

## **SCHEDULE TJG-2**

### **CenturyTel Response to Charter RFI Number 7**

**CHARTER'S REQUEST 7:** For every instance in which Charter has previously forecasted and requested facilities from CenturyTel in Missouri, identify each and every instance, since 2003, where CenturyTel has constructed plant or facilities based upon a forecast, or order, submitted by Charter, where such facility was not used by Charter within six (6) months of the date of request. For the purposes of this request, specify the plant or facilities ordered, the cost of such plant or facilities ordered, whether CenturyTel assessed or attempted to assess to the Charter any charge after six (6) months of non-use by such ordering telecommunications carrier, and whether the plant or facilities were otherwise used by CenturyTel or any other telecommunications carrier after six (6) months.

**RESPONSE:** Subject to its objections, CenturyTel states: Since 2003, CenturyTel has not constructed plant or facilities based upon a forecast, or order, submitted by Charter.

Supervision of Response: Guy Miller

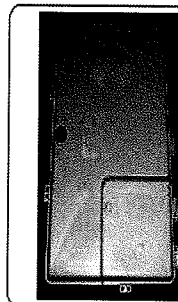
## **SCHEDULE TJG-3**

**Corning Cable Systems Network Interface  
Device Offered for Sale**

## 11MDEGYS

### Enclosure, 17Hx10Wx3D

Need to do your video distribution outside the house? Use this enclosure to hide it all away from tampering and the elements.



\$17.45



Print



Buy

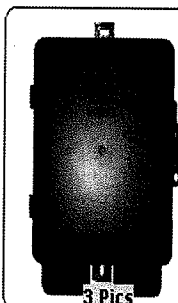
[Features](#) [Ordering Info](#)

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## CAC7700A

### Net.Intfc.Dev., 4-Port, 2-Loaded

Use this demarc box for up to four lines coming in to the house. (Or three lines when using the DSL splitter on one of the lines.) It contains everything you need to connect two outside lines to up to eight inside stations each. (For more inside station connections, use a punchdown block in either a weatherproof cabinet or mounted inside the home.



\$68.95

Corning Cable Systems



Print



Buy

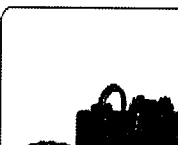
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## SPSDL0SR1

### ADSL POTS Splitter Module

- Takes two slots in a CAC7600 demarc box.
- Separate connections for the voice part and the data portion of the line.



## **SCHEDULE TJG-4**

### **CenturyTel Response to Charter RFIs Regarding NID Access and Use**

**CHARTER'S REQUEST 10:** Identify the specific monetary amount of that portion of "CenturyTel regulated rates", as that term is used in CenturyTel's position statement in Issue 24 of the CenturyTel DPL, that constitutes compensation to CenturyTel for its end users customer's access to, and use of, the CenturyTel NID.

**RESPONSE:** Subject to its objections, CenturyTel states: Some of the loop costs, including the NID, are recovered from the intrastate jurisdiction based on the rate design method (*i.e.*, residually derived local rates) used to establish local rates. Thus, no absolute dollar amount is known or is necessary to support the statement CenturyTel provided in Issue 24 of the Joint DPL.

Supervision of Response: Ted Hankins, Jeff Reynolds

**CHARTER'S REQUEST 11:** With respect to the figure provided in response to the previous question, describe the methodology by which CenturyTel determined the specific monetary amount of "CenturyTel regulated rates" that constitute compensation to CenturyTel for its end user customer's access to, and use of, the CenturyTel NID.

**RESPONSE:** See Response to Request 10.

Supervision of Response: Not Applicable

**CHARTER'S REQUEST 12:** Identify all cost studies CenturyTel has performed concerning the nonrecurring and recurring costs of its Network Interface Devices in Missouri. For the purposes of this interrogatory, include a description of the methodology used to determine Network Interface Device costs in Missouri.

**RESPONSE:** Subject to its objections, CenturyTel states: No cost study or other support information was provided because parties have agreed on the amount of the NID use charges.

Supervision of Response: Not applicable



**CHARTER'S REQUEST 28:** Admit that a CenturyTel NID houses the protector, as such terms are used in Article II, Section 2.103 of CenturyTel's proposed Agreement.

**RESPONSE:** Subject to its objections, CenturyTel states: Admit in part. CenturyTel admits that the protector element is a part of the NID and the NID cover can therefore be said to house the protector element of the NID. CenturyTel denies that the protector is a standalone element that is separate from the NID or that the protector function is separate from the function of the NID as a whole.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 36:** Produce all cost studies CenturyTel has performed to develop its NID use charges. For purposes of this request "NID use charges" shall have the same meaning as given to that term in Article IX, Section 3.5.1, of CenturyTel's proposed Agreement. Include in the response to this request a description of the methodology used to determine such costs in Missouri.

