charge to the caller.

Total charges for service include usage charges and an operator assistance charge, as set forth herein. An Operator Dialed Service Charge applies to calls in which the caller has the capacity to dial the number, but has the operator dial instead. The Company will allow only tariffed charges approved by the Commission, or otherwise allowed by law for the provision of operator services. In no event will the Company bill or collect a location surcharge imposed by a traffic aggregator.

Usage charges are based upon the duration of a call, the time of day a call was placed, and the distance between the calling and the called station. The time at which the connection is made dictates the application of Day, Evening, and Night/Weekend rates. Calls beginning in one rate period and ending in another will be billed at the rate applicable to each portion of the call. The following rate periods are applicable to calls placed pursuant to this option.

Day Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM.

Evening Rates are applicable to calls placed Sunday through Friday from 5:00 PM to, but not including, 11:00 PM; and on Carrier Recognized Holidays, unless a lower rate would normally apply.

Night/Weekend Rates are applicable to calls placed Sunday through Friday from 11:00 PM to, but not including, 8:00 AM the following day, and all day Saturday.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.20 Special Promotional Offerings

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 27 1997

3.20 Operator Services (Continued)

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a. Service Description (Continued)

Chargeable time begins when the Company receives signaling to detect that the network connection between the calling station and the called station has been established. Chargeable time ends when either party "hangs up" thereby releasing the network connection. For collect calls, chargeable time begins when the called station accepts responsibility for payment of the charges associated with the call. All calls are measured and billed in one minute increments; fractional minutes of use are rounded up to the next full minute. The Company will not knowingly bill customers for incomplete calls and will remove any charge(s) for incomplete calls upon customer notification or carrier's knowledge of the charge(s) for incomplete calls.

Operator Assistance Charges vary depending upon the billing option selected by the caller. The following options are available:

Collect Call - A payment arrangement whereby the charge for a call is billed to the called station.

Customer Dialed Calling Card Call - An arrangement whereby the caller dials "0" plus the called station number and a calling card number to place a long distance call.

Person-to-Person Call - An arrangement whereby the caller requests to reach a specific person, department, mobile station, extension, or office.

Third Party Billed Call - An arrangement which allows the caller to charge a call to a telephone number which is different from the calling or called station.

A monthly listing of each call and its duration is provided as a standard feature for operator assisted calls billed through a local exchange carrier. Whenever possible, invoices shall identify the Company as the operator service provider and display the Company's toll-free customer service number. The Company will arrange for list of its name on a LEC's billing of carrier charges, if the LEC has multi-carrier bill listing capability.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.20 Operator Services (Continued)

a. Service Description (Continued)

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All callers shall receive at least one verbal notice that the call is being processed by the Company. Callers will be permitted to disconnect the call at no charge before the call is connected to the called station. In the case of collect calls, the Company will also identify itself to the called station. At least one such notice shall be provided prior to the billed party incurring any charge for the call.

Callers will receive, upon request and at no charge, a description and quantification of the rates and charges associated with a call processed by the Company. Quoted rates will not include applicable federal, state, and local taxes, gross receipts taxes, sales tax, or municipal utilities taxes.

All traffic aggregators shall display informational materials on or near the telephones to be utilized by end users. Such materials shall identify the Company as the operator service provider, complaint procedures, instructions for reaching the LEC operator, instructions for a caller to access other carriers, and procedures for emergency calls.

All traffic aggregators shall permit consumers to reach other interexchange carriers' networks using 10XXX-0, 1-800/888, and 950-10XX dialing sequences. The Company reserves the right to withhold compensation from any customer whom it reasonably believes to be engaging in any form of blocking access to other interexchange carriers.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 27 1997

3.20 Operator Services (Continued)

b. Rates and Charges

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Public Service Commission

The following section sets forth the rates and charges applicable to operator assisted calls processed by the Company. Rates and charges vary depending upon the payment method designated by the caller as set forth below.

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.01 InterLATA Operator Services

Usage Charges

SEP 06 2003

By *IST/RSB*

Public Service Commission

Mileage	DAY		EVENING MISSOURI		NIGHT/WEEKEND	
	1st Min.	Add'l	1st Min.	Add'l	1st Min.	Add'l
0 - 10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$0.0585
11 - 14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15 - 18	\$0.1773	\$0.1600	\$0.1440	\$0.1280	\$0.1170	\$0.1040
19 - 23	\$0.2023	\$0.1700	\$0.1560	\$0.1360	\$0.1430	\$0.1105
24 - 28	\$0.2150	\$0.1700	\$0.1700	\$0.1455	\$0.1650	\$0.1260
29 - 33	\$0.2150	\$0.1750	\$0.1720	\$0.1560	\$0.1700	\$0.1390
34 - 40	\$0.2430	\$0.2100	\$0.1800	\$0.1630	\$0.1780	\$0.1520
41 - 50	\$0.2430	\$0.2120	\$0.1800	\$0.1645	\$0.1780	\$0.1520
51 - 60	\$0.2530	\$0.2220	\$0.1880	\$0.1705	\$0.1785	\$0.1560
61 - 80	\$0.2630	\$0.2320	\$0.1885	\$0.1780	\$0.1790	\$0.1580
81 - 100	\$0.2730	\$0.2375	\$0.2020	\$0.1805	\$0.1795	\$0.1590
100 - 125	\$0.3030	\$0.2525	\$0.2070	\$0.2025	\$0.1805	\$0.1660
126 - 150	\$0.3130	\$0.2725	\$0.2200	\$0.2180	\$0.1830	\$0.1785
151 - 190	\$0.3230	\$0.2825	\$0.2270	\$0.2255	\$0.1880	\$0.1835
191 - 300	\$0.3330	\$0.2925	\$0.2350	\$0.2330	\$0.1955	\$0.1910
Over 300	\$0.3830	\$0.3425	\$0.2950	\$0.2630	\$0.2505	\$0.2235

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.20 Operator Services (Continued)

MAY 27 1997

b. Rates and Charges (Continued)

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Public Service Commission

.01 InterLATA Operator Services (Continued)

Operator Assistance Charges

The following Operator Assistance Charges are applicable to interLATA operator assisted calls. Such charges are in addition to the usage charges set forth above.

Collect	\$ 2.25	Per Call
Third Party	\$ 2.35	Per Call
Customer Dialed Calling Card	\$.80	Per Call
Operator Assisted Calling Card	\$.80	Per Call
Person-to-Person	\$ 4.90	Per Call
Operator Dialed Service	\$ 1.15	Per Call

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3.20 Operator Services (Continued)

MAY 27 1997

b. Rates and Charges (Continued)

MISSOURI
Public Service Commission

.02 IntraLATA Operator Services

Usage Charges

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	1st Min.	Add'l	1st Min.	Add'l	1st Min.	Add'l
0 - 10	\$0.1100	\$0.0900	\$0.0880	\$0.0720	\$0.0715	\$0.0585
11 - 14	\$0.1500	\$0.1300	\$0.1200	\$0.1040	\$0.0975	\$0.0845
15 - 18	\$0.1773	\$0.1600	\$0.1440	\$0.1280	\$0.1170	\$0.1040
19 - 23	\$0.2023	\$0.1700	\$0.1560	\$0.1360	\$0.1430	\$0.1105
24 - 28	\$0.2150	\$0.1700	\$0.1700	\$0.1455	\$0.1650	\$0.1260
29 - 33	\$0.2150	\$0.1750	\$0.1720	\$0.1560	\$0.1700	\$0.1390
34 - 40	\$0.2430	\$0.2100	\$0.1800	\$0.1630	\$0.1780	\$0.1520
41 - 50	\$0.2430	\$0.2120	\$0.1800	\$0.1645	\$0.1780	\$0.1520
51 - 60	\$0.2530	\$0.2220	\$0.1880	\$0.1705	\$0.1785	\$0.1560
61 - 80	\$0.2630	\$0.2320	\$0.1885	\$0.1780	\$0.1790	\$0.1580
81 - 100	\$0.2730	\$0.2375	\$0.2020	\$0.1805	\$0.1795	\$0.1590
100 - 125	\$0.3030	\$0.2525	\$0.2070	\$0.2025	\$0.1805	\$0.1660
126 - 150	\$0.3130	\$0.2725	\$0.2200	\$0.2180	\$0.1830	\$0.1785
151 - 190	\$0.3230	\$0.2825	\$0.2270	\$0.2255	\$0.1880	\$0.1835
191 - 300	\$0.3330	\$0.2925	\$0.2350	\$0.2330	\$0.1955	\$0.1910
Over 300	\$0.3830	\$0.3425	\$0.2950	\$0.2630	\$0.2505	\$0.2235

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.20 Operator Services (Continued)

MAY 27 1997

b. Rates and Charges (Continued)

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Public Service Commission

.02 IntraLATA Operator Services (Continued)

Operator Assistance Charges

The following Operator Assistance Charges are applicable to intraLATA operator assisted calls. Such charges are in addition to the usage charges set forth above.

Collect	\$ 2.25	Per Call
Third Party	\$ 2.35	Per Call
Customer Dialed Calling Card	\$.80	Per Call
Operator Assisted Calling Card	\$.80	Per Call
Person-to-Person	\$ 4.90	Per Call
Operator Dialed Service	\$ 1.15	Per Call

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES**3.21 Product 445**

Product 445 is an outbound residential service which is provided in conjunction with an authorized representative of the Company. Customers presubscribe to the service through the Customer's local exchange carrier; dial-up access is also available in areas where equal access has not been implemented. Service is provided at a rate of \$.14 per minute. All calls are timed and billed in sixty-second increments. The Connections Calling Card is available for Customer to use when traveling. (C)

3.22 Product 411

Product 411 is an outbound service designed for residential users. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A monthly recurring charge of \$4.50 applies for each location subscribed to this service. Service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty-second increments. (C)

3.23 Product 412

Product 412 is an outbound residential service which is available on a presubscription basis. Dial-up access is also permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Service is provided at a rate of \$.14 per minute. All calls are timed and billed in sixty (60) second increments. (C)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.21 Product 445

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3.22 Product 411

Product 411 is an outbound service designed for residential users. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A monthly recurring charge of \$4.50 applies for each location subscribed to this service. Service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.23 Product 412

Product 412 is an outbound residential service which is available on a presubscription basis. Dial-up access is also permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Service is provided at a rate of \$.14 per minute. All calls are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 27 1997

3.21 Special Promotional Offerings

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Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.24 Product 413

Product 413 is a residential service designed for customers whose monthly usage varies from month to month. Under this arrangement, interstate usage charges vary depending upon the customer's calling patterns. Those customers whose undiscounted total monthly usage for calls placed with the contiguous United States equals or exceeds \$15.00 receive a discount of \$.02 per minute for those calls. Intrastate service is provided at the base rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed weekdays from 5:00 AM to, but not including, 8:00 AM and all day Saturday and Sunday. All calls are timed and billed in sixty-second increments. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. This product is available on a presubscription basis; dial-up access is permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to this service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly.

(C)

	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.1400	\$0.1400
IntraLATA Calls	\$0.1200	\$0.1200

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.24 Product 413

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Product 413 is a residential service designed for customers whose monthly usage varies from month to month. Under this arrangement, interstate usage charges vary depending upon the customer's calling patterns. Those customers whose undiscounted total monthly usage for calls placed with the contiguous United States equals or exceeds \$15.00 receive a discount of \$.02 per minute for those calls. Intrastate service is provided at the base rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed weekdays from 5:00 AM to, but not including, 8:00 AM and all day Saturday and Sunday. All calls are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. This product is available on a presubscription basis; dial-up access is permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to this service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly.

	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.1400	\$0.1400
IntraLATA Calls	\$0.1200	\$0.1200

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.25 Product 414

Product 414 is a residential service which is furnished on a presubscription basis; Dial-up service is provided in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company's toll free number. The minimum monthly usage charge for this service is \$4.50 per account. Interstate and intrastate usage is credited toward the minimum monthly usage charge; Calling Card calls and calls placed to international locations are also included. Service is provided at the rates set forth below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed at all other times. All calls are timed and billed in sixty (60) second increments.

