



August 1, 2016

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 tariff for Embarq Missouri, Inc. d/b/a CenturyLink, Access Service P.S.C. MO. - No. 26. These revisions are filed in accordance with Missouri Public Service Commission Rules and Regulations and electronically submitted with a August 1, 2016 issue date and a proposed effective date of September 1, 2016.

The purpose of this filing is to discontinue Operator Inward Assistance Service. This service is obsolete and there has been no customer demand since 2010.

The list of tariff pages reflecting changes is as follows:

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| Section 16, Second Revised Page 663 | Section 16, Second Revised Page 667 |
| Section 16, Second Revised Page 664 | Section 16, Second Revised Page 670 |
| Section 16, Third Revised Page 665 | Section 16, Second Revised Page 671 |

Should you have questions or need additional information regarding this filing, please contact me or Richard Moore at (573) 634-1560.

Sincerely,

A handwritten signature in cursive script that reads "Debra Levy".

Debra Levy
Manager, Regulatory Operations

Attachments

Pc: Gerry Flurer, CenturyLink
Richard Moore, CenturyLink
Missouri Office of the Public Counsel (e-mail)

MO 16-04A

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ACCESS SERVICE

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[1] Effective September 1, 2016, Operator Inward Assistance (OIA) Service was discontinued. (N)

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ACCESS SERVICE

16. Operator Services

16.1 Operator Services Description

Effective September 1, 2016, Operator Inward Assistance (OIA) Service was discontinued. (N)
(N)

Operator Services includes the service category of Operator Transfer. Operator Transfer service is provided from Operator Services System (OSS) Tandems to the customer's premises in conjunction with the rules and regulations of the specified Access Services found in Sections 2, 3, 5, and 6 preceding. Operator Services are unavailable in certain LATAs due to existing trunking arrangements. In locations where the provider of operator services is not the Telephone Company, availability of operator services is at the discretion of the operator services provider. If operator services are available, the Telephone Company rates are applicable and billed by the Telephone Company. In locations where the Telephone Company is the provider of operator services for other telephone companies, availability of operator services is contingent on the availability of operator services tariffs of that telephone company. The OSS Tandem locations are provided in National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4. (C)
(C)

16.1.1 Operator Transfer Service (OTS)

Operator Transfer is an originating service that provides call routing of 0- (the digit "0" with no additional digits) calls to a participating customer as requested by the calling end user. An Operator Transfer call is routed to the Telephone Company's OSS operator for completion to a destination outside the originating LATA when the calling party dials "0" and waits for an operator to assist with the call. The Telephone Company operator will, upon request, transfer the call to the calling end user's participating customer (i.e., the Telephone Company's Operator Transfer Service customer) of choice. If the calling end user has no specific customer preference, the OSS operator will consult reference information and offer to the calling party the name of a participating customer. The reference information is arranged to give all participating customers an equal opportunity of being offered to and chosen by the calling end user. After a selection is made by the calling end user the operator will then key in the selected customer's Carrier Identification Code (CIC) and transfer the call.

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16. Operator Services (Cont'd)

16.1 Operator Services Description (Cont'd)

16.1.2 Reserved For Future Use [1]

(C)

(D)

(D)

16.2 Manner of Provisioning

- (A) Operator Services trunking between the customer's premises and the OSS Tandem is provisioned as either Switched Access Feature Group B, Feature Group C, or Feature Group D service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish Feature Group B or Feature Group D service to the Telephone Company's OSS Tandem(s). The Telephone Company will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.

[1] Effective September 1, 2016, Operator Inward Assistance (OIA) Service was discontinued.

(N)

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ACCESS SERVICE

16. Operator Services (Cont'd)

16.2 Manner of Provisioning (Cont'd)

- (B) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Services traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for Operator Transfer. However, Operator Services traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin control.