**RESPONSE:** Subject to its objections, CenturyTel states: No cost study or other support information was provided because the parties have agreed on the amount of the NID use charges.

Supervision of Response: Not applicable

**CHARTER'S REQUEST 16:** Admit that a CenturyTel end user customer has the right to access the customer side of the NID on his or her premises, without incurring the obligation to pay CenturyTel, or any third party, for that access.

**RESPONSE:** Subject to its objections, CenturyTel states: Admit in part. The CenturyTel end user customer has the right to open the customer access side of the NID to perform specified procedures as set forth in CenturyTel tariffs and other documentation provided to customers and does so without incurring any separate charge. The customer does not have any right under any circumstances to open the customer access side of the NID to perform any procedure that is not authorized pursuant to tariffs or other documentation provided to customers. The customer's right terminates upon the customer's termination of service from CenturyTel.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 17:** Admit that a CenturyTel end user customer may authorize a third party to access the NID on his or her premises to the same extent that the end user customer may access the NID.

**RESPONSE:** Subject to its objections, CenturyTel states: Admitted. The CenturyTel end user customer may authorize a third party to open the customer access side of the NID on behalf of the customer to perform specified procedures as set forth in CenturyTel tariffs and other documentation provided to customers. Under no circumstances may the customer authorize any third party to open the customer access side of the NID to perform any procedure that is not authorized pursuant to tariffs other documentation provided to customers. The customer's right terminates upon the customer's termination of service from CenturyTel.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 35:** Produce copies of all documentation, or other information, that CenturyTel provides to CenturyTel customers that reflect, refer, or relate to the use by those end user customers of the NIDs placed by CenturyTel on the end user customers' premises and/or service calls involving end user customer inside wire. For purposes of this request, the phrase "documentation, or other information" includes, but is not limited to, relevant pages of telephone directories provided to customers; information contained in any "welcome package" or similar materials provided to customers newly receiving service from Century Tel; "leave-behind" brochures or other information CenturyTel leaves with end user customers upon the installation of a NID and/or a service call involving problems with end user customer premises wiring; and material contained in printed forms or receipts that CenturyTel leaves with customers in connection with service calls.

**RESPONSE:** Subject to its objections, CenturyTel states: See CenturyTel's local exchange tariff on file with the Commission and the documents provided as Exhibit CTL-DM-35.

Supervision of Response: Guy Miller, Pam Hankins

**EXHIBIT**

**CTL-DM-35**

Your Official Yellow Pages.

# CENTURYTEL



CenturyTelYellowPages.com



TV



Area Code 573

## St. James

**BELLE, BLAND, BOURBON, CUBA, LEASBURG, SAFE, VICHY**

*Including listings for: Cherryville, Huzzah, Steelville, Sullivan, Viburnum*

*Use until August 2009*

Calling Features

Area Codes

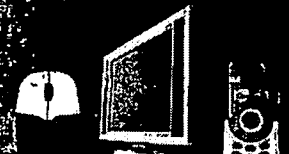
Missouri ZIP Codes

Government

### CenturyTel Triple Savings Bundle

Faster Internet. | Superior Digital TV. | Unlimited Calling.

Save up to 30% with America's smartest discount.



CTL-DM-35-001



### INSIDE WIRE MAINTENANCE PLAN

WireWatch is CenturyTel's optional inside wire maintenance plan for residential and small business customers. The plan includes the diagnosis, repair and/or replacement of inside wiring and/or jacks. There is a small monthly charge for the inside wire maintenance plan.

#### Exclusions and Conditions

- Damage to wiring and/or jacks due to natural disaster or acts of God;
- Customer negligence, excessive abuse and/or additional wiring placed by the customer, which does not meet company standards;
- Repair of defective telephone cords, phones or equipment such as fax machines, answering machines or computers;
- Recreational vehicles, and other temporary or moveable structures are not covered;
- Lines terminating to a Key/PBX, ISDN lines or other non-basic lines;
- The following may not be covered: Leased commercial facilities, multi-dwelling units (apartment buildings, nursing homes, etc.) The Telephone Company will provide maintenance to the protector at these locations. It may be the responsibility of the management of these facilities to monitor and notify each tenant of this policy;
- If you subscribe to more than one line, you must subscribe to WireWatch on all lines in order for them to be covered.

### TELEPHONE PROTECTION PLAN (TPP)

Our Telephone Protection Plan provides coverage for all of your eligible home telephones and Caller ID units against mechanical or electrical failure due to normal wear and tear or power surge. If your phone becomes inoperable for one of these reasons, you only make one toll free call to file a replacement request and a replacement phone is sent to you immediately for all covered requests. The process is convenient and easy. Call our Customer Contact Center for more information.