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	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.2500	\$0.1500
IntraLATA Calls	\$0.2500	\$0.1500

3.26 Product 415

Product 415 is a Calling Card Service available to residential customers who presubscribe to the following Direct Dial Services: Product 411, Product 412, Product 413, Product 414, Product 417, Product 418, Product 419, and Product 420. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in full minute increments. A per call charge of \$.95 is also applicable to calls placed using a company calling card.

3.27 Product 416

Product 416 is a residential calling card service which is available to customers who utilize a Qwest service on a non-presubscription basis. This arrangement does not permit card holders to terminate calls to locations outside of the contiguous United States. This service is provided at a rate of \$.15 per minute. All calls are timed and billed in sixty (60) second increments. A per call charge of \$.95 is also applicable. The customer may obtain a calling card by: 1) sending in a response from a Company mailing; 2) positively responding to a solicitation from an authorized representative of the Company; or, 3) calling the Company's toll free number.

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CANCELLED
 May 5, 2014

Missouri Public
 Service Commission

LN-2014-0311, JX-2014-0424

By: Crystal Herbertson
 Regional Director, Policy and Law
 1801 California St.
 Denver, CO 80202

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MO PSC

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.25 Product 414

MO. PUBLIC SERVICE COMM

Product 414 is a residential service which is furnished on a presubscription basis; Dial-up service is provided in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company's toll free number. The minimum monthly usage charge for this service is \$4.50 per account. Interstate and intrastate usage is credited toward the minimum monthly usage charge; Calling Card calls and calls placed to international locations are also included. Service is provided at the rates set forth below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed at all other times. All calls are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

	<u>Peak Hours</u>	<u>Off-Peak</u>
InterLATA Calls	\$0.2500	\$0.1500
IntraLATA Calls	\$0.2500	\$0.1500

CANCELLED

JUL 29 2003
By KRS 56
Public Service Commission
MISSOURI

3.26 Product 415

Product 415 is a Calling Card Service available to residential customers who presubscribe to the following Direct Dial Services: Product 411, Product 412, Product 413, Product 414, Product 417, Product 418, Product 419, and Product 420. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in full minute increments. A per call charge of \$.95 is also applicable to calls placed using a company calling card.

3.27 Product 416

Product 416 is a residential calling card service which is available to customers who utilize a Qwest service on a non-presubscription basis. This arrangement does not permit card holders to terminate calls to locations outside of the contiguous United States. This service is provided at a rate of \$.15 per minute. All calls are timed and billed in sixty (60) second increments. A per call charge of \$.95 is also applicable. The customer may obtain a calling card by: 1) sending in a response from a Company mailing; 2) positively responding to a solicitation from an authorized representative of the Company; or, 3) calling the Company's toll free number.

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FILED NOV 20 1997

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
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NOV 20 1997

MISSOURI
Public Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.28 Product 417

Product 417 is designed for residential customers. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$4.50 applies for each location subscribed to this service.

3.29 Product 418

Product 418 is a residential outbound service. Access is available on a presubscription basis; Dial-up service is provided in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Service is provided at a rate of \$.14 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. The minimum monthly usage charge for this service is \$4.50 per account. Usage for all calls is credited toward the minimum monthly usage charge (i.e. interstate and intrastate direct dial calls, calls placed to international locations and calling card calls).

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.28 Product 417

MO. PUBLIC SERVICE COMM

Product 417 is designed for residential customers. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$4.50 applies for each location subscribed to this service.

3.29 Product 418

Product 418 is a residential outbound service. Access is available on a presubscription basis; Dial-up service is provided in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Service is provided at a rate of \$.14 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. The minimum monthly usage charge for this service is \$4.50 per account. Usage for all calls is credited toward the minimum monthly usage charge (i.e. interstate and intrastate direct dial calls, calls placed to international locations and calling card calls).

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Public Service Commission
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Public Service Commission

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NOV 20 1997

BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.30 Product 419

Product 419 is designed for residential customers whose monthly usage for interstate calls equals or exceeds \$15.00. This product is available on a presubscription basis; dial-up access is permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers may subscribe to this service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Intrastate service is provided at the base rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed weekdays from 5:00 AM to, but not including, 8:00 AM and all day Saturday and Sunday. All calls are timed and billed for an initial period of sixty (60) second increments; usage thereafter is timed and billed in six-second increments. Under this arrangement, a discount of \$.02 per minute is applied to customers whose undiscounted total monthly usage for calls placed within the contiguous United States equals or exceeds \$15.00. The discount only applies to interstate calls (calls which originate and terminate within the contiguous United States) placed between Monday and Saturday.

(C)

	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.1400	\$0.1200
IntraLATA Calls	\$0.1400	\$0.1200

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May 5, 2014

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Service Commission
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By: Crystal Herbertson
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Denver, CO 80202

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MO PSC

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.30 Product 419

MO. PUBLIC SERVICE COMM

Product 419 is designed for residential customers whose monthly usage for interstate calls equals or exceeds \$15.00. This product is available on a presubscription basis; dial-up access is permitted in those areas where intraLATA presubscription has not been implemented by the local exchange carrier. Customers may subscribe to this service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Intrastate service is provided at the base rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed weekdays from 5:00 AM to, but not including, 8:00 AM and all day Saturday and Sunday. All calls are timed and billed for an initial period of sixty (60) second increments; usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. Under this arrangement, a discount of \$.02 per minute is applied to customers whose undiscounted total monthly usage for calls placed within the contiguous United States equals or exceeds \$15.00. The discount only applies to interstate calls (calls which originate and terminate within the contiguous United States) placed between Monday and Saturday.

	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.1400	\$0.1200
IntraLATA Calls	\$0.1400	\$0.1200

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JUL 23 2003
 L. I. S. R. S. 58
 Public Service Commission
 MISSOURI

FILED

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**MISSOURI
Public Service Commission**

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ISSUE DATE: October 17, 1997

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NOV 20 1997

BY: Mr. Joseph T. Garrity
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 555 17th Street
 Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.31 Product 420

Product 420 is an outbound service designed for residential users. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Usage for all calls is credited toward the minimum monthly usage charge (i.e. interstate and intrastate direct dial calls, calls placed to international locations and calling card calls). Service is provided at the per minute rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed at all other times. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

(C)

	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
InterLATA Calls	\$0.2500	\$0.1500
IntraLATA Calls	\$0.2500	\$0.1500

3.32 Charter Member Programs

Customers who subscribe to Product 411 or Product 417 on or before December 31, 1998 may elect to enroll in one of the following programs:

1. Program 433: Product 411 Customers who select this option will be guaranteed that the rates and charges for intrastate service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.
2. Program 434: Under this option, Product 417 Customers are guaranteed that the rates and charges for Product 417 service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.

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By: Crystal Herbertson
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 1801 California St.
 Denver, CO 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 04 1998

3.31 Product 420

MO. PUBLIC SERVICE COMM

Product 420 is an outbound service designed for residential users. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Usage for all calls is credited toward the minimum monthly usage charge (i.e. interstate and intrastate direct dial calls, calls placed to international locations and calling card calls). Service is provided at the per minute rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed at all other times. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

	<u>Peak Hours</u>	<u>Off-Peak</u>
InterLATA Calls	\$0.2500	\$0.1500
IntraLATA Calls	\$0.2500	\$0.1500

3.32 Charter Member Programs

Customers who subscribe to Product 411 or Product 417 on or before December 31, 1998 may elect to enroll in one of the following programs:

1. Program 433: Product 411 Customers who select this option will be guaranteed that the rates and charges for intrastate service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.
2. Program 434: Under this option, Product 417 Customers are guaranteed that the rates and charges for Product 417 service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.

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Public Service Commission
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BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.31 Product 420

MO. PUBLIC SERVICE COMMISSION

Product 420 is an outbound service designed for residential users. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A minimum monthly usage charge of \$4.50 per account is applicable to this service. Usage for all calls is credited toward the minimum monthly usage charge (i.e. interstate and intrastate direct dial calls, calls placed to international locations and calling card calls). Service is provided at the per minute rates shown below. Peak Hour Rates are applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM; Off-Peak Rates apply to calls placed at all other times. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

	<u>Peak Hours</u>	<u>Off-Peak</u>
InterLATA Calls	\$0.2500	\$0.1500
IntraLATA Calls	\$0.2500	\$0.1500

3.32 Charter Member Programs

Customers who subscribe to Product 411 or Product 417 on or before December 31, 1997 may elect to enroll in one of the following programs:

- Program 433: Product 411 Customers who select this option will be guaranteed that the rates and charges for intrastate service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.
- Program 434: Under this option, Product 417 Customers are guaranteed that the rates and charges for Product 417 service will not change until January 1, 2001. Rates and charges for service on and after January 1, 2001 may be increased from prior levels.

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NOV 20 1997

BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.32 Charter Member Programs (Continued)

MO. PUBLIC SERVICE COMM

3. Free Minute Program: In the alternative, Customers subscribing to Product 411 or Product 417 may elect to automatically accumulate a credit of free minutes (usage credit) for each month that the Customer uses the service for up to 42 months. Such credits are based upon the Customer's usage for intrastate and interstate outbound calls only; calling card usage and calls placed to international locations are not included and do not qualify for credit awards. Usage Credits will be noted on the customer's invoice and will be applied to the Customer's usage for calls placed throughout the month following the issuance of the credit (credit month). Usage Credits which exceed the Customer's minutes of use for the credit month cannot be carried over to subsequent months. In order to qualify for Usage Credits, the Customer must remain a user of to Product 411 or Product 417. Customers who select to use a Qwest product offering other than Product 411 or Product 417 will: 1) be awarded usage credits up until the month prior to the cancellation of service; and, 2) terminate their eligibility for participation this program. If at any time during this promotion, the Customer presubscribes to an interexchange carrier other than Qwest, the Customer will: 1) forfeit any unawarded usage credits for the entire six month qualification period; and, 2) terminate their eligibility for this program. Customers who are not good payment standing with the Company are not eligible to receive credit awards. Usage credits will accumulate and be applied to the Customer's account on a six month basis in accordance with the following schedule.

Subscription Period	Monthly Usage Credit	Six Month Usage Credit Award
6 months	10	60
12 months	20	120
18 months	30	180
24 months	40	240
30 months	50	300
36 months	60	360
42 months	70	420

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NOV 20 1997

BY: Mr. Joseph T. Garrity
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CANCELLED
 May 5, 2014
 Missouri Public
 Service Commission
 LN-2014-0311, JX-2014-0424

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.33 Product 432

Product 432 is a residential outbound service which is made available through an authorized representative of the Company. Customers may presubscribe to the service through the Customer's local exchange carrier; dial-up access is also available. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in six (6) second increments. Customers may also obtain a Connections Calling Card for use when traveling. A monthly recurring charge of \$3.95 per location is also applicable.

(C)

3.34 Product 446

Product 446 a toll-free inbound calling arrangement designed for residential users of Product 445. Under this arrangement, the Customer, not the account associated with the originating location, is billed for all rates and charges associated with the service. Persons wishing to contact the Customer dial a toll free access number and a 4-digit security code; the call is then routed to the Customer's telephone. Service is provided at a rate of \$.14 per minute. All calls are timed and billed in one minute increments.

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Regional Director, Policy and Law
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Denver, CO 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.33 Product 432

MO. PUBLIC SERVICE COMM

Product 432 is a residential outbound service which is made available through an authorized representative of the Company. Customers may presubscribe to the service through the Customer's local exchange carrier; dial-up access is also available. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. Customers may also obtain a Connections Calling Card for use when traveling. A monthly recurring charge of \$3.95 per location is also applicable.

3.34 Product 446

N

Product 446 a toll-free inbound calling arrangement designed for residential users of Product 445. Under this arrangement, the Customer, not the account associated with the originating location, is billed for all rates and charges associated with the service. Persons wishing to contact the Customer dial a toll free access number and a 4-digit security code; the call is then routed to the Customer's telephone. Service is provided at a rate of \$.14 per minute. All calls are timed and billed in one minute increments.

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JUL 29 2003

By: *Zuel R. Stel*
Public Service Commission
MISSOURI

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Public Service Commission

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES OCT 17 1997

3.33 Product 432

MO. PUBLIC SERVICE COMM

Product 432 is a residential outbound service which is made available through an authorized representative of the Company. Customers may presubscribe to the service through the Customer's local exchange carrier; dial-up access is also available. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. Customers may also obtain a Connections Calling Card for use when traveling. A monthly recurring charge of \$3.95 per location is also applicable.