(C)

16.2.1 Operator Transfer

- (A) The customer must order sufficient capacity between the OSS Tandem(s) and the customer's premises to serve Operator Transfer traffic originating from those end offices. The Telephone Company OSS Tandems send 10-digit ANI (NPA + 7-digit telephone number) for Feature Group D trunk groups with Equal Access signaling or Operator Services Address signaling and Feature Group C trunk groups with Traditional signaling. However, the Telephone Company OSS Tandems send 7-digit ANI for Feature Group C trunk groups with Operator Services signaling. Therefore, if the customer requires Operator Transfer calls separately identified by the originating NPA for the Feature Group C trunk group with Operator Services signaling, the customer must utilize a separate and final trunk group, from the OSS Tandem to their customer's premises, for each NPA served by that OSS Tandem.
- (B) In order for the customer to provide full operator functionality (e.g., Operator Recall, Sequence Dialing, Time and Charge Quotation, and Emergency Ring-back) or coin control, the customer must order Operator Trunk - Pay Telephone for Feature Group C service or Operator Trunk - Full Feature for Feature Group D service. Full operator functionality is not required to provide operator transfer service. When coin control is provided, the customer must establish a separate and final trunk group for each type of end office operator/coin signaling (i.e., inband, expanded inband, and multiwink) existing in the end offices served by the OSS Tandem. Operator Transfer is not available for coin sent-paid traffic.

ACCESS SERVICE

16. Operator Services (Cont'd)

16.2 Manner of Provisioning (Cont'd)

16.2.2 Signaling

- (A) For Operator Transfer, the Telephone Company will provide Traditional signaling for Feature Group B or Feature Group C service or Equal Access signaling for Feature Group D service. Customers providing operator functionality for operator traffic or coin control for pay telephone traffic will be provided with Operator Services signaling for Feature Group C or Operator Services Address signaling for Feature Group D service.

(D)
|
(D)

16.2.3 Design Layout Report

Upon request, the Telephone Company will provide, to the customer, the make-up of facilities and services provided from the customer's premises to the OSS Tandem. This information will be provided in the form of a Design Layout Report. The Design Layout Report will be provided at no charge and will be reissued or updated whenever the facilities provided for the customer's use are materially changed.

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16. Operator Services (Cont'd)

16.2 Manner of Provisioning (Cont'd)

16.2.4 Design Blocking

Trunks between the customer's premises and the OSS Tandem will follow the normal Feature Group B, C, or D blocking criteria as set forth in 6.5.7 preceding. The Telephone Company will perform routine measurement functions to inform the customer that an adequate number of transmission paths are in service to meet the normal Feature Group B, C, or D design blocking levels. However, capacity levels and trunk quantities will be the responsibility of the customer.

16.2.5 Testing

Acceptance testing for Operator Services will be provided as set forth in 6.1.6 preceding. Testing Capabilities for Feature Group B, Feature Group C, and Feature Group D services utilized in conjunction with Operator Services will be provided as set forth in 6.2.2(D), 6.2.3(D) and 6.2.4(D) preceding.

16.2.6 Interface Groups and Transmission Parameters

Operator Services will utilize the same interface groups and transmission specifications as specified in 6.2.2(C), 6.2.3(C) and 6.2.4(C) preceding.

16.2.7 Ordering and Billing Options and Conditions

(A) Operator Transfer Service is ordered under the access order provisions as set forth in Section 5 preceding. Access Order Charges applicable for Switched Access will apply per Access Order - one per state - for the installation, addition, change, or rearrangement of Operator Transfer Service. In addition, other Access Order Charges (i.e., Service Date Change Charges, etc.) may apply.

(D)
(D)

ACCESS SERVICE

16. Operator Services (Cont'd)

16.5 Rate Regulations

16.5.1 Description and Application of Rates and Charges

(A) Operator Transfer Service

The Operator Transfer charge is a flat-rated charge applicable per call transferred to the subscribing customer.

In addition to the Operator Transfer charge, Switched Access rates apply as set forth in 6.8 preceding and Carrier Common Line (CCL) charges as set forth in 3.8 preceding apply for usage originating from all end offices served by the OSS Tandem.

Nonrecurring Switched Access charges are applicable as specified in 6.7 and 6.8 preceding.

(B) Reserved For Future Use [1]

(C)

(D)

(D)

[1] Effective September 1, 2016, Operator Inward Assistance (OIA) Service was discontinued.

(N)

ACCESS SERVICE

16. Operator Services (Cont'd)

16.5 Rate Regulations (Cont'd)

16.5.2 Rates and Charges

| | <u>Recurring Rate</u> | |
|--|---------------------------|-----|
| (A) <u>Operator Transfer</u> [1] | | (T) |
| Per call transferred | \$0.30 | |
| (B) <u>Reserved For Future Use</u> [2] | | (C) |
| | | (D) |
| | | (D) |

[1] In addition, Switched Access charges are applicable as detailed in 16.5.1 preceding. (T)

[2] Effective September 1, 2016, Operator Inward Assistance (OIA) Service was discontinued. (N)

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