

#### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge	(T)
Selective Call Acceptance <sup>1</sup>	Limits incoming calls up to twelve (12) designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	(T)
Three Way Calling <sup>1</sup>	Permits the customer to add a third party to an existing connection, thereby establishing a three way conference call.	\$2.75	(T)
Speed Dialing 8 <sup>1</sup>	Allows a subscriber to establish a connection to eight (8) specific directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	(T)
Speed Dialing 30 <sup>1,2</sup>	Allows a subscriber to establish a connection to thirty (30) specific directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	(T)
Call Screening <sup>1</sup>	Provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	(T)
Privacy Control <sup>3</sup>	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls).	\$3.25	(T)
PIC Freeze	Provides a Primary Interexchange Carrier freeze on customer's account upon request.	No Charge	

<sup>1</sup>Effective 12/15/14 this ala carte service and rate is available only to basic line subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Definition of Terms for Grandfathered Service.

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge.

<sup>3</sup> Effective 6/26/12 this service and rate is unavailable to new subscribers on an individual basis. Existing subscribers to this a la carte feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

FILED

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

Missouri Public  
Service Commission  
JL-2015-0205

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

Issue Date: November 13, 2014

Effective Date: December 15, 2014

# 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Selective Call Acceptance	Limits incoming calls up to twelve (12) designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	
Three Way Calling	Permits the customer to add a third party to an existing connection, thereby establishing a three way conference call.	\$2.75	
Speed Dialing 8	Allows a subscriber to establish a connection to eight (8) specific directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed Dialing 30 <sup>1</sup>	Allows a subscriber to establish a connection to thirty (30) specific directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	(T)
Call Screening	Provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control <sup>2</sup>	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls).	\$3.25	(T)
PIC Freeze	Provides a Primary Interexchange Carrier freeze on customer's account upon request.	No Charge	(T)
			(M)
			(M)

<sup>1</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge.

<sup>2</sup> Effective 6/26/12 this service and rate is unavailable to new subscribers on an individual basis. Existing subscribers to this a la carte feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

**CANCELED**  
December 15, 2014  
Missouri Public  
Service Commission

JL-2015-0205

Issue Date: May 23, 2012

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

Effective Date: June 26, 2012

**FILED**  
Missouri Public  
Service Commission  
JL-2012-0761

**1.8.4 Calling Features and Other Services (Cont'd)**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (MRC)</b>	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75	
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25	
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge	
Call Return	Provides the telephone number, date and time of the last incoming call, and offers an auto callback option. To activate, listen for a dial tone and press *69. If available, the last incoming call phone number is heard. This feature does not work for calls that have been forwarded or for calls from 800 or 900 numbers. Not available in some areas or on some calls. Works only within your service area.	\$ .90 per use \$3.25 MRC(*) \$9.00 max per month	(T)   (T)
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing pattern for Long Distance Calls	\$1.00	

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

CANCELLED  
June 26, 2012  
Missouri Public  
Service Commission  
JL-2012-0761

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

Issue Date: June 22, 2009

Effective Date: July 22, 2009  
**FILED**  
**Missouri Public**  
**Service Commission**  
**JL-2009-0875**

#### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75	
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25	
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge	
Call Return	When the customer dials *69 Call Return advises the customer of the last number that called into their line and provides an auto callback option . (Available IntraLATA calls only) Credits will not be given for attempts to complete interstate or InterLATA calls.	\$ .90 per use \$3.25 MRC(*) \$9.00 max per month	
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	(M)
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing pattern for Long Distance Calls	\$1.00	(M)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

CANCELLED  
July 22, 2009  
Missouri Public  
Service Commission  
JL-2009-0875

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

Issue Date: March 24, 2009

Effective Date: April 24, 2009

FILED  
Missouri Public  
Service Commission  
JL-2009-0688

# 1.8.4 Calling Features and Other Services (Cont'd)

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Name	Description of Service	Monthly Charge (MRC)
		(M)
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge
Call Return	When the customer dials *69 Call Return advises the customer of the last number that called into their line and provides an auto callback option . (Available IntraLATA calls only) Credits will not be given for attempts to complete interstate or InterLATA calls.	\$ .90 per use \$3.25 MRC(*) \$9.00 max per month

(M)