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By 1st RS # 61
Public Service Commission
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BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.35 Product 100

Product 100 is designed for businesses whose total monthly usage for all long distance traffic exceeds \$1,000.00. Customers may utilize switched or dedicated access facilities to interconnect with the network. This service can be arranged to process outbound and/or inbound calls. The Minimum Service Period for this service one month. Under this arrangement, discounted rates are applicable to calls placed by Customers who subscribe to the service on an annual term basis and establish a Minimum Monthly Usage Guarantee. The Minimum Monthly Usage Guarantee is comprised of total monthly usage charges for all services (including outbound and inbound interstate, intrastate, international calls, Directory Assistance, Calling Card, and Conference Calling service). Customers are not required to remit the Minimum Monthly Usage Guarantee to the Company for the initial ninety (90) days of service. Service is provided in accordance with the following schedules. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$1.00 is applicable to each toll-free number utilized by the customer. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable. Customers who discontinue service prior to the end of the service agreement term are subject to forfeiture equal to 25% of the Monthly Commitment for each month remaining on the contract term.

(C)

Switched Access Outbound & Inbound Service

<u>Usage Guarantee</u>	<u>One Month Term</u>	<u>1 Year Term</u>	<u>2 Year Term</u>
\$ 1,000.00	\$0.1400	\$0.1360	\$0.1320
\$ 5,000.00	\$0.1400	\$0.1310	\$0.1260
\$ 10,000.00	\$0.1400	\$0.1250	\$0.1190

Dedicated Access Outbound & Inbound Service

<u>Usage Guarantee</u>	<u>One Month Term</u>	<u>1 Year Term</u>	<u>2 Year Term</u>
\$ 1,000.00	\$0.0800	\$0.0770	\$0.0750
\$ 5,000.00	\$0.0800	\$0.0750	\$0.0730
\$ 10,000.00	\$0.0800	\$0.0730	\$0.0700

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Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

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 Original Sheet No. 62
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

NOV 26 1997

3.35 Product 100

MO. PUBLIC SERVICE COMMISSION

Product 100 is designed for businesses whose total monthly usage for all long distance traffic exceeds \$1,000.00. Customers may utilize switched or dedicated access facilities to interconnect with the network. This service can be arranged to process outbound and/or inbound calls. The Minimum Service Period for this service one month. Under this arrangement, discounted rates are applicable to calls placed by Customers who subscribe to the service on an annual term basis and establish a Minimum Monthly Usage Guarantee. The Minimum Monthly Usage Guarantee is comprised of total monthly usage charges for all services (including outbound and inbound interstate, intrastate, international calls, Directory Assistance, Calling Card, and Conference Calling service). Customers are not required to remit the Minimum Monthly Usage Guarantee to the Company for the initial ninety (90) days of service. Service is provided in accordance with the following schedules. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$1.00 is applicable to each toll-free number utilized by the customer. Directory Assistance service is provided at an undiscounted rate of \$.75 per call. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable. Customers who discontinue service prior to the end of the service agreement term are subject to a forfeiture equal to 25% of the Monthly Commitment for each month remaining on the contract term.

Switched Access Outbound & Inbound Service

<u>Usage Guarantee</u>	<u>One Month Term</u>	<u>1 Year Term</u>	<u>2 Year Term</u>
\$1,000.00	\$0.1400	\$0.1360	\$0.1320
\$5,000.00	\$0.1400	\$0.1310	\$0.1260
\$10,000.00	\$0.1400	\$0.1250	\$0.1190

Dedicated Access Outbound & Inbound Service

<u>Usage Guarantee</u>	<u>One Month Term</u>	<u>1 Year Term</u>	<u>2 Year Term</u>
\$1,000.00	\$0.0800	\$0.0770	\$0.0750
\$5,000.00	\$0.0800	\$0.0750	\$0.0730
\$10,000.00	\$0.0800	\$0.0730	\$0.0700

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BY: Mr. Joseph T. Garity
 Director
 Qwest Communications Corporation
 555 17th Street
 Denver, Colorado 80202

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 Missouri Public Service Commission

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

OCT 17 1997

3.34 Special Promotional Offerings

MO. PUBLIC SERVICE COMM

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

Material Located on this Page Was Previously Found on Page 54.

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By St RS #102
Public Service Commission
MISSOURI

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BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.36 QNC 432 Product

QNC 432 Product is a dial-up access service available to residential users. This product is provided, marketed, and billed by the Company under the trade name QNC. Calls placed using this service are rated pursuant to the following schedule. A three-minute minimum initial period is billed for each call. Additional minutes or fractions thereof, beyond the initial period, are billed in a one-minute increment. A \$0.25 per call charge is also applicable. The appropriate Directory Assistance charges will apply.

	<u>Intrastate</u>	<u>IntraLATA</u>
Peak	\$0.14	\$0.14
Off-peak	0.12	0.12

3.37 Product 430

Product 430 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds. Usage thereafter is timed and billed in six (6) second increments. (C)

3.38 Product 431

Product 431 is an inbound service enables residential users to provide toll-free calling to their home telephone. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

3.39 Product 116

This product offering is an outbound service arrangement designed for businesses whose average monthly usage exceeds \$1,000.00 but whose long distance traffic patterns vary from month to month. Customers interconnect with the network via dedicated T-1 access facilities. The Minimum Service Period for this service one month. Intrastate service is provided at a rate of \$.08 per minute. All calls are timed for an initial period of eighteen (18) seconds. Usage thereafter is timed and billed in six (6) second increments. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable. (C)

ISSUE DATE: June 23, 2003

EFFECTIVE DATE: July 23, 2003

CANCELLED
 May 5, 2014

Missouri Public
 Service Commission

LN-2014-0311, JX-2014-0424

By: Crystal Herbertson
 Regional Director, Policy and Law
 1801 California St.
 Denver, CO 80202

Filed
MO PSC

CANCELLED

~~Missouri Public~~

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

JUL 23 2003

REC'D JAN 18 2002

3.36 QNC 432 Product

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Public Service Commission

Service Commission (T)

QNC 432 Product is a dial-up access service available to residential users. This product is provided, marketed, and billed by the Company under the trade name QNC. Calls placed using this service are rated pursuant to the following schedule. A three-minute minimum initial period is billed for each call. Additional minutes or fractions thereof, beyond the initial period, are billed in a one-minute increment. A \$0.25 per call charge is also applicable. The appropriate Directory Assistance charges will apply.

	<u>Intrastate</u>	<u>IntraLATA</u>	(C)
Peak	\$0.14	\$0.14	(R)
Off-peak	0.12	0.12	(R) (C)

3.37 Product 430

Product 430 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.38 Product 431

Product 431 is an inbound service enables residential users to provide toll-free calling to their home telephone. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

3.39 Product 116

This product offering is an outbound service arrangement designed for businesses whose average monthly usage exceeds \$1,000.00 but whose long distance traffic patterns vary from month to month. Customers interconnect with the network via dedicated T-1 access facilities. The Minimum Service Period for this service one month. Intrastate service is provided at a rate of \$.08 per minute. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance service is provided at an undiscounted rate of \$.75 per call. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable.

ISSUE DATE: January 16, 2002

EFFECTIVE DATE: February 15, 2002

By: David Ziegler
Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

Missouri Public

FILED FEB 15 2002

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.36 QNC 432 Product

(T)

QNC Product is a dial-up access service available to residential users. This service is provided, marketed, and billed by the Company under the trade name QNC. Calls placed using this service are rated pursuant to the following schedule. A three-minute minimum initial period is billed for each call. Additional minutes or fractions thereof, beyond the initial period, are billed in a one-minute increment. A \$0.25 per call charge is also applicable. The appropriate Directory Assistance charges will apply.

(C)

All calls

Rate Per Minute
\$0.16

Missouri Public

REC'D APR 16 2001

(C)

3.37 Product 430

Product 430 is an outbound service designed for residential customers. Access to the service is furnished on a pre-subscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

Service Commission

3.38 Product 431

Product 431 is an inbound service enables residential users to provide toll-free calling to their home telephone. Access to the service is furnished on a pre-subscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

3.39 Product 116

This product offering is an outbound service arrangement designed for businesses whose average monthly usage exceeds \$1,000.00 but whose long distance traffic patterns vary from month to month. Customers interconnect with the network via dedicated T-1 access facilities. The Minimum Service Period for this service one month. Intrastate service is provided at a rate of \$.08 per minute. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance service is provided at an undiscounted rate of \$.75 per call. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable.

CANCELLED

FEB 15 2002

By 319 RS 63

Public Service Commission
MISSOURI

ISSUE DATE: April 17, 2001

BY: Dave Ziegler
Regional Director, Policy and Law
1801 California Street
Denver, Colorado 80202

EFFECTIVE DATE: May 17, 2001

Missouri Public

FILED MAY 17 2001

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

FEB 27 1998

3.36 QNC Product

MO. PUBLIC SERVICE COMM

QNC Product is a dial-up access service available to residential users. This product is provided, marketed, and billed by the Company under the trade name QNC. Calls placed using this service during Peak Hours are billed at a rate of \$.14 per minute; calls placed during Off-Peak Hours are billed at a rate of \$.12 per minute. All calls are timed and billed in sixty (60) second increments. A per call charge of \$.10 is also applicable. The Minimum Service Period for Service is one month. Directory Assistance Service is provided at a rate of \$.75 per call.

3.37 Product 430

Product 430 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.38 Product 431

Product 431 is an inbound service enables residential users to provide toll-free calling to their home telephone. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service through an authorized representative. Service is provided at a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

3.39 Product 116

This product offering is an outbound service arrangement designed for businesses whose average monthly usage exceeds \$1,000.00 but whose long distance traffic patterns vary from month to month. Customers interconnect with the network via dedicated T-1 access facilities. The Minimum Service Period for this service one month. Intrastate service is provided at a rate of \$.08 per minute. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance service is provided at an undiscounted rate of \$.75 per call. Calling Card service is available at a rate of \$.12 per minute; a per call charge of \$.40 is also applicable.

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ISSUE DATE: March 2, 1998

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CANCELLED

MISSOURI

Public Service Commission

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

MAY 17 2001

2nd RS 63

MISSOURI
Public Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

NOV 26 1997

3.36

Special Promotional Offerings

MO. PUBLIC SERVICE COMMISSION

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

Material Located on this Page Was Previously Found on Page 62.

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By LS+RS#63
Public Service Commission
MISSOURI

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DEC 26 1997

MISSOURI
Public Service Commission

ISSUE DATE: November 26, 1997

EFFECTIVE DATE: December 26, 1997

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

FEB 27 1998

3.40 Product 123

MO. PUBLIC SERVICE COMM

Product 123 is a dedicated service which is designed for medium size businesses whose inbound traffic patterns vary from month to month. Under this arrangement, Customers interconnect with the network via dedicated T-1 access facilities. Intrastate service is provided at a rate of \$.08 per minute. All calls are timed for an initial period of eighteen (18) seconds, usage thereafter is timed and billed in six (6) second increments. The Minimum Service Period for this service one month.

All material shown on this page is new.

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MISSOURI
Public Service Commission

ISSUE DATE: March 2, 1998

EFFECTIVE DATE: April 20, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

CANCELLED
May 5, 2014
Missouri Public
Service Commission
LN-2014-0311, JX-2014-0424

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.41 Product 425

Product 425 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Beginning July 18, 1998, this product offering will not be available to new customers.

(C)

3.42 Product 426

Product 426 is an outbound service which is available to residential customers. Access to the network is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$5.00 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments.

(C)

3.43 Product 435

Product 435 is a residential outbound service. Customers subscribe to the service through an authorized representative of the Company. The service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A monthly recurring charge of \$3.00 applies for each location subscribed to this service. Service is provided at a rate of \$.14 per minute. Calls placed using this service are timed and billed for an initial period of (60) seconds, usage thereafter is timed and billed in six (6) second increments.

(C)

ISSUE DATE: June 23, 2003

EFFECTIVE DATE: July 23, 2003

CANCELLED

May 5, 2014

Missouri Public

Service Commission

LN-2014-0311, JX-2014-0424

By: Crystal Herbertson
Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

JUN 18 1998

3.41 Product 425

MO. PUBLIC SERVICE COMM

Product 425 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. Beginning July 18, 1998, this product offering will not be available to new customers.

