

CHECK SHEET

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Issued By: Betty Sanders, Director Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Missouri, LLC

1.8.11 Directory Assistance Services

1. Description

The Telephone Company shall list its customers with the directory assistance operators to provide the requested telephone numbers of all customers, except telephone numbers unlisted at the customer's request.

In the event of an error in the listed numbers of any customer, the Telephone Company shall intercept all calls to the listed number for a reasonable period of time provided existing telephone equipment will permit and the number is not in service. In such event of an error or omission in the name listing such customer's correct name and telephone number shall be filed with directory assistance operators. The correct number will be furnished to the calling party either upon request or interception.

Whenever any customer's telephone number is changed after a directory is published, the utility shall intercept all calls to the former number for a reasonable period of time and give the calling party the new number provided existing telephone equipment will permit and the customer so desires.

Call completion of a requested directory assistance listed number may be provided to a customer as part of this service. A service message will inform the Customer that he may be connected to the number automatically. The use of call completion to complete a long distance call may incur charges at the current Charter long distance rate. Call completion service is furnished over the Telephone Company's network, where facilities are technically and operationally available.

2. Rate

Charges associated with obtaining Directory Assistance information are detailed in Section 1.8.4 Calling Features and Other Services for residential subscribers and Section 1.9.9 Additional Services for business subscribers.

3. Exemptions

Those Customers who are physician certified as having physical or a mental disability which prevents them from using the telephone directory are to be exempted from the charge for direct-dialed calls to Directory Assistance and from the charge for placing a call to Directory Assistance via an Operator. The method of exempting those physically and mentally disabled Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

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1.9 Local Exchange Services-Business

1.9.2 Rights of Telephone Company (Cont'd)

Customer is required to provide commercial electrical power or other utility service for the proper function of telephone services.

1.9.3 Rights of Customer

The Telephone Company shall be in default if one (1) or more of the following occur and the Telephone Company fails to remedy each noncompliance or occurrence within thirty (30) days of receipt of written notice from Customer:

1. The Telephone Company fails to comply with the terms of this Tariff or individual contract and/or any or all of the applicable service orders;
2. The Telephone Company files or initiates proceedings or has proceedings filed or initiated against it, seeking liquidation, reorganization or other relief, or proceedings not dismissed within sixty (60) days.

If termination is due to noncompliance by the Telephone Company, the Telephone Company shall reimburse the Customer for any pre-paid, unused monthly service charges attributed to such terminated service. In addition, if termination is due to noncompliance by the Telephone Company within one (1) year of the applicable turn-up (installation) date, the Telephone Company shall pay a termination charge, charges equal to a portion of any one time charge has been paid by the Customer to the Telephone Company relative to the services covered by the terminated service order and/or individual contract.

Money Back Guarantee

Upon customer dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial standard installation charge and one monthly recurring charge, applicable to Charter Business telephone services, under the following conditions:

1. New Charter Business telephone customers qualify to have all levels of telephone services refunded for one month's charges.
2. Current Charter Business telephone customers adding a new level/upgrade of service qualify to receive a credit for one month's charges on the newly added services only.
3. Bulk Accounts, Multi-Dwelling Unit Accounts and National Accounts are not eligible for this offer.
4. The maximum refund allowable is \$500 per account.

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This refund/credit is valid for customers who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per customer account. The customer must disconnect the service and request a refund/credit within 45 days of service installation.

Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

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1.9 Local Exchange Service-Business

1.9.9 Additional Services

Name	Description	Monthly Recurring Charge, per line	
Directory Assistance	Charges to obtain telephone numbers from operator	\$1.79, per use	
	Physically Impaired Customers See Section 1.8.11	No Charge	(T)
Seasonal Suspension	Allows temporary suspension for up to 6 consecutive months	\$10.00 per month	

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1.9 Local Exchange Service-Business

1.9.10 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of business local exchange service. These charges are as follows:

<u>Description</u>	<u>Charge</u>
Late Payment Charge Customers assessed a late fee on past due amounts.	No Charge
Non Sufficient Fund Charge Charge for returned or declined payment	\$25.00
Reconfigure an Existing Jack	\$30.00
Remote Number Forwarding One time installation charger per telephone number	\$25.00

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1.9 Local Exchange Service-Business

1.9.11 Charter Business Bundle®

The following bundles consist of regulated and non-regulated services (e.g. Charter Business® Video and Charter Business® Internet Plus is not under regulation by the Commission). Regulated services are offered as described in this tariff. The discounts shown are based on actual purchase and continuation of the bundle throughout the specified time period. No feature or product substitutions are allowed.

Services and rates shown listed under Charter Business Bundle® are not eligible to be combined with Charter Business® Private Line Services (as defined in Section 1.9.14) and Charter Business Fiber Internet.

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Charter Business Bundle® 2- regulated service and one non-regulated service

The customer must purchase the regulated service shown and either Charter Business® Video or Charter Business® Internet to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current "non-discounted" rate.

	Month to Month	12 Month or Longer Contract	24 Month Contract	36 Month or Longer Contract
Solution Package	\$14.39	\$12.59 ¹	\$11.69 ²	\$10.79 ²
Solution Plus Package	\$14.39	\$12.59 ¹	\$11.69 ²	\$10.79 ²
Select Package	\$ 4.50	\$4.50 ¹	\$4.50 ²	\$4.50 ²
Basic Package ²	\$ 5.39	\$ 5.39	\$ 5.39	\$ 5.39
Advance Package ²	\$14.39	\$12.59	\$11.69	\$10.79
Complete Package ²	\$24.29	\$22.49	\$21.59	\$20.69
	Month to Month	12 Month or Longer		
Basic Package ¹	\$6.29	\$4.99		
Advanced Package ¹	\$14.39	\$9.99		
Complete Package ¹	\$23.39	\$15.99		
Basic Package	\$4.99			
Advanced Package	\$11.10			
Complete Package	\$15.99			

¹ Effective 12/27/12 these rates will be unavailable to customers who don't currently subscribe. See below for conditions.

² As of 4/06/12 these rates will be unavailable to customers who don't currently subscribe. See below for conditions.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

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1.9 Local Exchange Service-Business

1.9.12 Customer Specific Pricing Plan Services

Centrex and private line services will be made available to customers in a non-discriminatory manner. Rates for Centrex and local exchange dedicated access, private line, non-switched, and special access services will be determined on an Individual Case Basis (ICB). ICB rates will be structured to recover the Company's cost of providing the service and will be made available to the Commission Staff upon request on a proprietary basis. Rates may be negotiated and adjusted on Individual Case Basis (ICB)/Customer Specific Proposals (CSPs) in an exchange in which basic local telecommunications service offered to business customers by the incumbent local exchange company has been declared competitive. Terms of ICB/CSP provided to business customers will be provided on a proprietary basis to the Commission Staff, upon request.

1.9.13 Reserved for Future Use

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