(M)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

CANCELLED  
April 24, 2009  
Missouri Public  
Service Commission  
JL-2009-0688

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

Filed  
Missouri Public  
Service Commission  
JL-2009-0532

Issue Date: January 21, 2009

Effective Date: February 24, 2009

## 1.8.4 Calling Features – *a la carte*

1. Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as "per use" *a la carte* pricing of Custom Calling Features and other services are provided below:

Name	Description of Service	Monthly Charge (MRC)
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$5.00 (I)
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$5.00 (I)
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$2.00
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge
Call Return	When the customer dials *69 Call Return advises the customer of the last number that called into their line and provides an auto callback option . (Available IntraLATA calls only) Credits will not be given for attempts to complete interstate or InterLATA calls.	\$ .90 per use \$3.25 MRC(*) \$9.00 max per month

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

Cancelled  
February 24, 2009  
Missouri Public  
Service Commission  
JL-2009-0532

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

Issue Date: November 5, 2008

Effective Date: December 1, 2008  
FILED  
Missouri Public  
Service Commission  
JL-2009-0331

**1.8.4 Calling Features – *a la carte***

1. Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as "per use" *a la carte* pricing of Custom Calling Features and other services are provided below:

Name	Description of Service	Monthly Charge (MRC)	
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$2.00	
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$2.50	
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00	
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$2.00	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75	
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25	
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge	
Call Return	When the customer dials *69 Call Return advises the customer of the last number that called into their line and provides an auto callback option . (Available IntraLATA calls only) Credits will not be given for attempts to complete interstate or InterLATA calls.	\$ .90 per use \$3.25 MRC(*) \$9.00 max per month	(T) (T)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

(N)  
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(N)

CANCELLED  
December 1, 2008  
Missouri Public  
Service Commission  
JL-2009-0331

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

Issue Date: March 14, 2008

Effective Date: April 13, 2008

FILED  
Missouri Public  
Service Commission



**1.8.4 Calling Features – *a la carte***

1. Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as "per use" *a la carte* pricing of Custom Calling Features and other services are provided below:

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (MRC)</b>	
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$2.00	
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$2.50	
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00	
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$2.00	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75	
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25	
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge	
Call Return	Call Return advises the customer of the last number that called into their line. Provides auto callback option. (Available IntraLATA calls only)	\$ .90 per use \$3.25 MRC	(I)
	Credits will not be given for attempts to complete interstate or InterLATA calls.	\$9.00 max per month	(I)

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CANCELLED  
April 13, 2008  
Missouri Public  
Service Commission

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

Issue Date: March 13, 2008

Effective Date: March 24, 2008

FILED  
Missouri Public  
Service Commission



**Charter Fiberlink-Missouri, LLC**  
**Local Exchange Tariff**

**4th Revised Page 34**  
**Replaces 3rd Revised Page 34**

**1.8.4 Calling Features – a la carte**

1 Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as “per use”  
*a la carte* pricing of Custom Calling Features and other services are provided below :

Name	Description of Service	Monthly Recurring Charge (MRC)
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$2.00
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$2.50
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$2.00
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge
Call Return	Call Return advises the customer of the last number that called into their line. Provides auto callback option. (Available IntraLATA calls only)  Credits will not be given for attempts to complete interstate or InterLATA calls.	\$0.50 per use \$3.25 MRC \$4.00 max per month
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing patter for Long Distance Calls	\$1.00
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices.	\$1.50

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**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink Missouri, LLC**

Issue Date: June 30, 2005

Effective Date: July 30, 2005

## 1.8.4 Calling Features – *a la carte*

1 Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as “per use”  
*a la carte* pricing of Custom Calling Features and other services are provided below :

Name	Description of Service	Monthly Recurring Charge (MRC)
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$2.00
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$2.50
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$0.00
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge
Call Return	Call Return advises the customer of the last number that called into their line. Provides auto callback option.	\$0.50 per use \$3.25 MRC \$4.00 max per month
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing patten for Long Distance Calls	\$1.00
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices..	\$1.50

(D)

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink Missouri, LLC**

Issue Date: December 2, 2004

Effective Date: January 4, 2005

### 1.8.4 Calling Features – *a la carte*

1 Descriptions and Rates – Monthly Recurring Charges (MRC) - unless specified as “per use”  
*a la carte* pricing of Custom Calling Features and other services are provided below :