C
C

3.42 Product 426

Product 426 is an outbound service which is available to residential customers. Access to the network is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$5.00 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.43 Product 435

Product 435 is a residential outbound service. Customers subscribe to the service through an authorized representative of the Company. The service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A monthly recurring charge of \$3.00 applies for each location subscribed to this service. Service is provided at a rate of \$.14 per minute. Calls placed using this service are timed and billed for an initial period of (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

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JUL 23 2003
444 RSL/5
Public Service Commission
MISSOURI

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JUL 18 1998

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Public Service Commission

ISSUE DATE: June 18, 1998

EFFECTIVE DATE: July 18, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 04 1998

3.41 Product 425

MO. PUBLIC SERVICE COMM

Product 425 is an outbound service designed for residential customers. Access to the service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.42 Product 426

Product 426 is an outbound service which is available to residential customers. Access to the network is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. Customers subscribe to the service by either; 1) sending in a positive response to a direct mailing from the Company, 2) positively responding to a solicitation from an authorized representative of the Company, or 3) contacting the Company directly. A minimum monthly usage charge of \$5.00 per account is applicable to this service. Interstate and intrastate usage is credited toward the minimum monthly usage charge; calls placed to international locations are also included. Intrastate service is provided at a rate of \$.12 per minute. Calls placed using this service are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

3.43 Product 435

Product 435 is a residential outbound service. Customers subscribe to the service through an authorized representative of the Company. The service is furnished on a presubscription basis from end offices directly served by the Company; dial-up service is also available. A monthly recurring charge of \$3.00 applies for each location subscribed to this service. Service is provided at a rate of \$.14 per minute. Calls placed using this service are timed and billed for an initial period of (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.65 per call.

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FILED

JUN 04 1998

JUL 18 1998

By 3rd RS #65

Public Service Commission
MISSOURI

MISSOURI
Public Service Commission

ISSUE DATE: May 4, 1998

EFFECTIVE DATE: June 4, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.41 Special Promotional Offerings

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until April 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before April 30, 1998.
3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on April 30, 1998.
4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on April 30, 1998.

CANCELLED

JUN 04 1998

By Jad RS # 65
Public Service Commission
MISSOURI

R
WRITTEN NOTICE OF RATE DECREASE
AND ITS EFFECTIVE DATE FILED ON

4-21-98

(DATE)

PURSUANT TO SECTION 392.500 (1)
RSMO SUPP. 1995

EFFECTIVE DATE OF RATE DECREASE

4-28-98

(DATE)

Issue Date: April 21, 1998

Effective Date: April 28, 1998

Joseph T. Garrity
Director, Regulatory & Legislative Affairs
555 17th Street
Denver, CO 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

FEB 27 1998

3.41

Special Promotional Offerings

MO. PUBLIC SERVICE COMM

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

- a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:
 - 1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until April 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
 - 2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before April 30, 1998.
 - 3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on April 30, 1998.
 - 4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 10% off total monthly usage charges for the service. This offer will expire on April 30, 1998.

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Material shown on this page was previously located on Page 64.

CANCELLED

FILED

APR 28, 1998

By ISFRS#65
Public Service Commission
MISSOURI

APR 20 1998

MISSOURI
Public Service Commission

ISSUE DATE: March 2, 1998

EFFECTIVE DATE: April 20, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 04 1998

3.44 Product 436

MO. PUBLIC SERVICE COMM

Product 436 is an inbound service designed for residential users. Under this arrangement, callers dial a toll free access number and a security code; the call is then routed to the Customer's telephone. Customers subscribe to the service through an authorized representative of the Company. A monthly recurring charge of \$2.50 applies for each location subscribed to this service. Service is provided at a rate of \$.14 per minute. Calls placed using this service are timed and billed for an initial period of (60) seconds, usage thereafter is timed and billed in six (6) second increments.

3.45 Optimum Rate Program

This program offers an optimum credit to Customers who subscribe to Products 411, 413, 417, 419, 425, 426, 433, or 434 (qualifying service). The optimum credit is determined by rerating Direct Dial, Dial Up, and Calling Card calls placed from the US Mainland to interstate, intrastate, and international locations (qualifying calls) as described below.

Under this program, qualifying calls placed during the credit period are rerated in accordance with the following rate schedules. An adjusted balance will then be determined for each rate schedule. To ascertain the amount of the optimum credit, the lowest adjusted balance is deducted from the amount invoiced to the Customer for qualifying calls during the credit period. The optimum credit will be issued to the Customer on a subsequent invoice for the qualifying service. In order to qualify for an optimum credit, Customers must remain on the qualifying service for at least one month proceeding the credit period. Customers who cancel service prior to the issuance of the optimum credit for the credit period will forfeit any credits determined under the Optimum Rate Program.

The credit period for Customers whose average total monthly usage charges for qualifying calls is greater \$15.00 per month is ninety (90) days. Customers whose average total monthly usage charges for qualifying calls is equal to or less than \$15.00 per month are subject to a 180 day credit period.

For rerating purposes, all calls will be measured in full minute increments. Partial minutes are rounded to the next full minute. Calls which begin in one rate period and end in another will be rerated based upon the time of day for each portion of the call.

All Material Shown on this Page Is New.

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JUN 04 1998

MISSOURI
Public Service Commission

ISSUE DATE: May 4, 1998

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BY: Mr. Joseph T. Garrity
Director
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555 17th Street
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CANCELLED
May 5, 2014
Missouri Public
Service Commission
LN-2014-0311, JX-2014-0424

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 04 1998

3.45 Optimum Rate Program (Continued)

MO. PUBLIC SERVICE COMM

Option A rerates intrastate calls in accordance with the following rate schedule. The rates and charges set forth below are applicable to all calls, regardless of the time of day the call was placed.

	Rate Per Minute	Per Call Charge
Direct Dial and Dial-Up Calls	\$0.15	\$0.00
Calling Card Calls	\$0.30	\$0.30

Option B rerates intrastate calls in accordance with the per minute rates shown below. Peak Hour rates are applicable to calls placed between 7:00 a.m. to 6:59 p.m. Monday through Friday. Off-Peak Hour rates are applicable at all other times. A minimum monthly usage charge of \$5.00 is also applicable.

<u>InterLATA Calls</u>	Peak Hours	Off-Peak Hours
Direct Dial and Dial-Up Calls	\$0.25	\$0.15
Calling Card Calls	\$0.40	\$0.40

<u>IntraLATA Calls</u>	Peak Hours	Off-Peak Hours
Direct Dial and Dial-Up Calls	\$0.25	\$0.12
Calling Card Calls	\$0.40	\$0.40

Option C rerates intrastate calls in accordance with the per minute rates and call charges shown below. Peak Hour rates are applicable to calls placed between 7:00 a.m. to 6:59 p.m. Monday through Friday. Off-Peak Hour rates are applicable at all other times.

	Peak Hours	Off-Peak Hours	Per Call Charge
Direct Dial and Dial-Up Calls	\$0.25	\$0.15	\$0.00
Calling Card Calls	\$0.30	\$0.30	\$0.30

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JUN 04 1998

**MISSOURI
Public Service Commission**

ISSUE DATE: May 4, 1998

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BY: Mr. Joseph T. Garrity
Director
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Denver, Colorado 80202

CANCELLED
May 5, 2014
Missouri Public
Service Commission
LN-2014-0311, JX-2014-0424

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.46 Product 421

Product 421 is residential calling card service. Customers subscribe to the service through an authorized representative of the Company. Access to the service is accomplished by dialing a toll-free number and entering a valid personal identification code. Service is provided at a rate of \$.20 per minute. All calls are timed and billed in sixty (60) second increments. A monthly recurring charge of \$1.00 per customer, also applies.

(C)

3.47 Product 422

Product 422 is a calling card service designed for residential users. Customers access the service by dialing a toll free number and entering a valid account number. Customers subscribe to the service through an authorized representative. Intrastate service is provided at a rate of \$.30 per minute. All calls are timed and billed in sixty (60) second increments. A charge of \$.30 per call is applicable to all calls placed using this service.

(C)

3.48 Product 438

Product 438 enables users of cellular or Personal Communications Services (PCS) telephones to place intrastate long distance calls. The Customer may subscribe to this service either through an authorized representative of the Company or by contacting the Company directly. The Company is not responsible if communications cannot be established or maintained due to Cellular Access or PCS Access or because of adverse atmospheric or other like limitations. Service is provided at a rate of \$.15 per minute. All calls are timed in sixty-second increments.

(C)

ISSUE DATE: June 23, 2003

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By: Crystal Herbertson
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MO PSC

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 15 1998

3.46 Product 421

MO. PUBLIC SERVICE COMM

Product 421 is residential calling card service. Customers subscribe to the service through an authorized representative of the Company. Access to the service is accomplished by dialing a toll-free number and entering a valid personal identification code. Service is provided at a rate of \$.20 per minute. All calls are timed and billed in sixty (60) second increments. A monthly recurring charge of \$1.00 per customer, also applies. Directory Assistance Service is provided at a rate of \$.65 per call.

3.47 Product 422

Product 422 is a calling card service designed for residential users. Customers access the service by dialing a toll free number and entering a valid account number. Customers subscribe to the service through an authorized representative. Intrastate service is provided at a rate of \$.30 per minute. All calls are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.65 per call. A charge of \$.30 per call is applicable to all calls placed using this service.

3.48 Product 438

Product 438 enables users of cellular or Personal Communications Services (PCS) telephones to place intrastate long distance calls. The Customer may subscribe to this service either through an authorized representative of the Company or by contacting the Company directly. The Company is not responsible if communications cannot be established or maintained due to Cellular Access or PCS Access or because of adverse atmospheric or other like limitations. Service is provided at a rate of \$.15 per minute. All calls are timed in sixty (60) second increments. Directory Assistance service is provided at a rate of \$.75 per call.

CANCELLED

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2nd R 508
Public Service Commission
MISSOURI

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Public Service Commission

ISSUE DATE: May 15, 1998

EFFECTIVE DATE: June 14, 1998

BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 04 1998

3.46 Special Promotional Offerings

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

MO. PUBLIC SERVICE COMM

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

- 1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until June 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
- 2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before June 30, 1998.
- 3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on June 30, 1998.
- 4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on June 30, 1998.

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By 1st RS#108

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ISSUE DATE: May 4, 1998

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BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.49 Product 169

Product 169 is an outbound direct dial service designed for residential users. Customers subscribe to the service through an authorized representative of the Company. This service is only available in locations where equal access has been implemented by the local exchange carrier. Service is provided a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments.

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3.50 Product 170

Product 170 is a residential outbound service. This service is only available in locations where equal access has been implemented by the local exchange carrier. Customers subscribe to the service through an authorized representative of the Company. Service is provided a rate of \$.13 per minute. All calls are timed and billed for an initial period of sixty-seconds, usage thereafter is timed and billed in six-second increments.

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3.51 Product 601

Product 601 is an outbound direct dial service designed for small to medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Under this arrangement, a discounted rate is applicable when the customer's total monthly usage equals or exceeds \$50.00 as set forth in the following rate table. Total monthly usage encompasses total base rate charges and per call fees associated with all calls placed using Product 601 and Product 602, Calling Card Calls and calls placed to Directory Assistance. All calls are timed and billed for an initial period of 18 seconds. Usage thereafter is timed and billed in six (6) second increments. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 602.

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<u>Total Monthly Usage</u>	<u>Rate Per Minute</u>	<u>Off-Peak Hours</u>
\$ 0.00 - \$ 49.99	\$0.1200	\$0.1200
\$50.00 - \$1999.99	\$0.0950	\$0.0950
Over \$2000.00	\$0.1200	\$0.1200

ISSUE DATE: June 23, 2003

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES **MAY 15 1998**

3.49 Product 169

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Product 169 is an outbound direct dial service designed for residential users. Customers subscribe to the service through an authorized representative of the Company. This service is only available in locations where equal access has been implemented by the local exchange carrier. Service is provided a rate of \$.12 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.75 per call.