### TECHNICAL STANDARDS FOR WIRING

Telephone wire carries both voice and data modulation. This is 22 or 24 AWG (gauge) unshielded wire.

**Category 3** - 4-pair quad conductor wire, up to 16 MHz-premises with one telephone number, voice and low speed data.

**Category 4** - Up to 20 MHz - Voice and medium speed data.

**Category 5** - Up to 100 MHz - Voice and high speed data.

### ALLOWANCE FOR FAILURE OF SERVICE

If your exchange (local) telephone service is interrupted for 24 hours or longer, you are eligible for a credit. The amount of your credit is calculated by determining your daily cost for exchange service and then multiplying that cost by the number of days you were without service.

Similar, but not identical, provisions apply to private line and other telephone services. For more information about service interruption credits, please call our Customer Contact Center.

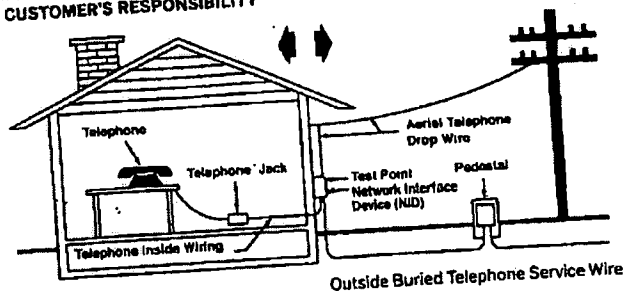




## Repair

### CUSTOMER'S RESPONSIBILITY

### CENTURYTEL'S RESPONSIBILITY



### LOCATING THE PROBLEM

Telephone service problems can be caused by customer provided equipment (CPE), inside wiring, jacks, telephones, security systems, wireless accessories, modems and any other devices within your premises or the CenturyTel network. We encourage you to follow the troubleshooting tips before you call Repair Service to determine if the problem is the CPE in your premises or with the CenturyTel network outside your home.

If the problem is found to be in the CenturyTel network (outside lines, switches etc.), the repair is completed at no charge.

If the source of the problem is your CPE, a trip charge may be applied and billed to your account. A trip charge applies when CenturyTel dispatches a technician who travels, at your request, to your premises and finds the trouble to be in customer provided equipment. The trip charge is not a repair charge; it is a fee for travel time. Repair of the equipment or wiring is based on the length of time required to perform the repairs and the cost of materials used.

### SELF-CHECK/ TROUBLESHOOTING

Before contacting CenturyTel for repair, save time and avoid a trip charge by double-checking your CPE to pinpoint the problem and testing for dialtone at the test point located in the Network Interface Device (NID). This test point disconnects CPE from the CenturyTel network to allow testing directly with the telephone company.

#### It's CenturyTel's responsibility if:

- There is no dialtone when testing at the Network Interface Device (NID).
- The problem still exists when testing at the NID

#### It's a customer's responsibility if:

- Testing at the NID indicates good, clear dialtone.
- A telephone works in one jack but not another.
- There is a loose or broken telephone jack.
- The push buttons are stuck.
- The cords are worn.
- The cord clips are broken.
- The receiver buttons are stuck.

### TESTING WITH THE NETWORK INTERFACE DEVICE (NID)

See the inside cover of the NID for step-by-step instructions.

YOUR OFFICIAL YELLOW PAGES

Your Official Yellow Pages.

# CENTURYTEL

CenturyTelYellowPages.com



Area Code 636

## St. Charles, Warren and Lincoln Counties

Augusta, Dardenne, Defiance, Foley, Foristell, Harvester, Hawk Point, High Hill, Holstein, Jonesburg, Lake St. Louis, Marthasville, Moscow Mills, New Melle, O'Fallon, Old Monroe, Portage Des Sioux, St. Charles, St. Peters, Troy, Truxton, Warrenton, Weldon Springs, Wentzville, Winfield, Wright City

Use until December 2008

CTL-DM-35-004

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## Installation and Service

### Installation and Service

#### REQUESTING SERVICE

Follow these simple steps when you need to order, change or stop your telephone service. Call our Customer Contact Center and speak with a customer service representative. Please be prepared to provide the following information:

- your full legal name
- your street address
- employment and credit information
- types of services you want
- your choice of long distance carrier
- information regarding your previous telephone number
- how you want your name to appear in the directory

#### COSTS TO BEGIN SERVICE

A one-time fee is charged to install or change your service. The use of telephone service for business purposes automatically subjects that service to business rates regardless of the type of premises where the telephone is installed. An advance payment or deposit may also be required.