Name	Description of Service	Monthly Recurring Charge (MRC)	
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance, per number	\$2.00	(I)
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance, per number	\$2.50	(I)
Directory Assistance Listings	Placing phone numbers in Directory	\$0.00	
Additional Directory Listings	Multiple listings for one telephone number in Directory, per listing	\$2.00	(I)
Foreign Listings	Placing phone numbers in Directory Assistance in a different calling area	\$1.00	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes other incoming calls to a recorded message stating calls are not accepted at this time.	\$4.00	(N)
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2.75	
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits.	\$2.75	
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits.	\$6.00	
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller.	\$4.00	
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls)	\$3.25	
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge	
Call Return	Call Return advises the customer of the last number that called into their line. Provides auto callback option.	\$0.50 per use \$3.25 MRC \$4.00 max per month	
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing patter for Long Distance Calls	\$1.00	
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75	
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge	
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices..	\$1.50	

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink Missouri, LLC**

Issue Date: December 2, 2004

Effective Date: January 1, 2005

**1.8.4 Calling Features – a la carte**

(M)

**1 Descriptions and Rates - Monthly Recurring Charge (MRC) – unless specified as “per use”***a la carte* pricing of Custom Calling Features and other services are provided below

Name	Description of Service	Monthly Recurring Charge (MRC)
Non-listed Number	Numbers not in the telephone directory but which are provided to Directory Assistance	\$1 00
Non-published Number	Numbers not available in the telephone directory and are not provided to Directory Assistance	\$1 50
Directory Assistance Listings	Placing phone numbers in Directory	\$0 00
Additional Directory Listings	Extra phone numbers placed in Directory	\$0 00
Foreign Listings	Placing phone numbers in Directory Assistance in a different calling area	\$1 00
Three way calling	Three way calling permits the customer to add a third party to an existing connection, thereby establishing a three way conference call	\$2 75
Speed dialing 8	Speed dialing 8 allows a subscriber to establish a connection to certain directory numbers by dialing one digit instead of seven to ten digits	\$2 75
Speed dialing 30	Speed dialing 30 allows a subscriber to establish a connection to certain directory numbers by dialing two digits instead of seven to ten digits	\$6 00
Call Screening	This feature provides the customer with the ability to prevent calls from an unwanted caller	\$4 00
Privacy Control	Stops unidentified calls before phone ever rings (unavailable, out of area, or private calls) – also known as Anonymous Call Rejection	\$3 25
PIC Freeze	Providing a PIC freeze on customer's account upon request	No Charge
Call Return	Call Return advises the customer of the last number that called into their line. Provides auto callback option	\$0 50 per use \$3 25 MRC \$4 00 max per month
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting to place the existing call on hold and answer second waiting call	\$7 25
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing pattern for Long Distance Calls	\$1 00
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set	\$6 75
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and caller ID	No Charge
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked identification of their line on Caller ID display devices	\$1 50

**Issued By Jerold C Lambert, Vice President and Sr Counsel**  
**Charter Fiberlink – Missouri, LLC**

Issue Date November 27, 2002

Effective Date December 27, 2002

Name	Description of Service	Service Commission	Monthly Recurring Charge (MRC)
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.		\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. <u>See Call Trace Requirements for additional information.</u>		\$5.50 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number		\$.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.		No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls		No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction		No Charge
Additional Line	Adding a second line of service		\$6
12 Feature Pack (Grand)	12 Feature Pack		\$16
3 Feature Flexible Pack	Call Waiting, Caller ID, 3 Way Calling		\$13.05
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.		No Charge

## 1.8.5 Application of Rates

### Application for Ported Telephone Numbers

Telephone Company Customers who request to port-in an existing telephone number will be offered the packages described in above section 1.8.3. If the Customer's ported-in telephone number is **non-MCA**, they may subscribe to either the basic local exchange service plan with no change in their telephone number, or if the Customer requests the MCA calling plan, they will be advised that a new telephone number will need to be assigned to them to allow for it to be designated as an MCA NXX. They will then be offered the basic local exchange service plan with MCA Overlay.

Telephone Company Customers who request to port-in an existing telephone number that is already designated as MCA, will be able to subscribe to the basic local exchange package with the MCA overlay as a non-optional add-in. Customer will not be eligible for the basic service only package.

### Application for Non-Ported Telephone Numbers

Telephone Company Customers who request Telephone Company's Service and are not porting-in an existing telephone number, will be assigned a new Telephone Company telephone number. This telephone number will be designated as an MCA NNX. Such Customers will be offered the basic local exchange service plan with MCA Overlay.