3.50 Product 170

Product 170 is a residential outbound service. This service is only available in locations where equal access has been implemented by the local exchange carrier. Customers subscribe to the service through an authorized representative of the Company. Service is provided a rate of \$.13 per minute. All calls are timed and billed for an initial period of sixty (60) seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.75 per call.

3.51 Product 601

Product 601 is an outbound direct dial service designed for small to medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Under this arrangement, a discounted rate is applicable when the customer's total monthly usage equals or exceeds \$50.00 as set forth in the following rate table. Total monthly usage encompasses total base rate charges and per call fees associated with all calls placed using Product 601 and Product 602, Calling Card Calls and calls placed to Directory Assistance. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.75 per call. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 602.

<u>Total Monthly Usage</u>	<u>Rate Per Minute</u>	<u>Off-Peak</u>
\$0.00 - \$49.99	\$0.1200	\$0.1200
\$50.00 - \$1999.99	\$0.0950	\$0.0950
Over \$2000.00	\$0.1200	\$0.1200

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 15 1998

3.52 Product 602

MO. PUBLIC SERVICE COMM

Product 602 enables small and medium size businesses to offer toll free calling to their patrons. Service is available in locations where equal access has been implemented by the local exchange carrier. Under this arrangement, a discounted rate is applicable when the customer's total monthly usage equals or exceeds \$50.00 Total monthly usage encompasses total base rate charges and per call fees for all calls placed using Product 601 and Product 602, Calling Card Calls and calls placed to Directory Assistance. Intrastate service is provided as described below. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$5.00 is applicable for each toll free number used by the Customer. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 601.

<u>Total Monthly Usage</u>	<u>Peak Hours</u>	<u>Off-Peak Hours</u>
\$0.00 - \$49.99	\$0.1200	\$0.1200
\$50.00 - \$1999.99	\$0.0950	\$0.0950
Over \$2000.00	\$0.1200	\$0.1200

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.53 Qwest Prepaid Card Service

MO. PUBLIC SERVICE COMM

Qwest Prepaid Card Service is an outbound voice grade communications service which allows Card Holders to charge telephone calls to a Qwest Prepaid Card. Under this arrangement, charges for calls are deducted from the Customer's prepaid account balance. Customers may purchase a Prepaid Calling Card directly from Qwest or from an authorized representative of the Company. Prepaid Calling Cards are valid until the Customer's balance is depleted or until the expiration date displayed on the card, whichever occurs first. Except as may be specifically referenced therein, calls made utilizing Qwest Prepaid Card Service are not included in any other Qwest services or promotions. The following types of calls may not be completed with the Qwest Prepaid Card Service:

- Calls to 500 numbers
- Calls to 700 numbers
- Calls to 800 numbers
- Calls to 900 numbers
- Directory Assistance calls
- Operator Services calls
- Qwest Conference calls
- Qwest Busy Line Verification and Interrupt Services
- Calls requiring the quotation of time and charges
- High Seas Service

Availability

Qwest Prepaid Card Service is available twenty-four hours a day, seven days a week from locations in the United States and its territories. Provision of the service and the number of available Qwest Prepaid Cards may be subject to technical limitations. Qwest Prepaid Card Service is offered to Customers on a first come, first served basis and is provided to the holder of the card.

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BY: Mr. Joseph T. Garrity
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 15 1998

3.53 Special Promotional Offerings

MO. PUBLIC SERVICE COMM^T

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until June 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before June 30, 1998.
3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on June 30, 1998.
4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on June 30, 1998.

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By LSRS# 71
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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.53 Reserved For Future Use (Continued)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.53 Qwest Prepaid Card Service (Continued)

MAY 29 1998

Regulations

MO. PUBLIC SERVICE COMM

The following regulations are applicable to this service:

1. Qwest Prepaid Card Service is accessed using the Qwest toll free number printed on the card.
2. All calls must be charged against Qwest Prepaid Card that has a sufficient balance.
3. Calls in progress will be terminated by the Company if the balance on the Qwest Prepaid card is insufficient to continue the call. Customers will hear an announcement when the Prepaid Card balance is about to be depleted. This announcement will occur ten minutes and one minute prior to the estimated time that the balance will be depleted. This estimate is based upon the unit rate associated with the terminating location of the call.
4. Prior to the disconnection of a call in process, the Customer will be requested to enter another valid Qwest Prepaid Card number or to activate a recharge transaction in order to continue the call.
5. Qwest Prepaid Cards are non-refundable and will expire on the date specified on the card or the carrier or package in which the card is included. The acquisition of a card entitles the customer or the authorized user of the card holder to make calls from the time of card activation until the available card balance either is depleted or until the card expires, whichever first occurs

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.53 Reserved For Future Use (Continued)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.53 Qwest Prepaid Card Service (Continued)

MO. PUBLIC SERVICE COMM

Credit Allowances for Interruptions: Customers who experience call interruption due to poor transmission, one-way transmission, or involuntary disconnection of the call may obtain a credit allowance. The credit allowance will be equal to the unit or dollar value for the duration of the call that is interrupted. In order to receive a credit allowance, the Customer must notify the Company at the designated Customer Service Number printed on the Qwest Prepaid Card within 30 days from the date the interruption was experienced. The Customer must also furnish the called number, the trouble experienced (i.e., cut-off, noisy circuit, etc.), and the approximate time the call was placed, and the duration of the interruption. The Prepaid Card will then be credited with the appropriate unit or dollar amount as set forth herein. Credit allowances are not issued for interruptions that are due to the failure of power, equipment or systems not provided by the Company nor for interruptions which are not properly reported to the Company.

Recharging Feature: Customers may increase a Prepaid Card balance using a valid commercial credit card which is accepted by the Company. This feature is only available to holders of unexpired cards and such transactions must be handled through a Qwest provided telephone number and representative. All additional Prepaid Card units or dollars will be charged to the cardholder at the prevailing tariffed rate in effect on the date of recharging. A minimum of 30 units must be purchased in order to take advantage of this recharge feature.

Service Description: Qwest Prepaid Cards are distributed in unit denominations ranging from 15 to 300 units per card, or as otherwise specified by the Company. The Prepaid Card will be decremented the appropriate number of units for each minute the card is used. A per minute unit price is established for each terminating location. Calls are timed and debited in one minute increments, fractional minutes will be rounded up to the nearest whole minute. When the value of a Qwest Prepaid Card is less than the lowest unit price for a one minute call, the card will be retired and the unused balance forfeited. Prepaid Cards can be recharged pursuant to the provisions set forth herein.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.53 Reserved For Future Use (Continued)

(T)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.53 Qwest Prepaid Card Service (Continued)

MO. PUBLIC SERVICE COMM

Taxes and Other Charges

a. Taxes: Charges for Qwest Prepaid Card Service are inclusive of federal, state and local taxes imposed on the provision of telecommunications service, but exclusive of the general retail sales, use and other similar taxes that may be imposed on the sale of the Qwest Prepaid Card at the time and point-of-sale.

b. Payphone Use Charge: An undiscountable two unit per call charge is applicable to Qwest Prepaid Unit Card calls originating from domestic payphones. An undiscountable two minutes will be deducted from the Dollar Option Cards for each call made from domestic payphones). This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with Qwest service, applies to the use of the instrument used to access Qwest service and is unrelated to Qwest Prepaid Card Service. Customers of Qwest Prepaid Card Service will be charged the payphone use charge for each completed call made from a domestic payphone.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.53 Qwest Prepaid Card Service (Continued)

MAY 29 1998

Qwest Prepaid Card Rate Plans

MO. PUBLIC SERVICE COMM

1. Standard Variable Rate Plan

The Standard Variable Rate Plan is available on a retail basis. Under this arrangement, Qwest Prepaid Cards in denominations ranging from 15 units to 300 units per card, as shown below. Prices are inclusive of all taxes, but do not include the general retail sales, use and other similar taxes that may be imposed at the time and point-of-sale of the Qwest Prepaid Card.

Card Denomination	Unit Price	Purchase Price
10	\$0.35	\$3.50
20	\$0.35	\$7.00
30	\$0.35	\$10.50
60	\$0.35	\$21.00
90	\$0.33	\$29.70
120	\$0.30	\$36.00
240	\$0.28	\$67.20
300	\$0.25	\$75.00

2. Single Rate Plan

The Single Rate Plan makes Prepaid Cards available on a retail basis and are furnished to Customers in various unit denominations at a single unit rate. Prices are inclusive of all taxes, but do not include the general retail sales, use and other similar taxes that may be imposed at the time and point-of-sale of the Qwest Prepaid Card. Single Rate Prepaid Cards will be sold at prices rounded to the nearest cent. Service is provided at a rate of \$.25 per unit.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.53 Reserved For Future Use (Continued)

(T)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.53 Qwest Prepaid Card Service (Continued)

MO. PUBLIC SERVICE COMM

3. Wholesale Volume Discount Plan

The Volume Discount Plan is available on a wholesale basis to Customers who purchase several calling units in a single purchase. Customers that commit to a specified purchase level for a 12-month period will receive the discounted rates based upon the annual commitment level as shown below. Rates charged to end users are set forth in Sections 3.53.1 and 3.53.2.

Level		Annual Purchase	Unit Denominations	Price Per Unit
A	1	0 to 1,259	10, 20, 30, 60, 90	\$0.50
	2		120, 240, 300	\$0.50
B	1	1,260 to 41,000	10, 20, 30, 60, 90	\$0.24
	2		120, 240, 300	\$0.23
C	1	41,001 to 206,000	10, 20, 30, 60, 90	\$0.23
	2		120, 240, 300	\$0.22
D	1	206,001 to 1,100,000	10, 20, 30, 60, 90	\$0.22
	2		120, 240, 300	\$0.21
E	1	1,100,001 to 4,700,000	10, 20, 30, 60, 90	\$0.21
	2		120, 240, 300	\$0.20
F	1	4,700,001 to 25,000,000	10, 20, 30, 60, 90	\$0.20
	2		120, 240, 300	\$0.19
G	1	25,000,001 to 50,000,000	10, 20, 30, 60, 90	\$0.19
	2		120, 240, 300	\$0.18
H	1	Over 50,000,001	10, 20, 30, 60, 90	\$0.15
	2		120, 240, 300	\$0.15

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.53 Reserved For Future Use (Continued)

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.53 Qwest Prepaid Card Service (Continued)

MO. PUBLIC SERVICE COMM

4. Qwest Prepaid Promotional Program

The Qwest Prepaid Promotional Program allows wholesale Customers to purchase Prepaid Cards for distribution to their clients, patrons, and others for promotional purposes. Each Promotional Prepaid Card purchased by the Customer will reflect the number of calling minutes that are available to the Card Holder. The following restrictions are applicable to this program: 1) Promotional Prepaid Cards can only be used to place calls within the US Mainland; 2) Unless otherwise specified, Promotional Prepaid Cards expire six months from the date of activation or until the Card Holder's Prepaid balance is depleted, whichever occurs first; 3) Promotional Prepaid Cards cannot be used to place calls from payphones; and, Promotional Prepaid Cards are for promotional use only, distributors of Promotional Prepaid Cards are prohibited from charging Card Holders any additional fees for the use or activation of a Promotional Prepaid Card. Charges for Promotional Prepaid Cards are based upon the total number of units purchased by the Customer as set forth below.

Units Purchased	Wholesale Rate Per Minute	End User Rate Per Minute
250 to 500	\$0.19	\$0.00
501 to 1,000	\$0.18	\$0.00
1,001 to 15,000	\$0.17	\$0.00
15,001 to 25,000	\$0.16	\$0.00
25,001 to 50,000	\$0.15	\$0.00
50,001 to 100,000	\$0.14	\$0.00
100,001 to 250,000	\$0.12	\$0.00
250,001 to 500,000	\$0.10	\$0.00
500,001 to 1,000,000	\$0.09	\$0.00
1,000,001 to 1,500,000	\$0.08	\$0.00
Over 1,500,001	\$0.07	\$0.00

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.54 Product 608

Product 608 is an outbound direct dial service designed for small and medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.1125 per minute. All calls are timed and billed for an initial period of 18 seconds. Usage thereafter is timed and billed in six-second increments. Customers may also obtain a Product 405 Calling Card for use when traveling. This service may be combined with Product 609.

