



January 14, 2014

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

Dear Secretary:

Attached for electronic filing are revisions to the P.S.C. MO.-No. 22 General Exchange Tariff for Embarq Missouri, Inc. d/b/a CenturyLink. These revisions are filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a January 14, 2014 issue date and a proposed effective date of February 13, 2014. The following revisions are included with this filing:

Section 40                      Fifteenth Revised Page 3  
   Sixth Revised Page 3.1

This filing increases the rate for Directory Assistance calls. Additionally, revisions are being made to clarify the applicable surcharge when customers dial "0" for directory assistance.

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

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

Sincerely,

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

Robyn Crichton

Attachments

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

MO 14-01 (EQ)

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

**CUSTOMER BILL NOTIFICATION**

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

**NOTICE OF RATE CHANGES**

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

GENERAL EXCHANGE TARIFF

Embarq Missouri, Inc.  
d/b/a CenturyLink

Fifteenth Revised Page 3  
Cancels Fourteenth Revised Page 3

OPERATOR SERVICES

II. DIRECTORY ASSISTANCE (D.A.) SERVICE (Cont'd)

B. REGULATIONS (Cont'd)

5. Charges for Directory Assistance Service are not applicable to calls placed from Payphone Line Service telephone service or from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory. The method of exempting those handicapped customers shall be via completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.
6. Charges for Directory Assistance service are not applicable to calls placed from a hospital which has as its principal undertaking the inpatient medical or surgical care of the sick or disabled persons.

C. RATES

1. For customer direct dialed calls to a directory assistance attendant, a charge of **\$2.99** is applicable for each call. (I)
2. For all customer requests for Directory Assistance which are placed to a directory assistance attendant via an operator, **an additional** charge of \$1.85 is applicable for each call. (T)
3. Directory Assistance service charges billed to a third number; a special billing number; or a Telephone Company calling card, will be billed **an additional \$1.85 for** each call. (T)

ISSUED:  
January 14, 2014

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

EFFECTIVE:  
February 13, 2014

GENERAL EXCHANGE TARIFF

Embarq Missouri, Inc.  
d/b/a CenturyLink

Sixth Revised Page 3.1  
Cancels Fifth Revised Page 3.1

OPERATOR SERVICES

III. NATIONAL DIRECTORY ASSISTANCE SERVICE

A. GENERAL

1. National Directory Assistance Service is provided to customers of the Telephone Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area, as defined in Section 40 II.A.1. of this tariff.
2. National Directory Assistance Service is available only in exchanges for which the Telephone Company provides local operator services.

B. REGULATIONS

1. There are no call allowances or exemptions for National Directory Assistance Service.
2. A maximum of two requested telephone numbers is allowed per call.
3. The rate in C.2. following applies to each call to National Directory Assistance, even if one of the numbers requested is in the local Directory Assistance service area.
4. In locations where the customer has the capability to direct dial National Directory Assistance but places the call to the National Directory Assistance Service attendant via an operator, the operator handled service charges listed in Section 40 V.B. apply in addition to the rate in C.2. following.
5. This service may be alternately billed, i.e., billed to a third number; a special billing number; or a Telephone Company calling card.

C. CHARGES

1. Charges apply to each call placed to National Directory Assistance Service.
2. Charge per call **\$2.99** (1)  
plus operator handled service charges, if applicable

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