If you need inside wiring or jacks, you have three options:

- You can have CenturyTel do the work at the cost of time and materials. Call our Customer Contact Center for a cost estimate.
- You can hire an independent contractor to do the work.
- You can do the work yourself.

#### CONNECTION CHARGES

Certain installation charges apply according to work performed. Charges could include:

- service order charge
- central office connection charge
- line connection charge
- wiring charge
- premise visit

#### ESTABLISHING CREDIT

If you are a new customer with CenturyTel, you may be asked for an advance payment or deposit to establish service. Customers requesting business telephone service may be required to demonstrate satisfactory credit that is appropriate for the service requested.

Deposits are based on local service and long distance charges. Any residential customer who furnishes a guarantor is not required to pay a deposit. Any CenturyTel residential customer with 12 months good credit qualifies as a guarantor.

Your deposit will be refunded with interest after 12 months if your telephone bills are paid on time. If service is discontinued during this time, the deposit and interest will be applied to your final bill. Interest rates are set periodically by the Missouri Public Service Commission.

#### INSIDE WIRE MAINTENANCE PLAN

WireWatch is CenturyTel's optional inside wire maintenance plan for residential and small business customers. The plan includes the diagnosis, repair and/or replacement of inside wiring and/or jacks. There is a small monthly charge for inside wire maintenance plan.

##### Exclusions and Conditions

- Damage to wiring and/or jacks due to natural disaster or acts of God;
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- Recreational vehicles, and other temporary or moveable structures are not covered;
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- If you subscribe to more than one line, you must subscribe to WireWatch on all lines in order for them to be covered.

#### TELEPHONE PROTECTION PLAN (TPP)

Our Telephone Protection Plan provides coverage for all of your eligible home telephones and Caller ID units against mechanical or electrical failure due to normal wear and tear or power surge. If your phone becomes inoperable for one of these reasons, you only make one toll free call to file a replacement request and a replacement phone is sent to you immediately for all covered requests. The process is convenient and easy. Call our Customer Contact Center for more information.

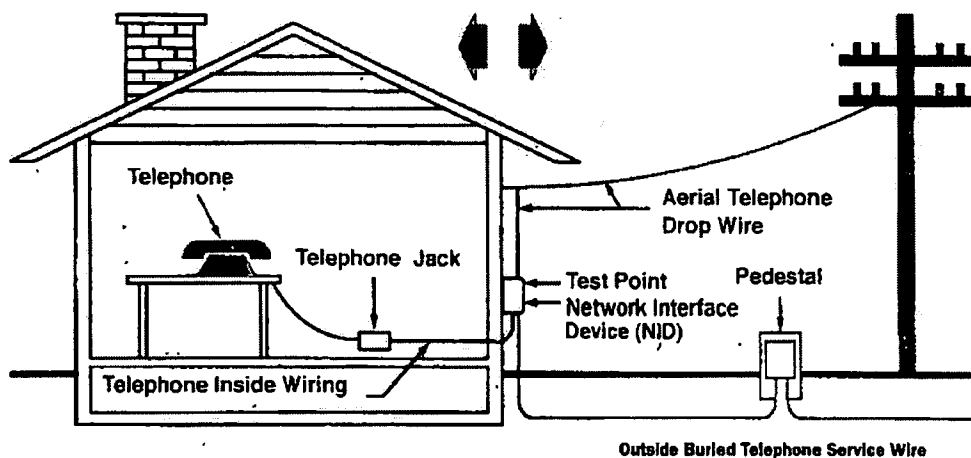
#### ALLOWANCE FOR FAILURE OF SERVICE

If your exchange (local) telephone service is interrupted for 24 hours or longer, you are eligible for a credit. The amount of your credit is calculated by determining your daily cost for exchange service and then multiplying that cost by the number of days you were without service.

Similar, but not identical, provisions apply to private line and other telephone services. For more information about service interruption credits, please call our Customer Contact Center.

## CUSTOMER'S RESPONSIBILITY

## CENTURYTEL'S RESPONSIBILITY



### LOCATING THE PROBLEM

Telephone service problems can be caused by customer provided equipment (CPE), inside wiring, jacks, telephones, security systems, wireless accessories, modems and any other devices within your premises or the CenturyTel network. We encourage you to follow the troubleshooting tips before you call Repair Service to determine if the problem is the CPE in your premises or with the CenturyTel network outside your home.

If the problem is found to be in the CenturyTel network (outside lines, switches etc.), the repair is completed at no charge.

If the source of the problem is your CPE, a trip charge may be applied and billed to your account. A trip charge applies when CenturyTel dispatches a technician who travels, at your request, to your premises and finds the trouble to be in customer provided equipment. The trip charge is not a repair charge; it

is a fee for travel time. Repair of the equipment or wiring is based on the length of time required to perform the repairs and the cost of materials used.