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3.55 Product 609

Product 609 enables small and medium size businesses to offer toll free calling to their patrons. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.1125 per minute. All calls are timed and billed for an initial period of 18 seconds. Usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$5.00 is applicable for each toll free number used by the Customer. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 608.

3.56 Product 614

Product 614 is an outbound direct dial service designed for medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.105 per minute. All calls are timed and billed for an initial period of 18 seconds. Usage thereafter is timed and billed in six (6) second increments. Customers may also obtain a Product 405 Calling Card for use when traveling. This service may be combined with Product 615.

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3.57 Product 615

Product 615 enables medium size businesses to offer toll free calling to their patrons. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.105 per minute. All calls are timed and billed for an initial period of 18 seconds. Usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$5.00 is applicable for each toll free number used by the Customer. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 614.

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MO. PUBLIC SERVICE COMM

3.54 Product 608

Product 608 is an outbound direct dial service designed for small and medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.1125 per minute. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.75 per call. Customers may also obtain a Product 405 Calling Card for use when traveling. This service may be combined with Product 609.

3.55 Product 609

Product 609 enables small and medium size businesses to offer toll free calling to their patrons. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.1125 per minute. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$5.00 is applicable for each toll free number used by the Customer. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 608.

3.56 Product 614

Product 614 is an outbound direct dial service designed for medium size businesses. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.105 per minute. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. Directory Assistance Service is provided at a rate of \$.75 per call. Customers may also obtain a Product 405 Calling Card for use when traveling. This service may be combined with Product 615.

3.57 Product 615

Product 615 enables medium size businesses to offer toll free calling to their patrons. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.105 per minute. All calls are timed and billed for an initial period of 18 seconds, usage thereafter is timed and billed in six (6) second increments. A monthly recurring charge of \$5.00 is applicable for each toll free number used by the Customer. Customers may also obtain a Product 405 Calling Card for use when traveling. At the Customer's option, this service may be combined with Product 614.

JUL 11 1998

All material found on this page is new.

MISSOURI
Public Service Commission

ISSUE DATE: June 11, 1998

EFFECTIVE DATE: July 11, 1998

CANCELLED

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

JUL 23 2003
2nd R578
Public Service Commission
MISSOURI

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

MAY 29 1998

3.54 Special Promotional Offerings

MO. PUBLIC SERVICE COMM

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until June 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before June 30, 1998.
3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on June 30, 1998.
4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on June 30, 1998.

FILED

Material shown on this page was previously located on Page 71.

JUN 28 1998

CANCELLED

MISSOURI
Public Service Commission

JUL 11 1998

By *IS/RS#78*

ISSUE DATE: May 29, 1998

Public Service Commission
MISSOURI

EFFECTIVE DATE: June 28, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.58 Product 427

Product 427 is an outbound direct dial service designed for residential customers. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in sixty (60) second increments.

(C)

ISSUE DATE: June 23, 2003

EFFECTIVE DATE: July 23, 2003

By: Crystal Herbertson
Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

CANCELLED
May 5, 2014
Missouri Public
Service Commission
LN-2014-0311, JX-2014-0424

MO2003-004

Filed
MO PSC

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

JUN 18 1998

3.58 Product 427

MO. PUBLIC SERVICE COMM

Product 427 is an outbound direct dial service designed for residential customers. Service is available in locations where equal access has been implemented by the local exchange carrier. Service is provided at a rate of \$.12 per minute. All calls are timed and billed in sixty (60) second increments. Directory Assistance Service is provided at a rate of \$.90 per call.

CANCELLED
JUL 29 2003
By 2nd RS 79
Public Service Commission
MISSOURI

All material found on this page is new.

FILED

JUL 18 1998

MISSOURI
Public Service Commission

ISSUE DATE: June 18, 1998

EFFECTIVE DATE: July 18, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.59 Q.guaranteed

Q.guaranteed will no longer be available to new customers as of November 30, 2007. Current Q.guaranteed, customers can continue to receive services under their existing contract and make any changes as agreed to by customer and Qwest.

Effective December 15, 2013, CenturyLink’s QCC Frame Relay and ATM Services will no longer accept new orders from existing customers (except to the extent permitted by contract).

- Customers with a contract that expires prior to December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract on a month-to-month basis until December 15, 2014.
- Customers with a contract that expires after December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract until the expiration of that contract.

(N)
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(N)

General Description

Q.guaranteed is a voice and data service offering flat rates based on term and minimum usage commitments. Q.guaranteed is designed for new businesses with monthly revenue between \$100 to \$100,000. It is available on a month-to-month basis, one year, two year, or three year term commitment and the terms have thirteen (13) commitment levels.

Billing and Rounding

Rates are quoted in full minutes. Call rounding is six (6) second initial and one (1) second incremental. For customers who sign up after November 20, 2000, call rounding will be initial eighteen (18) seconds and six (6) second incremental.

Directory Assistance

Directory Assistance is available for all Q.guaranteed customers.

(M)

(M) Material moved to Sheet No. 80.1.

ISSUE DATE: November 5, 2013

EFFECTIVE DATE: January 17, 2014

CANCELLED
May 5, 2014
Missouri Public
Service Commission

By: Chantel Mosby
Director – Tariffs
100 CenturyTel Drive
Monroe, LA 71203

FILED
Missouri Public
Service Commission
JX-2014-0206

MO2013-002 LN-2014-0311, JX-2014-0424

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

JUN 11 1998

3.58 Special Promotional Offerings

MO. PUBLIC SERVICE COMM

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until June 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before June 30, 1998.
3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on June 30, 1998.
4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on June 30, 1998.

CANCELLED

JUL 18 1998

By LS/RS #79
Public Service Commission
MISSOURI

FILED

Material shown on this page was previously located on Page 78.

JUL 11 1998

MISSOURI
Public Service Commission

ISSUE DATE: June 11, 1998

EFFECTIVE DATE: July 11, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.59 Q.guaranteed (Continued)

Minimums

There is a minimum monthly usage commitment per month (Monthly Commitment) for all customers. Qwest will count the customer's total Q.guaranteed service usage set forth in the customer's term commitment; less taxes, monthly recurring charges, and non-recurring charges to determine whether a customer satisfies the Monthly Commitment requirement. If, during any month the customer's invoiced usage charges are less than the required Monthly Commitment, the customer will be billed and required to pay the difference between the Monthly Commitment and the actual amount billed. For Month-to-Month customers, this requirement will be applied beginning with the customer's first full month's invoice. For those customers who sign a one, two, or three year term commitment, this requirement will be applied with their fourth full month's invoice.

(M)

Renewals

The customer or Qwest may terminate the term commitment at the end of the initial term by providing not less than thirty (30) days written notice. The customer's notice of termination must be sent to: Qwest, Attention: Cancellation Notification, Department 0270/1021, 4650 Lakehurst Court, Dublin, OH 43016. If written notification is not submitted to Qwest at least thirty (30) days prior to the expiration of the term commitment, and Qwest has not given notice of termination to the customer, this term commitment shall automatically renew based on the same terms and conditions, at the same monthly commitment level and initial term, and at the tariffed rates in effect at the time of such renewal.

(M)

(M) Material moved from Sheet No. 80.

ISSUE DATE: November 5, 2013

EFFECTIVE DATE: January 17, 2014

CANCELLED
May 5, 2014
Missouri Public
Service Commission

By: Chantel Mosby
Director – Tariffs
100 CenturyTel Drive
Monroe, LA 71203

FILED
Missouri Public
Service Commission
JX-2014-0206

MO2013-002 LN-2014-0311, JX-2014-0424

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.59 Q.guaranteed

Q.guaranteed will no longer be available to new customers as of November 30, 2007. Current Q.guaranteed, customers can continue to receive services under their existing contract and make any changes as agreed to by customer and Qwest.

(N)
|
(N)

General Description

Q.guaranteed is a voice and data service offering flat rates based on **term** and **minimum usage commitments**. Q.guaranteed is designed for new businesses with monthly revenue between \$100 to \$100,000. It is available on a month-to-month basis, one year, two year, or three year term commitment and the terms have thirteen (13) commitment levels.

Billing and Rounding

Rates are quoted in full minutes. Call rounding is six (6) second initial and one (1) second incremental. For customers who sign up after November 20, 2000, call rounding will be initial eighteen (18) seconds and six (6) second incremental.

Directory Assistance

Directory Assistance is available for all Q.guaranteed customers.

Minimums

There is a minimum monthly usage commitment per month (Monthly Commitment) for all customers. Qwest will count the customer's total Q.guaranteed service usage set forth in the customer's term commitment; less taxes, monthly recurring charges, and non-recurring charges to determine whether a customer satisfies the Monthly Commitment requirement. If, during any month the customer's invoiced usage charges are less than the required Monthly Commitment, the customer will be billed and required to pay the difference between the Monthly Commitment and the actual amount billed. For Month-to-Month customers, this requirement will be applied beginning with the customer's first full month's invoice. For those customers who sign a one, two, or three year term commitment, this requirement will be applied with their fourth full month's invoice.

Renewals

The customer or Qwest may terminate the term commitment at the end of the initial term by providing not less than thirty (30) days written notice. The customer's notice of termination must be sent to: Qwest, Attention: Cancellation Notification, Department 0270/1021, 4650 Lakehurst Court, Dublin, OH 43016. If written notification is not submitted to Qwest at least thirty (30) days prior to the expiration of the term commitment, and Qwest has not given notice of termination to the customer, this term commitment shall automatically renew based on the same terms and conditions, at the same monthly commitment level and initial term, and at the tariffed rates in effect at the time of such renewal.

ISSUE DATE: October 30, 2007

EFFECTIVE DATE: November 30, 2007

CANCELLED
January 17, 2014
Missouri Public
Service Commission
JX-2014-0206

By: Jeffrey P. Wirtzfeld
Regional Director, Public Policy
1801 California St.
Denver, CO 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES Missouri Public Service Commission

3.59 Q.guaranteed

REC'D OCT 23 2000

General Description

Q.guaranteed is a voice and data service offering flat rates based on term and minimum usage commitments. Q.guaranteed is designed for new businesses with monthly revenue between \$100 to \$100,000. It is available on a month-to-month basis, one year, two year, or three year term commitment and the terms have thirteen (13) commitment levels.

Billing and Rounding

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(N)
(N)

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Renewals

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Missouri Public Service Commission

FILED NOV 20 2000

ISSUE DATE: October 20, 2000

EFFECTIVE DATE: November 20, 2000

CANCELLED
November 30, 2007
Missouri Public
Service Commission

BY: Carol P. Kuhnow
Director, Tariffs & Compliance
4250 North Fairfax Drive
Arlington, Virginia 22203

Missouri Public
Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

REC'D APR 30 1999

3.59 Q.guaranteed

General Description

Q.guaranteed is a voice and data service offering flat rates based on **term** and **minimum usage commitments**. Q.guaranteed is designed for new businesses with monthly revenue between \$100 to \$100,000. It is available on a month-to-month basis, one year, two year, or three year term commitment and the terms have thirteen (13) commitment levels.

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Renewals

The customer or Qwest may terminate the term commitment at the end of the initial term by providing not less than thirty (30) days written notice. The customer's notice of termination must be sent to: Qwest, Attention: Cancellation Notification, Department 0270/1021, 4650 Lakehurst Court, Dublin, OH 43016. If written notification is not submitted to Qwest at least thirty (30) days prior to the expiration of the term commitment, and Qwest has not given notice of termination to the customer, this term commitment shall automatically renew based on the same terms and conditions, at the same monthly commitment level and initial term, and at the tariffed rates in effect at the time of such renewal.

All material previously located on this page can now be found on Original Sheet No. 135.

All material on this page is new.

