

June 14, 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 CenturyTel of Missouri, LLC d/b/a CenturyLink General and Local Exchange Tariff. This revision is filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a June 14, 2013 issue date and a proposed effective date of July 15, 2013. The following revisions are included in this filing:

Section 1	12th Revised Sheet 1 1st Revised Sheet 2
Section 2	2nd Revised Sheet 24.1 1st Revised Sheet 24.2 1st Revised Sheet 24.3

This filing introduces a Convenience Fee Charge which will apply to residential and business customers for one-time payments made with the assistance of a live customer representative using a debit card, a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge.

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 13-05 (CTMO)

ROBYN CRICHTON – TARIFF ANALYST III

Robyn.M.Crichton@CenturyLink.com

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

GENERAL AND LOCAL EXCHANGE TARIFF

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

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 Manager - Tariffs
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 Overland Park, KS 66211

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(C)

GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

N. Payment for Services and Facilities (Cont'd)

(N)

8. Convenience Fee Charge

A Convenience Fee Charge will apply to residential and business customers for one-time payments made with the assistance of a live customer representative using a debit card, a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to customers who are enrolled in automatic payment plans, who pay their bill by mail, who use the automatic voice response unit, who use their financial institution's bill payment service, or who pay their bills online at the Company's website.

**Convenience Fee Charge, per occasion,
utilizing a live customer representative**

**Non-Recurring
Charge
\$4.00**

(N)

O. Post Billing Toll Block

1. General

Post Billing Toll Block (PBTB) is a process whereby the Company will initiate toll blocking on high risk accounts which have unpaid balances. A grace period will be given to the customer to respond to the toll block. This service is designed to minimize the Company's network exposure from uncollectible amounts and to act as an enhancement to the late payment treatment process. If payment is not received the normal late payment treatment process will continue. This process will be accomplished where the Company is technically capable.

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(M) Material previously found on this page now appears on 1st Revised Sheet 24.2 of this section.

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GENERAL AND LOCAL EXCHANGE TARIFF

RULES AND REGULATIONS

O. Post Billing Toll Block

2. Description

a. A risk level assessment process determines customers with high risk accounts and is based as a result of either Credit Scoring for new customers or Behavioral Scoring (Company payment history) for existing customers.

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1) Risk level assessment is categorized for new customers via Credit Scoring whereby the Company will be provided a credit score through the use of a third party credit reporting service. A credit score is computed on the inquiry date by utilizing a credit scoring model plus information contained in the customer's credit files. The customer's score is delivered by the National Credit Bureau at the time of service application. Credit Scoring allows the Company to assign a low, medium or high credit risk rating to all new customer accounts.

(a) A high risk level assessment is assigned to new customers having the following criteria:

- Collection **judgments**
- Charge (Written) off accounts
- Outstanding collection accounts
- Various degrees of delinquency history from 30-180 days, and not paid in full or current at time of scoring

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2) Behavioral Scoring, based on Company payment history, will establish a risk assessment for existing customers. A score will be established and maintained (re-scored) on each customer when the program is initiated and/or after a six (6) month service period has been established. Existing customers for the purpose of this tariff, are those customers that have had continuous service with the Company over a six (6) month period.

(a) A high risk level assessment is assigned to existing customers having the following criteria:

- Six (6) or more telephone bills not paid by the due date or in full during the preceding 12 months
- Three (3) or more Non-Sufficient Fund (NSF) checks for telephone bill payments during the preceding 12 months
- Two (2) or more service denials due to nonpayment during the preceding 12 months
- Six (6) or more reminder notices on account during the preceding 12 months

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(M) Material now found on this page previously appeared on 1st Revised Sheet 24.1 of this section.

(M1) Material previously found on this page now appears on 1st Revised Sheet 24.3 of this section.

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RULES AND REGULATIONS

O. Post Billing Toll Block (Cont'd)

2. Description (Cont'd)

- b. Post Billing Toll Block will not be initiated if the customer has disputed regulated amounts. Post Billing Toll Block will also not be initiated if a disputed regulated amount reduces the billed amount below the treatment practice amount limit.
- c. A delinquent account customer will be given a grace period of two business days from the "please pay by date" or due date of the bill to make payment otherwise Post Billing Toll Block will be initiated.
- d. An intercept recording will inform the delinquent account customer that the long distance (1+, 0+, and pay per call charges) call cannot be completed. Long distance service access will be restored when the delinquent balance is paid. Should the customer request payment arrangements, the account will remain toll blocked until the delinquent amount is paid. Subsequent local service disconnection will be suppressed until/unless the customer fails to make payment arrangement.
- e. Toll blocked accounts will retain local dial tone, local calling and access to emergency services. However, the Company will also restrict all collect, credit card and third number bill calls.
- f. No restoral of service charges will be incurred by the customer as a result of restoring toll service.
- g. After the Post Billing Toll Block is initiated late payment treatment notices will be rendered and if payment is not received or payment arrangement made a temporary disconnect and finally an out of service order will follow.

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