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#### It's CenturyTel's responsibility if:

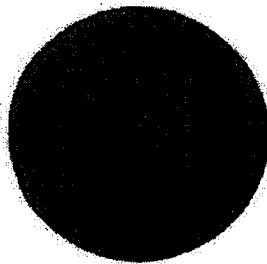
- There's no dialtone when testing at the Network Interface Device (NID).
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### TESTING WITH THE NETWORK INTERFACE DEVICE (NID)

See the inside cover of the NID for step-by-step instructions.

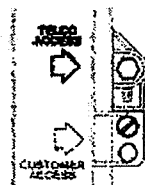
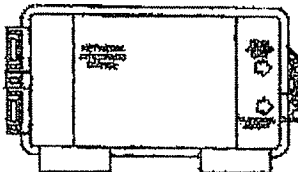


### Dear Telephone Customer:

The telephone company has installed a housing called a Network Interface Device. This outdoor unit is located where your telephone wire enters your premises. This location is usually near the electric meter.

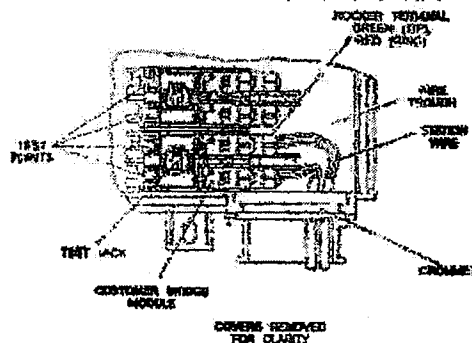
### Purpose of this housing:

- Provides you a place to connect your telephone wires.
- Provides a convenient test jack which will help you to isolate telephone line troubles. This will help you when reporting troubles to your telephone company.



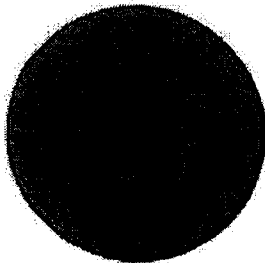
**If you decide to connect your telephone wiring:**  
Locate the new housing marked "Network Interface Device". Using a screwdriver, unscrew the fastener marked "Customer Access" and open the cover.

**CAUTION: INSERT A RJ11 TYPE PHONE PLUG INTO TEST JACK PRIOR TO WIRING CHANGES.**

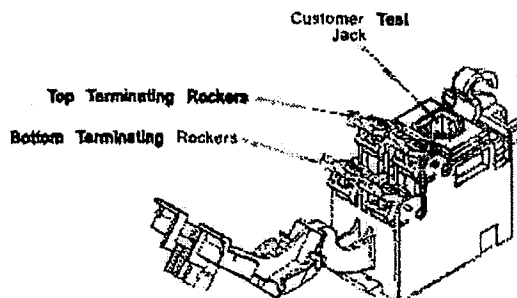


P/N 81029704

CTL-DM-35-007



Punch a hole through the grommet and pass your wire through grommet. Open the subscriber bridge cover to gain access to top/bottom terminating rockers. Note the lid can be removed from the base for ease of wire installation. Lift one unused wire rocker. Insert the wire pair into the TIP ("T" or Green) and RING ("R" or Red) rocker until fully seated (approx. 1/2" or 13mm). (Do not strip insulation from wire.) Note that if the wire was previously connected to the bridge, trim away the last inch (25mm) or so of wire, removing the area previously scored by the connectors. Press thumb firmly on rocker until it snaps shut. Route wires under lid. Repeat as required. Pull lightly on all wires to verify connection. Perform all customary tests.



• RJ-11 Plug is not required for normal operation

**NOTE:** If you have a special line, you may want to contact your vendor for assistance prior to equipment connections.

**TESTING:** Using a screwdriver, unscrew the fastener marked "Customer Access" and open the cover. Open the customer bridge module cover (pull the front tab upward). Plug a working phone directly into test jack. **WAIT ONE MINUTE.** Lift receiver. If dial tone is heard, the problem is in your premises' equipment or wiring. If no dial tone is heard, contact your telephone company.

Advance testing by you may prevent any unnecessary dispatch charges from your telephone company.

Once you finished your test, unplug the telephone from customer test jack. A telephone plug is not required for normal operation. Close the cover and screw the fastener down until the cover is snug and tight.