Missouri Public
Service Commission

FILED MAY 31 1999

CANCELLED

ISSUE DATE: 2 Apr 2000, 1999

EFFECTIVE DATE: May 31, 1999

2nd RS 80

Public Service Commission
MISSOURI

BY: Carol P. Kuhnaw
Sr. Manager, Tariff & Regulatory Affairs
4250 North Fairfax Drive, 12th Floor
Arlington, Virginia 22203

RECEIVED

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

JUN 18 1998

3.59

Special Promotional Offerings

MO. PUBLIC SERVICE COMM^T

Special discounts or modifications of regular services may be offered, from time to time, to Customers using a particular service. Special promotional offerings are offered subject to Commission approval and may be limited to certain dates, times, and locations as set forth below.

a. Customers who subscribe to Product 100 are eligible for the following promotional offerings:

1. Program 100 Switched Service: The Company will reduce the Minimum Monthly Guarantee of \$1000.00 to \$500.00 until June 30, 1998. After that date, the standard Minimum Monthly Guarantee of \$1000.00 will be reinstated.
2. Program 100 Dedicated Service: The Company will waive all charges for installation of the service as well as the \$100.00 monthly recurring charge for AIF functions for Customers who subscribe to Product 100 on or before June 30, 1998.
3. Free Month Program: Customers who subscribe to a Product 100 service for a one or two year term will receive a free month of usage charges as a credit on the invoice for the 13th month of service; Customers who subscribed to a Product 100 service for a two year term will also receive a free month of usage charges as a credit on the invoice for the 25th month of service. Credits are based upon the Customer's average total monthly usage charges for the period preceeding the month in which the credit is issued. This offer will expire on June 30, 1998.
4. Incentive Program: In order to obtain Product 100 Customers, and in response to offers by other interexchange carriers, the Company will offer prospective customers an additional discount of 20% off total monthly usage charges for the service. This offer will expire on June 30, 1998.

Material shown on this page was previously located on Page 79.

FILED

JUL 13 1998

MISSOURI
Public Service Commission

CANCELLED

MAY 31 1999

By *JS* #80
Public Service Commission
MISSOURI

EFFECTIVE DATE: July 18, 1998

ISSUE DATE: June 18, 1998

BY: Mr. Joseph T. Garrity
Director
Qwest Communications Corporation
555 17th Street
Denver, Colorado 80202

SECTION 3 - DESCRIPTION OF SERVICE AND RATES3.59 Q.guaranteed (Continued)

(D)

Early Termination Charges

Customers who terminate their term commitment prior to the expiration date and do not provide written notification to Qwest, will be billed and required to pay termination charges equal to the number of months remaining in the term multiplied by the monthly commitment level.

Customers who terminate their term commitment prior to the expiration date and do provide written notification to Qwest, will be responsible for the following charges, payable upon receipt:

- 1 Year Contract

Early termination charges for customers who terminate service prior to the expiration of their one (1) year term are calculated by taking the months remaining on the contract and multiplying by the monthly commitment level.

- 2 Year Contract

If the contract is in the first 12 months, the customer will be responsible to Qwest for:

The remaining number of months of the first 12 months multiplied by the commitment level plus 35% of months remaining in the second 12 months.

If the contract is in the 2nd 12 months, the customer will be responsible to Qwest for:

The remaining number of months multiplied by the monthly commitment level.

ISSUE DATE: June 23, 2003

EFFECTIVE DATE: July 23, 2003

CANCELLED

May 5, 2014

Missouri Public

Service Commission

LN-2014-0311, JX-2014-0424

By: Crystal Herbertson
Regional Director, Policy and Law
1801 California St.
Denver, CO 80202

Filed
MO PSC

SECTION 3 - DESCRIPTION OF SERVICE AND RATES Missouri Public Service Commission

3.59 Q.guaranteed (Continued)

REC'D APR 30 1999

Payphone Use Charge

A \$0.30 charge will apply to calls that originate from any payphone used to access Qwest services. This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with Qwest service, applies for the use of the instrument used to access Qwest service and is unrelated to the Qwest service accessed from the payphone. Customers will be charged the payphone use charge for each call which is placed from payphones with the exception of: (i) calls placed by inserting coins during the progress of the call; (ii) calls using Telecommunications Relay service; or, (iii) calls originated by customers with qualified hearing or speech impairments who are certified.

Early Termination Charges

Customers who terminate their term commitment prior to the expiration date and do not provide written notification to Qwest, will be billed and required to pay termination charges equal to the number of months remaining in the term multiplied by the monthly commitment level.

Customers who terminate their term commitment prior to the expiration date and do provide written notification to Qwest, will be responsible for the following charges, payable upon receipt:

• 1 Year Contract

Early termination charges for customers who terminate service prior to the expiration of their one (1) year term are calculated by taking the months remaining on the contract and multiplying by the monthly commitment level.

• 2 Year Contract

If the contract is in the first 12 months, the customer will be responsible to Qwest for:

The remaining number of months of the first 12 months multiplied by the commitment level plus 35% of months remaining in the second 12 months.

If the contract is in the 2nd 12 months, the customer will be responsible to Qwest for:

The remaining number of months multiplied by the monthly commitment level.

CANCELLED
JUL 23 2003
By [Signature] 81
Public Service Commission
MISSOURI

All material on this page is new.

Missouri Public Service Commission
FILED MAY 31 1999

ISSUE DATE: April 30, 1999

EFFECTIVE DATE: May 31, 1999

BY: Carol P. Kuhnaw
Sr. Manager, Tariff & Regulatory Affairs
4250 North Fairfax Drive, 12th Floor
Arlington, Virginia 22203

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

Missouri Public Service Commission

3.59 Q.guaranteed (Continued)

REC'D APR 30 1999

Early Termination Charges (Continued)

• 3 Year Contract

If the contract is in the first 12 months, the customer will be responsible to Qwest for:

The remaining number of months of the first 12 months multiplied by the commitment level plus 35% of months remaining in the second and third 12 months.

If the contract is in the second 12 months, the customer will be responsible to Qwest for:

The remaining number of months of the second 12 months multiplied by the monthly commitment level plus 35% of months remaining in the third 12 months.

If the contract is in the third 12 months, the customer will be responsible to Qwest for:

The remaining number of months multiplied by the monthly commitment level.

Legislative, Regulatory or Judicial Activity

Notwithstanding any statement to the contrary contained in this Tariff, and subject to prior Commission approval; in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service ("Regulatory Activity"), Qwest reserves the right, at any time to: (i) pass through to the Customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or, (ii) modify the rates, including any rate guarantecs, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity.

All material on this page is new.

Missouri Public Service Commission

FILED MAY 31 1999

ISSUE DATE: April 30, 1999

EFFECTIVE DATE: May 31, 1999

CANCELLED BY Carol P. Kuhnaw
May 5, 2014 Sr. Manager, Tariff & Regulatory Affairs
Missouri Public 4250 North Fairfax Drive, 12th Floor
Service Commission Arlington, Virginia 22203
LN-2014-0311, JX-2014-0424

Missouri Public
Service Commission

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

3.59 Q.guaranteed (Continued)

REC'D APR 30 1999

Guarantees

Q.guaranteed customers are eligible to receive the following guarantees:

Rate Guarantee - Qwest guarantees that if tariffed usage rates increase or tariffed discounts decrease beyond the tariff in effect at the time the customer begins a term commitment, these usage rate increases or discount decreases will not be passed on to the customer during the length of the Customer's term. This guarantee does not apply to: (i) rates for Qwest international services; or, (ii) rate modifications instituted by Qwest in response to the actions of any regulatory agency, legislative body or court of competent jurisdiction. When tariffed usage rates increase or tariffed discounts decrease, Qwest will grandfather the rates or discounts for existing customers.

Customer Satisfaction Guarantee - Except as set forth below, customers who sign a term agreement with Qwest and terminate service prior to the expiration of their term agreement will be held responsible for all early termination charges as set forth in the agreement.

New Customer Initial Ninety (90) Day Guarantee

For the purpose of this Section, "New Customer" is defined as any person or entity which has not utilized any Qwest service in the prior twelve (12) month period. After the date of first usage of a New Customer's Qwest service, and before the ninety-first (91st) day following such date of first usage, if the New Customer notifies Qwest that it is dissatisfied with Qwest's service for any reason and wishes to cancel its Qwest service, Qwest will:

1. Release the New Customer from liability for early termination charges as set forth in the agreement. New Customers will still be responsible for all charges for services utilized up to the termination date; and
2. Provide reimbursement for actual and applicable installation costs associated with switching it back to its previous long distance carrier. Qwest will credit New Customers utilizing switched access services an amount equal to the applicable Primary Interexchange Carrier (PIC) change charge actually incurred and paid by the New Customer up to a maximum of \$10.00 per line. Qwest will credit New Customers utilizing dedicated access services an amount equal to the applicable installation charges actually incurred and paid by the New Customer up to a maximum of \$200.00 per DS-0 line and a limit of 100 DS-0 lines. In order to qualify for this offering, the New Customer must, within sixty (60) days of sending written notice of termination to Qwest, submit invoices documenting the actual installation charges for which it seeks a credit.

All material on this page is new.

Missouri Public
Service Commission

FILED MAY 31 1999

ISSUE DATE: April 30, 1999

EFFECTIVE DATE: May 31, 1999

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May 5, 2014
Missouri Public
Service Commission
LN-2014-0311, JX-2014-0424

Carol P. Kuhn
Sr. Manager, Tariff & Regulatory Affairs
4250 North Fairfax Drive, 12th Floor
Arlington, Virginia 22203

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

Missouri Public
Service Commission

3.59 Q.guaranteed (Continued)

REC'D APR 30 1999

Guarantees (Continued)

Customer Satisfaction Guarantee (Continued)

New Customer Initial Ninety (90) Day Guarantee (Continued)

Notice of termination can be made by telephone to Qwest's customer service number (1-800-860-1020) if the New Customer has two (2) or fewer switched access lines. Otherwise notification must be in writing and must be sent to:

Qwest Communications Corp.
Attention: Cancellation Notification
Department 0270/1021
4650 Lakehurst Court
Dublin OH 43016

Qwest's Customer Satisfaction Guarantee

Customers who have entered into a term agreement for Qwest service may terminate their agreement with Qwest prior to the expiration of the term without liability for early termination charges (except as set forth herein) if Qwest fails to provide billing and/or transmission services in accordance with industry standards within thirty (30) days after receipt of written notification from the customer specifying that an Qwest billing and/or transmission service deficiency exists and issuance of an Qwest trouble ticket. If the Customer terminates a term agreement because Qwest is unable to cure an Qwest billing and/or transmission service deficiency within thirty (30) days of receipt of the Customer's written notice and issuance of a trouble ticket, the customer will be entitled to receive:

1. A prorated portion of any tariffed discounts and/or credits that the customer would have been entitled to receive based on the portion of the term that has expired; and

All material on this page is new.

Missouri Public
Service Commission

FILED MAY 31 1999

ISSUE DATE: April 30, 1999

EFFECTIVE DATE: May 31, 1999

CANCELLED BY: Carol P. Kuhnaw
May 5, 2014 Sr. Manager, Tariff & Regulatory Affairs
Missouri Public 4250 North Fairfax Drive, 12th Floor
Service Commission Arlington, Virginia 22203
LN-2014-0311, JX-2014-0424

SECTION 3 - DESCRIPTION OF SERVICE AND RATES

Missouri Public Service Commission

3.59 Q.guaranteed (Continued)

Guarantees (Continued)

Customer Satisfaction Guarantee (Continued)

Qwest's Customer Satisfaction Guarantee (Continued)

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- 2. Reimbursement for actual and applicable installation costs associated with switching it back to its previous long distance carrier. Qwest will credit Customers utilizing switched access services an amount equal to the applicable Primary Interexchange Carrier (PIC) change charge actually incurred and paid by the Customer up to a maximum of \$10.00 per line. Qwest will credit Customers utilizing dedicated access services an amount equal to the applicable installation charges actually incurred and paid by the Customer up to a maximum of \$200.00 per DS-0 line and a limit of 100 DS-0 lines. In order to qualify for this offering, the Customer must, within sixty (60) days of sending written notice of termination to Qwest, submit invoices documenting the actual installation charges for which it seeks a credit.

In order to qualify for this guarantee, the Customer must notify Qwest in writing of its intent to cancel its Qwest service thirty (30) days prior to the requested termination date. Written notification must be sent to:

Qwest Communications Corp.
Attention: Cancellation Notification
Department 0270/1021
4650 Lakehurst Court
Dublin, OH 43016

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES

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3.59 Q.guaranteed (Continued)

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Guarantees (Continued)

Toll Free Service Assurance Guarantee - If a Toll-Free line provided by Qwest to the Customer is subject to a "Service Disruption", Qwest will, within 15 minutes of the exact time of completion of the Confirmation Process, reroute traffic from the Affected Toll-Free Line to any working number: (i) terminating in forty-eight (48) contiguous United States "Domestic U.S."); and, (ii) which is provided by Qwest to the Customer. If Qwest fails to reroute such traffic within fifteen (15) minutes after completion of the Confirmation Process ("Toll-Free Line Outage"), Qwest will credit to the Customer's account an amount equivalent to the lesser of: (i) one hundred percent (100%) of the usage for the Affected Toll-Free Line for the entire month in which the Toll-Free Line Outage occurred; or, (ii) one hundred ten percent (110%) of the usage for the Affected Toll-Free Line in the month prior to the month in which the Toll-Free Line Outage occurs.

