



August 29, 2014

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

Dear Secretary:

Attached for electronic filing are revisions to the P.S.C. MO. No. 1 General and Local Exchange Tariff for CenturyTel of Northwest Arkansas, LLC (Missouri) d/b/a CenturyLink. These revisions are filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with an August 29, 2014 issue date and a proposed effective date of September 29, 2014. The following revisions are included with this filing:

Index	7th Revised Sheet 5
Section 1	3rd Revised Sheet 8
Section 4	5th Revised Index Sheet 1
	Original Sheets 24 through 30

This filing introduces CenturyLink® Line Volume Plan, a volume and term plan available to business customers with 10 or more business lines, key lines or key trunks. A customer may have up to 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers. The proposed rates for exchanges served by CenturyTel of Northwest Arkansas, LLC include charges for Extended Area Service, Touch Calling Service and Trunk Hunting, where applicable, resulting in simplified and consistent bill presentation for CLVP across all CenturyLink service locations. This filing also introduces CLVP Feature Package, available with lines enrolled in CLVP.

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

Sincerely,

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

Robyn Crichton

Attachments

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

MO 14-07 (NWAR)

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GENERAL AND LOCAL EXCHANGE TARIFF

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LOCAL EXCHANGE SERVICE

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LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP)

A. General

1. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.
2. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.
3. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

B. Regulations

1. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:
 - Flat rate business individual lines – local exchange service terminating into a single line instrument.
 - Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

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LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

2. CLVP Feature Package, consisting of Customer's choice of any of the following features (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward-Remote Access (Not currently available)
Call Waiting/Cancel Call Waiting
Three-Way Calling
Three-Way Calling with Transfer (Not currently available)
Call Return
Distinctive Ring
Message Waiting Indicator ^[1]
Voicemail ^[1]

3. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.
4. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in 5. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.
5. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in 10. following, in which instance a new tier will be established and will apply for all service locations.

^[1] This service is not regulated under this tariff.

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

2. Regulations (Continued)

6. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.
7. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in B.1. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.
8. Customers may select a CLVP tier lower than their actual quantity of contributory services.
9. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.
10. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.
11. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

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LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

C. Early Termination Liability

1. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $\$15.00 \times 50 \times 3 = \$2,250.00$.
2. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.
3. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.
4. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

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CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates

1. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.
2. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.
3. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.
4. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.
5. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.

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CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates (Continued)

6. If, at any time during an auto-renewal period(s), Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.
7. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

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CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

E. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month ^[1]

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$19.99	\$18.99
50 - 499	18.99	17.99
500 - 999	17.99	16.99
1000 - 3000	16.99	15.99

2. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	\$11.00	\$ 9.00
50 - 499	11.00	9.00
500 - 999	11.00	9.00
1000 - 3000	11.00	9.00

^[1] Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.