## THE MODEL

**CAUTION:** TO REDUCE THE RISK OF PERSONAL INJURIES  
INSERT A RJ-11 PLUG INTO TEST JACK  
PRIOR TO ANY WIRING CHANGES.

3711H-72-1101  
09-08-8

### CUSTOMER TELEPHONE WIRING:

Open the customer bridge module. Punch a hole through the appropriate grommet and pass wire through grommet. Remove 3 inches of jacket from that station wire. DO NOT strip wire insulation. Beginning with lower rocker lift a T/R rocker terminal to full up position. Insert wires into appropriate rocker terminal holes. While assuring that wires are fully inserted. Disconnect rocker to fully seated position. Dress excess wire in wiring trough. Plug from jack. Close and secure cover.

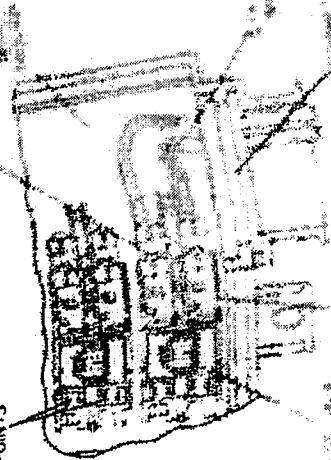
### CUSTOMER COAXIAL CONNECTION: (OPTIONAL SERVICE)

Insert coax cable through grommet. Prepare the coax cable end with CATV coax appropriate coax connector. Terminate customer coax cable with service connector. Close and secure cover.

### TESTING TELEPHONE LINE:

Open the customer bridge module cover (pull the front tab upward). Plug working phone directly into jack. WAIT ONE MINUTE. Lift receiver. If the phone does not operate call telephone company for repair. If phone secure cover fault is in customer wiring. Disconnect plug from jack. Close and secure cover.

TEST  
POINTS



CTL-DM-35-009

## **SCHEDULE TJG-5**

### **CenturyTel Response to Charter RFIs Regarding CenturyTel Service Guide**



**CHARTER'S REQUEST 8:** Identify each and every instance, since 2003, where CenturyTel, or its affiliates, have modified the terms of the CenturyTel Service Guide.

**RESPONSE:** Subject to its objections, CenturyTel states: These documents and information have previously been provided to Charter. Since 2006, CenturyTel produced updates to its Service Guide in July, September, and December 2006, February, April, July, and September 2007, and January 2008. The current service guide is found at the following internet address:

<http://business.centurytel.com/business/Wholesale/Files/QuickLinks/CenturyTelServiceGuide.pdf>

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Notices of changes in the service guide are found at:

<http://business.centurytel.com/business/Wholesale/AlertsAndNotifications/generalNotifications.jsp>

sp

Supervision of Response: Pam Hankins

**CHARTER'S REQUEST 9:** Identify each and every instance, since 2003, where CenturyTel, or its affiliates, has modified the terms of its Service Guide at the request of any other telecommunications carrier operating in Missouri that is not an affiliate of CenturyTel.

**RESPONSE:** Subject to its objections, CenturyTel states: Although CenturyTel considers suggestions from CLECs for modification of the Guide or its inclusive processes, CenturyTel does not track the attribution or application of such suggestions.

Supervision of Response: Guy Miller, Pam Hankins

**CHARTER'S REQUEST 15:** Admit that the CenturyTel Service Guide has not been reviewed or approved by the Commission.

**RESPONSE:** Subject to its objections, CenturyTel states: CenturyTel is unable to admit or deny. CenturyTel is not required to submit its Service Guide to the Commission for approval because the Service Guide is specifically for processes with CenturyTel. However, CenturyTel has no way of knowing if the Commission has reviewed the posted and publicly available Service Guide. Further, to the extent that the Service Guide includes processes that follow established industry standards or includes standards that are specified by applicable law, federal order or state order then those parts may be deemed approved.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 29:** Admit that CenturyTel proposes to incorporate specific portions of its Service Guide into the Agreement, such that Charter will be contractually bound to abide by the Service Guide with respect to such specifically-referenced matters.

**RESPONSE:** Subject to its objections, CenturyTel states: Admit in part. CenturyTel does propose that the Interconnection Agreement incorporate some industry standard practices and/or CenturyTel's own standard practices for service ordering, provisioning, billing, maintenance, trouble reporting and repair processes applicable to the CLEC industry. These practices are included within the CenturyTel Service Guide and therefore incorporated by reference to the same in the Agreement. CenturyTel does propose that Charter agree that CenturyTel may implement such practices to satisfy any CenturyTel obligations under the Agreement. However, where a dispute arises between the Parties with respect to a conflict between the CenturyTel Service Guide and the Agreement, the terms of the Agreement will prevail. Further, all changes to standard practices will be posted on the CenturyTel Website prior to implementation, with email notification to Charter of such postings and Charter has the right to request changes to be delayed or otherwise modified where there is an adverse business impact on Charter, with escalation through the dispute resolution process.