- "Service Disruption" is defined as a degradation in the performance of a toll-free line provided by Qwest to the Customer ("Affected Toll-Free Line") which completely disallows Qwest from terminating calls to such Affected Toll-Free Line.
- The "Confirmation Process" is defined as: (i) the Customer's telephonic notification to a Qwest Customer Service Representative of a Service Disruption and the furnishing by the Customer of certain information (including the Customer's name and address, the Customer's Qwest account number and the Affected Toll-Free Line, the service subscribed to by the Customer and the approximate time the Service Disruption began; and, (ii) acknowledgment from such Qwest Customer Service Representative that traffic to the Affected Toll-Free Line will, in accordance with the terms of this Guarantee, be rerouted within 15 minutes of the conclusion of the Customer's telephone call to Qwest.
- The credit will be applied within sixty (60) days of the Service Disruption. The credit will be calculated based on all calls to the Affected Toll-Free Line(s) and applied to the Customer's interstate usage.
- Qwest is guaranteeing only that calls will be rerouted within 15 minutes upon completion of the Confirmation Process, not that service will be restored to the main location in that timeframe. Qwest's only obligation under this Guarantee is to issue the appropriate credit as described above.

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Guarantees (Continued)**Toll Free Service Assurance Guarantee** (Continued)

- A maximum of five (5) affected toll free numbers per Customer, per occurrence will be covered under this Guarantee.
- The Customer is required to designate and provide to Qwest a working telephone number with enough capacity to handle the rerouted traffic. Qwest will not be responsible or liable for uncompleted calls due to problems with the working telephone number or insufficient capacity or number of lines at the working telephone number designated by the Customer.

The Toll-Free Service Assurance Guarantee shall not apply for the following:

- 1) a Service Disruption is caused by the negligence, errors, or omission of the affected Customer or others authorized by the Customer to use the Customer's service;
- 2) a Service Disruption is caused due to the failure or malfunction of any power, equipment, service, or systems not provided directly by Qwest;
- 3) a Service Disruption occurs during any period in which Qwest or its agents are not afforded access to the premises where access lines associated with the Affected Toll-Free Line is terminated; provided, however, that such access is needed to prevent Service Disruption;
- 4) a Service Disruption occurs during any period when the Customer has released the service to Qwest for maintenance or rearrangement purposes, or for the installation or de-installation of a Customer order;
- 5) a Service Disruption occurs during a period when the Customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;

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3.59 Q.guaranteed (Continued)

Guarantees (Continued)

Toll Free Service Assurance Guarantee (Continued)

- 6) a Service Disruption occurs due to network busy conditions;
- 7) a Service Disruption non immediately/promptly reported to Qwest;
- 8) a Service Disruption is caused by the failure of an underlying local exchange carrier or third party carrier of local, switched and/or dedicated service that Qwest relies on to provide service to the Customer.
- 9) a Service Disruption is caused by the failure of the National SMS 800 database and/or system;
- 10) Qwest is not the Responsible Organization ("Resp Org") for the Affected Toll-Free Line;
- 11) The on-line portion in a multi-carrier situation;
- 12) The Customer is utilizing Qwest's Toll-Free Verified and Non-verified PAC, GeoRouting, or Menu Routing services;.
- 13) a Service Disruption caused by the Customer's use of Qwest services in any unauthorized or unlawful manner; and/or,
- 14) a Service Disruption is caused by or resulting from a *force majeure* event beyond the reasonable control of Qwest including, but not limited to, an act of God, government regulations, or national emergency.

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SECTION 3 - DESCRIPTION OF SERVICE AND RATES Missouri Public Service Commission

3.59 Q.guaranteed (Continued)

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Guarantees (Continued)

Performance Guarantees:

The following three performance guarantees are only available to those customers who commit to a monthly volume level of \$7,000 or greater:

Installation Guarantee - Qwest guarantees that it will install the customer's Q.guaranteed service, switched and/or dedicated, including frame relay, by the date promised to the customer, or the customer is entitled to receive a \$500 credit (if commitment level is between \$7,000 and \$20,000) or a \$1,000 credit (if commitment level is between \$35,000 and \$100,000). This credit will be applied on the customer's subsequent month's invoice.

Quarterly Account Review Guarantee - Qwest guarantees that the assigned Qwest account team will review all new Q.guaranteed customer's accounts on a quarterly basis for the entire length of the customer's term commitment.

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3.59 Q.guaranteed (Continued)

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Guarantees (Continued)

Service Outage Resolution Guarantee - Qwest guarantees that it will restore any service outages the customer may incur on their end-to-end Q.guaranteed service within four (4) hours or less or the customer is entitled to receive a \$500 credit (if commitment level is between \$7,000 and \$20,000) or a \$1,000 credit (if commitment level is between \$35,000 and \$100,000). This credit will be applied on the customer's subsequent month's invoice. The Service Outage Resolution Guarantee shall not apply for the following reasons:

1. Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service.
2. Interruptions due to failure of power, equipment, service, or systems not provided by Qwest.
3. Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access line is terminated.
4. During any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
5. Interruptions not immediately/promptly reported to Qwest.
6. Interruptions during any period when the customer or user has released service to Qwest for maintenance or rearrangement purpose, or for the installation of a customer service order.
7. *Force majeure* events beyond the reasonable control of Qwest including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by Qwest or the access provider.
8. Labor strikes.

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Guarantees (Continued)

The following three performance guarantees are available to all customers regardless of monthly volume commitment levels:

Network/Service Availability Guarantee - Qwest guarantees for all Basic Digital Service, Extended Digital Service, Terrestrial Digital Service, and High Speed Digital Service circuits that it will provide an average of 99.9% customer network availability and 99.85% end-to-end availability (when access is ordered by Qwest on behalf of the customer) per month for all Q.guaranteed customers or the customer is entitled to receive a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month. This credit will be applied on the customer's subsequent month's invoice and shall be in lieu of any service interruption or outage credit(s) that the customer might have been entitled to receive as set forth in this tariff. This credit is applicable on a per account basis per month and is based on the average availability across all of the customer's circuits throughout the given month. This guarantee shall not apply to @ccess service or Private Line Service.

Network availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs Qwest of service non-availability and ends on the date of service restoration. For purposes of this measurement, the private line circuit will be measured from Point of Presence to Point of Presence and will not include customer premise equipment or local access facilities.

No credit allowances will be made for:

1. Circuits provisioned within the last 30 days.
2. Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service.
3. Interruptions due to failure of power, equipment, service, or systems not provided by Qwest.

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Network/Service Availability Guarantee (Continued)

4. Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated.
5. Interruptions during any period when the customer or user has released service to Qwest for maintenance or rearrangement purpose, or for the installation of a customer service order.
6. Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
7. *Force majeure* events beyond the reasonable control of Qwest including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by Qwest or the access provider.
8. Labor Strikes.

End-to-end availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the Customer informs Qwest of service non-availability and ends on the date of service restoration. For purposes of this measure, the private line circuit will be measured from demarcation point to demarcation point, and will not include customer premise equipment.

Calculation: Monthly Network Availability Time (%) - 1- [Total minutes of network non-availability per month / (Total number of private line circuits x days in month x 24 hours x 60 minutes)].

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Guarantees (Continued)

Frame Delivery - Qwest guarantees to achieve a Frame Delivery rate of 99.9% for CIR frames (end-to-end CIR packet delivery only applies to frame slot marked discard eligible). Qwest guarantees to achieve a Frame Delivery rate of 99% for non-CIR frames. If Qwest does not meet this guarantee, the Customer is entitled to a credit equal to 10% of the Customer's network port and PVC/CIR monthly recurring charges for that month.

Definition: Frame Delivery is the percentage of frames which are successfully delivered over the Qwest network, excluding frames which are not delivered due in whole or in part to factors unrelated to the Qwest network.

Calculation: Frame Delivery (Throughput) is measured as the percentage of frames presented to the Qwest network by the Customer versus those which are successfully delivered by the Qwest network. The percentage is based on Frame Delivery (Throughput) across the Customer's entire network, not on an individual location or PVC basis.

Exclusions: Frame Delivery (Throughput) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

1. Any act or omission causing interruptions by negligence on the part of the Customer, its contractors, any local access provider, or any other entity over which the Customer exercises control or has the right to exercise control.
2. Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access lines associated with the Customer's service are terminated.
3. Interruptions during any period when the Customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
4. Any circuits provisioned within the last 30 days.

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3.59 Q.guaranteed (Continued)

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Guarantees (Continued)

Frame Delivery (Continued)

Exclusions (Continued)

- 5. Scheduled maintenance interruptions and outages.
- 6. Labor strikes.
- 7. *Force majeure* events beyond the reasonable control of Qwest including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by Qwest or the access provider.
- 8. Frames dropped at infrastructure egress due to improper customer specifications of customer port speeds.
- 9. Interruptions due to failure of power, equipment, service, or systems not provided by Qwest.

Network Transit Delay - Qwest guarantees to achieve a one-way Network Transit Delay within the continental United States for 100 byte frames at 35 milliseconds or less, 500 byte frames at 95 milliseconds or less, and 1,600 byte frames at 250 milliseconds or less (including protocol overhead). Network Transit Delay (Latency) measures only delay on the Qwest network, external factors which may cause delay (e.g., access serialization, access link congestion) are excluded from the measurement. If Qwest does not meet this guarantee, the customer is entitled to a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month.

Definition: Network Transit Delay (Latency) measures one-way delay between the origination and destination infrastructure ports. It is defined as the period of time commencing with transmission of the last bit of a packet from the origination infrastructure.

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3.59 Q.guaranteed (Continued)

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Guarantees (Continued)

Network Transit Delay (Continued)

Exclusions: Network Transit Delay (Latency) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

1. Any act or omission causing interruptions by negligence on the part of the customer, its contractors, any local access provider, or any other entity over which the customer exercises control or has the right to exercise control.
2. Interruptions during any period in which Qwest or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated.
3. Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
4. Any circuits provisioned within the last 30 days.
5. Scheduled maintenance interruptions and outages.
6. Labor strikes.
7. *Force majeure* events beyond the reasonable control of Qwest including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by Qwest or the access provider.
8. During periods in which a major network component (e.g., backbone link or gateway switch) is not functioning and the network is in an emergency reroute configuration.
9. Interruptions due to failure of power, equipment, service, or systems not provided by Qwest.

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Guarantees (Continued)

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Network Transit Delay (Continued)

Credit Limitation: If the customer experiences network or service performance for Qwest FramePlus Frame Relay at levels below those stated herein for two or more elements (Network Availability, Frame Delivery, and Network Transit Delay) in the same month, the customer is entitled to receive credits pursuant to one of the applicable credit sections only. In addition, Qwest will not issue credits pursuant to the Service Level Guarantee for more than six months in any twelve month period.

Availability: Tariffed Qwest FramePlus Frame Relay service elements may not be available at or between all service points.

Plus Program

If a term customer's usage charges meet or exceed any other higher monthly commitment level, the customer will be credited the difference between the rates at the level/term it committed to and the rates it would have received if it has committed to the second commitment level above their monthly volume commitment level with the same term length. The credit will be applied in the actual month in which the usage occurred. Month-to-Month customers are not eligible for the Plus Program.

Q.guaranteed - WorldCard

Q.guaranteed WorldCard is a flat, per minute rated calling card service, with a per call surcharge. Rates are quoted in full minutes. Call rounding is six (6) second initial and six (6) second increments.

Enhanced Toll Free Features

Q.guaranteed offers Enhanced Toll Free Features for all Q.guaranteed customers. If the customer signs a term commitment, the customer is eligible to receive selected features at a 'packaged' rate or the customer can subscribe to features individually.

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