



March 16, 2017

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 Access Service P.S.C. MO. - No. 26 tariff for Embark 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 March 16, 2017 issue date and a proposed effective date of April 18, 2017.

The purpose of this filing is to standardize tariff language contained in CenturyLink intrastate access tariffs associated with the cancellation of customer orders. When the customer initiates a request for the installation of service and fails to respond to company inquiries within 30 days after the original service date, the tariff language does not clearly define the process for customer-delayed orders. Current company processes differ on when billing begins and when the orders should be cancelled and there is a strong desire to standardize company processes. Accordingly, the company proposes to standardize the Service Date Change language to revise the number of days that existing access service orders can be delayed to 60 calendar days. There are no rate changes associated with this filing. This filing will mirror the language of the CenturyLink Operating Companies FCC tariffs that were revised and effective December 2, 2016. Customer notices were issued at the time of the FCC filing.

The list of tariff pages reflecting changes is as follows:

Section 5 Fifth Revised Page 118
Third Revised Page 124

Should you have questions or need additional information regarding this filing, please contact me at the phone number or email address listed below or Doug Galloway at (573) 634-1511.

Sincerely,

A handwritten signature in cursive script that reads "Christina L. Chushuk".

Christina L. Chushuk
Manager, Regulatory Operations

Attachments

ec: Missouri Office of the Public Counsel (e-mail)
Ted Hankins, CenturyLink

MO17-05

CHRISTINA L. CHUSHUK
Chris.chushuk@CenturyLink.com
600 New Century Parkway
New Century, KS 66031
Voice: (913) 353-7070

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.2 Access Order Modifications (Cont'd)

When Telephone Company personnel are dispatched to install a customer's service on the requested service date, and the customer advises the Telephone Company personnel that service cannot be accepted at that time, the customer shall be responsible for payment of additional labor charges for the time incurred by Telephone Company personnel. The additional labor charges will be applied on per half hour, per technician basis as set forth in 13.2 following.

Any increase in the number of Special Access Service channels or Switched Access Service lines or trunks will be treated as a new Access Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Special Access Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.

(A) Service Date Change Charge

Access Order service dates for the installation of new services or rearrangements of existing services may be changed, but the new service date may not exceed the original service date by more than 60 calendar days. When, for any reason, the customer indicates that service cannot be accepted for a period not to exceed 60 calendar days, and the Telephone Company accordingly delays the start of service, a Service Date Change Charge will apply. If the customer requested service date is more than 60 calendar days after the original service date, the order will be canceled by the Telephone Company and reissued with the appropriate cancellation charges applied unless the customer indicates that billing for the service is to commence as set forth in 5.2.3(A) following. (C) (C) (C)

ISSUED:
March 16, 2017

Gary L. Kopley
Director – Regulatory Operations
600 New Century Pkwy
New Century, Kansas 66031

EFFECTIVE:
April 18, 2017

ACCESS SERVICE

5. Ordering Options for Switched and Special Access Service (Cont'd)

5.2 Access Order (Cont'd)

5.2.3 Cancellation of an Access Order

(A) A customer may cancel an Access Order for the installation of service at any time prior to notification by the Telephone Company that service is available for the customer's use. The cancellation date is the date the Telephone Company receives written or verbal notice from the customer that the order is to be canceled. The verbal notice must be followed by written confirmation within 10 days. If a customer or a customer's end user is unable to accept Access Service within 30 calendar days of the latest agreed upon service date, the customer has the choice of the following options:

(C)
(C)

- The Access Order will be canceled and charges set forth in (C) following will apply if the service has not been fully provisioned; or

(C)

- The Access Order will be completed and billing for the service will commence if the service has been fully provisioned or the customer has indicated that billing for the service should begin.

(C)

(D)

(D)

(B) Reserved For Future Use

(C) When a customer cancels an Access Order for the installation of service, a Cancellation Charge will apply as follows:

(1) Costs incurred in conjunction with the provision of Switched or Special Access Service starts on the Application Date as defined in (4)(b) following.

(2) When the customer cancels an Access Order prior to the Scheduled Issue Date, as defined in (4)(b) following, no charges shall apply.