

September 30, 2013

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

Dear Secretary:

Attached for electronic filing is a revision to the PSC MO NO 1 for Spectra Communications, Group, LLC d/b/a CenturyLink. This revision is filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a September 30, 2013 issue date and a proposed effective date of October 1, 2013.

General and Local Exchange Tariff  
Section 5           15th Revised Sheet 5.11  
                          5th Revised Sheet 5.15  
                          3rd Revised Sheet 5.17  
                          5th Revised Sheet 5.18

This filing extends various promotions that are available to business customers.

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

Sincerely,



Robyn Crichton

Attachments

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

MO 12-PB02C (SCG)

**ROBYN CRICHTON – TARIFF ANALYST III**

[Robyn.M.Crichton@CenturyLink.com](mailto:Robyn.M.Crichton@CenturyLink.com)

5454 W. 110th Street  
Overland Park, KS 66211  
Voice: (913) 345-7535

GENERAL AND LOCAL EXCHANGE TARIFF

SERVICE CHARGES

D. Special Promotions (Cont'd)

25. During the period July 1, 2010 through May 31, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed \$250 per bill credit. The credits will be reflected on the customer's first and second month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is \$500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

26. During the period August 16, 2010 through December 31, 2013, a thirty-day satisfaction guarantee is available to residence customers who order Pure Broadband Bundle with High-Speed Internet (HSI) at speeds up to and including 10 Mbps. Under this satisfaction guarantee, customers who disconnect these services within thirty days after installation will receive a credit for the monthly recurring charges that were billed through the date of disconnection when at the time of the requested disconnection they inform the Company of their subscription under this guarantee and cite their dissatisfaction with the services as the reason for the requested disconnection. When the expiration of the thirty-day period falls on a weekend or legal holiday, the customer must request disconnection no later than the first business day following the weekend or legal holiday to be eligible for a credit.

27. During the period October 15, 2010 through **January 31, 2014**, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk. (C)

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

ISSUED:  
September 30, 2013

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

EFFECTIVE:  
October 1, 2013

GENERAL AND LOCAL EXCHANGE TARIFF

---

SERVICE CHARGES

D. Special Promotions (Cont'd)

32. From June 11, 2012 through **January 31, 2014**, business customers who subscribe for a 12-month or 36 month commitment contract will be eligible for a discount on: (C)

- Voice Access: B1, Centrex, KEY, PBX, & DTS trunk circuits; and recurring (non-usage-based) calling plan packages (EAS, ECC, ECP, MCA, LOS, & OCP)
- Voice Access Features: Hunting, Voicemail, Caller ID, 3-way Calling, Call Forwarding, Speed Calling, Call Waiting, & recurring DID Charges including charges for blocks of numbers.
- Data Services: Frame Relay, and digital Private Line circuits.

Customers must commit to a monthly recurring revenue commitment per account for eligible services that will remain constant during the commitment period. If at any time during the commitment period the actual monthly charges for a given account are less than 70% of the recurring revenue commitment, the customer will be charged the difference between the monthly recurring revenue commitment and the actual monthly charges before the discount is applied. A maximum monthly discount of \$2,000 applies per account.

A 30 day minimum disconnect notice applies to all discontinued services. If a customer disconnects all services prior to the end of the commitment period, the customer will be charged a lump sum equal to 70% of the monthly recurring revenue commitment multiplied by the number of months remaining in the commitment period.

This discount can not be combined with any other promotional or term commitment discount offer.

Applicable Exchanges: Cameron, Eldorado Springs, Greenfield, Ironton, Lawson, Macon, Mountain Grove, Mt. Vernon, Sarcoxie, Savannah

|                   |     |
|-------------------|-----|
| 12 month discount | 5%  |
| 36 month discount | 10% |

---

ISSUED:  
September 30, 2013

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

EFFECTIVE:  
October 1, 2013

GENERAL AND LOCAL EXCHANGE TARIFF

---

SERVICE CHARGES

D. Special Promotions (Cont'd)

34. One Month Free Offer

During the period October 19, 2012 through **January 31, 2014**, new business customers who subscribe to Business Unlimited Service may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating. (C)

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Business Unlimited Service under a one year term commitment. Additionally, customers will receive a credit for their first month's charge. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer's service and may not be combined with any other promotion.

---

ISSUED:  
September 30, 2013

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

EFFECTIVE:  
October 1, 2013

GENERAL AND LOCAL EXCHANGE TARIFF

---

SERVICE CHARGES

D. Special Promotions (Cont'd)

35. Nonrecurring Add A Line Business Promotion

During the period October 19, 2012 through **January 31, 2014**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) lines that are otherwise applicable when they order additional Core Connect packages. (C)

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.

36. Simple Choice ULD with HSI Discount

During the period May 1, 2013 through September 30, 2013, residence customers who subscribe to Simple Choice Unlimited will receive a \$5.00 discount when they also subscribe to the Company's High Speed Internet.

---

ISSUED:  
September 30, 2013

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

EFFECTIVE:  
October 1, 2013