Supervision of Response: Guy Miller

## **SCHEDULE TJG-6**

**CenturyTel Response to Charter RFIs  
Regarding Number Porting Service Charges**

**CHARTER'S REQUEST 19:** Admit that Charter must submit an LSR to CenturyTel as the mechanism to request that CenturyTel transfer, or port, an end user customer's telephone number to Charter.

**RESPONSE:** Subject to its objections, CenturyTel states: CenturyTel admits that an LSR is the industry standard mechanism set forth in 47 C.F.R. §52.26(a) for initiating a porting request to another local exchange carrier and CenturyTel follows and complies with that Industry Standard.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 20:** Admit that if Charter does not submit an LSR to CenturyTel, then CenturyTel will not transfer, or port, an end user customer's telephone number to Charter.

**RESPONSE;** Subject to its objections, CenturyTel states: CenturyTel admits that Charter is obligated under 47 C.F.R. §52.26(a) to submit an industry standard LSR to initiate a porting request to CenturyTel and that CenturyTel is unable to port a number to Charter if Charter does not follow and comply with that industry standard.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 21:** Admit that when Charter submits an LSR to CenturyTel for the purpose of requesting that CenturyTel transfer, or port, an end user customer's telephone number to Charter, the end user customer will be able to retain his or her telephone number after cancelling service with CenturyTel, and initiating service with Charter.

**RESPONSE:** Subject to its objections, CenturyTel states: CenturyTel admits in part. CenturyTel agrees that when Charter submits an LSR to CenturyTel for the purpose of requesting that CenturyTel port an end user customer's telephone number to Charter, the end user customer will be able to retain his or her telephone number after initiating service with Charter. CenturyTel denies that a Charter porting LSR is the functional equivalent of an end user cancellation of service with CenturyTel.

Supervision of Response: Guy Miller



**CHARTER'S REQUEST 24:** Admit that if CenturyTel's proposed service order charge for processing LSRs submitted by Charter is approved by the Commission, such charge will arise only as a result of Charter's submission of an LSR to transfer, or port, an end user subscriber's telephone number to Charter. For purposes of this request, CenturyTel's proposed service order charge for processing LSRs shall be defined as those charges identified in CenturyTel's proposed Section 1.2.3 of Article IX, and in Article XI (Pricing), of CenturyTel's draft agreement.

**RESPONSE:** Subject to its objections, CenturyTel states: Admitted in part. CenturyTel's proposed service order charges for processing LSRs are identified in CenturyTel's proposed Section 1.2.3 of Article IX and in Article XI (Pricing) of CenturyTel's proposed agreement. These charges will be assessed on Charter's submission of an LSR to port an end user subscriber's telephone number to Charter. The proposed service order charges for processing LSRs as identified in CenturyTel's proposed Section 1.2.3 of Article IX and in Article XI (Pricing) of CenturyTel's proposed agreement will also be assessed for other LSRs submitted by Charter in addition to those LSRs related to porting requests. By way of example only, an order submitted for use of the NID would be subject to a service order charge. Further, the service order charges for processing LSRs may be applicable to services provided pursuant to future agreement amendments negotiated by the parties.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 25:** Admit that if CenturyTel's proposed service order charge for processing LSRs submitted by Charter is approved by the Commission, such charge will be assessed under the terms of the final interconnection agreement between CenturyTel and Charter, as set forth in CenturyTel's proposed version of Article XI (Pricing). For purposes of this request, CenturyTel's proposed service order charge for processing LSRs shall be defined as those charges identified in CenturyTel's proposed Section 1.2.3 of Article IX, and in Article XI (Pricing), of CenturyTel's draft agreement.

**RESPONSE:** Subject to its objections, CenturyTel states: Admitted.

Supervision of Response: Guy Miller

**CHARTER'S REQUEST 26:** Admit that CenturyTel's alleged costs of processing LSRs submitted by Charter to transfer, or port, an end user customer's telephone number to Charter, are costs which are specific to CenturyTel, and do not include any other telecommunications carrier's costs.

**RESPONSE:** Subject to its objections, CenturyTel states: Admitted in part. CenturyTel believes the costs are real and not just "alleged."

Supervision of Response: Ted Hankins, Jeff Reynolds

**CHARTER'S REQUEST 27:** Admit that CenturyTel's alleged costs of processing LSRs submitted by Charter, for the purpose of requesting that CenturyTel transfer or port an end user customer's telephone number to Charter, do not constitute network upgrade costs. Further, admit that such costs are not related to CenturyTel's costs of upgrading SS7 capabilities in CenturyTel's network, or adding intelligent network or advanced intelligent network capabilities to CenturyTel's network. For purposes of this request, the term "network upgrade costs" shall have the same meaning as that used by the FCC in the Third Report and Order, In the Matter of Telephone Number Portability, 13 FCC Red 11701.

**RESPONSE:** Subject to its objections, CenturyTel states: Admitted in part. CenturyTel believes the costs are real and not just "alleged."

Supervision of Response: Jeff Reynolds, Guy Miller

## **SCHEDULE TJG-7**

**Charter Proposed Bill Dispute Language  
(from CenturyTel Service Guide)**

Attachment 1  
to Charter-CenturyTel TX DRAFT ICA

Bill Dispute Procedures<sup>1</sup>

1. The dispute must be *in writing* on a *Billing Dispute Form*, and submitted to CenturyTel via the Website, <https://centurytelorderprocessing.centurytel.net/index.cfm>.

The dispute must list a specific dollar amount(s) and must list specific reasons for the dispute(s). Such disputes must be in sufficient detail for CenturyTel to identify the charge being disputed and the basis for the dispute.

**2 Disputes on Feature Errors**

CenturyTel will need to review each order to confirm what was ordered. Carriers must provide a copy of the ordering LSR proving that the features were not requested. Failure to provide copies of LSRs to support your claim will invalidate your dispute and require payment of amounts immediately.

**3 Disputing an entire bill is not considered a valid dispute by CenturyTel.**

A dispute of "NOT MY CUSTOMER" is also not a valid dispute. Provide additional information such as whether or not the customer was ever a customer of yours or the dates in which the customer was yours (i.e., between the dates of mm\dd\yy and mm\dd\yy). Provide the install date and disconnect date as well as the PON# for the disconnect.

**4 Timely Submission of Claims**

Dispute Claims must be filed **timely** for consideration. CenturyTel will only address dispute claims that are filed within **90 calendar days** of the date of the Carrier bill unless otherwise provided for in the Carrier agreement.

4a Carriers are required to make **timely payment** of **undisputed** billed amounts. Thus, if a Carrier customer identifies a billing dispute and plans to withhold payment of the disputed amount, the dispute must be filed either before payment is rendered or at the same time payment is submitted. Otherwise, CenturyTel will consider any unpaid charges a **default of payment**.

4b If a Carrier customer identifies a possible billing error after submitting payment of a bill, the Carrier customer should file a dispute claim with CenturyTel within the time allowance for filing dispute claims. Dispute claims that

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<sup>1</sup> All references to web addresses are to those web addresses as comprised as of the effective date of this Agreement.

are subsequently deemed valid will be credited back to the Carrier's account once the review of the claim has been finalized.

4c Billing dispute claims not filed within the time allowance described in this Section will be rejected.

5 Carrier dispute claims must be filed in accordance with these procedures to be considered. Claims not filed in accordance with these procedures will be rejected without consideration.

6 The Carrier Relations (CR) Collections department will notify the call center when future Carrier orders should be refused due to account not paid or deposit not paid. The CR Collections department will also notify the call center when a Carrier has restored their payment history and new orders can again be accepted.

7 Dispute claims are submitted via the Website, <https://centurytelorderprocessing.centurytel.net/index.cfm>

8 Process for filing dispute claims:

[http://business.centurytel.com/business/Wholesale/Files/QuickLinks/FilingDisputeClaims/Billing\\_Disputes\\_Process.pdf](http://business.centurytel.com/business/Wholesale/Files/QuickLinks/FilingDisputeClaims/Billing_Disputes_Process.pdf)

9 CenturyTel will provide Carrier with responses to each dispute claim via the Website,

<https://centurytelorderprocessing.centurytel.net/index.cfm>

- Any initially invalid dispute amounts not paid within 10 business days may be considered past due and eligible for the application of late payment charges or other applicable treatment remedies.
- The Carrier will have 10 business days from the receipt of CenturyTel's dispute response letter to submit a Billing Re-Dispute Form for any item that the Carrier would like to appeal.

**SCHEDULE TJG-8**

**PUBLIC VERSION**

**CenturyTel Response to Charter RFI  
Regarding CenturyTel Inter-Office Facilities  
(Note: Proprietary Exhibit 49 Excluded)**



**CHARTER'S REQUEST 49:** Identify, and describe, all facilities that CenturyTel owns, deploys, or leases from a third party which are used for the purpose of connecting, or linking, CenturyTel ILEC end offices in LATAs 520 and 521. Include in the response to this data request all network maps, diagrams, schematics, descriptions or other documents that identify the location of such facilities. For purposes of this request, the terms "facilities" and "CenturyTel ILEC end offices" shall have the same meaning as CenturyTel has given to such term in its Position Statement in Issue 18 of the CenturyTel DPL.

**RESPONSE:** Subject to its objections, CenturyTel states: See **PROPRIETARY** Exhibit CTL-DM-49

Supervision of Response: Guy Miller