Customer will not be eligible for the basic service only package since this is only available for non-MCA telephone numbers that have been ported-in to Telephone Company.

### Customer Initiated Temporary Suspension of Service

**CANCELLED**

Issued By: Jerold C. Lambert, Vice President  
Charter Fiberlink – Missouri, LLC

JAN 07 2003

15<sup>th</sup> RS 34

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Missouri Public  
02 - 391

FILED JAN 01 2002

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge	(T)
Call Return <sup>1</sup>	Provides the telephone number, date and time of the last incoming call, and offers an auto callback option. To activate, listen for a dial tone and press *69. If available, the last incoming call phone number is heard. This feature does not work for calls that have been forwarded or for calls from 800 or 900 numbers. Not available in some areas or on some calls. Works only within your service area.	\$3.25 MRC <sup>2</sup> \$ .90 per use \$9.00 max per month	(T)
Call Waiting <sup>1</sup>	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	(T)
LD Alert <sup>3</sup>	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing pattern for Long Distance Calls	\$1.00	(T)

<sup>1</sup> Effective 12/15/14 this ala carte service and rate is available only to basic line subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>2</sup> Effective 4/13/08 this monthly rate is unavailable to new subscribers. Existing subscribers to with this rate will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>3</sup> Effective 6/26/12 this service and rate is unavailable to new subscribers on an individual basis. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

FILED  
Missouri Public  
Service Commission  
JL-2015-0205

Issue Date: November 13, 2014

Effective Date: December 15, 2014

## 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	(N) (N)
Call Return	Provides the telephone number, date and time of the last incoming call, and offers an auto callback option. To activate, listen for a dial tone and press *69. If available, the last incoming call phone number is heard. This feature does not work for calls that have been forwarded or for calls from 800 or 900 numbers. Not available in some areas or on some calls. Works only within your service area.	\$3.25 MRC <sup>1</sup> \$ .90 per use \$9.00 max per month	(T) (M) (T)
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	(T)
LD Alert <sup>2</sup>	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing pattern for Long Distance Calls	\$1.00	(T)
			(M)

<sup>1</sup> Effective 4/13/08 this monthly rate is unavailable to new subscribers. Existing subscribers to with this rate will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>2</sup> Effective 6/26/12 this service and rate is unavailable to new subscribers on an individual basis. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

December 15, 2014  
Missouri Public  
Service Commission  
JL-2015-0205

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

Issue Date: May 23, 2012

Effective Date: June 26, 2012

FILED  
Missouri Public  
Service Commission  
JL-2012-0761



### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Anonymous Call <sup>1</sup> Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices.	\$1.50	(T)
Caller ID <sup>1</sup>	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75	(T)
Caller ID with Call Waiting <sup>2</sup>	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge	(T)
Caller ID Blocking-Per Call <sup>1</sup>	Enables a customer to block his/her name or telephone number. Customer must enter a code before each call to temporarily activate this feature. Per line blocking is available to certain agencies and may be available to customers upon request. (Customers may be required to demonstrate need.)	No Charge	(T)
Custom Ring <sup>1</sup>	This service enables the customer to build and maintain a list of up to twelve telephone numbers in order to differentiate the listed callers from all other callers	\$3.50	(T)
Distinctive Ring <sup>1</sup>	Distinctive ringing service enables the customer to have as many as two telephone numbers on one telephone line. Private Number Service may apply at tariff rates.	\$3.50	(T)

<sup>1</sup> Effective 12/15/14 this ala carte service and rate is available only to basic line subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge.

Issued By: Betty Sanders, Sr. Director Regulatory Affairs

12405 Powerscourt Drive, St. Louis, MO 63131

Charter Fiberlink-Missouri, LLC

FILED  
Missouri Public  
Service Commission  
JL-2015-0205

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CANCELED

January 19, 2015

Missouri Public

Service Commission

JL-2015-0225

Issue Date: November 13, 2014

Effective Date: December 15, 2014

#### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices.	\$1.50	
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75	
Caller ID with Call Waiting <sup>1</sup>	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge	(T)
Caller ID Blocking-Per Call	Enables a customer to block his/her name or telephone number. Customer must enter a code before each call to temporarily activate this feature. Per line blocking is available to certain agencies and may be available to customers upon request. (Customers may be required to demonstrate need.)	No Charge	(T)
Custom Ring	This service enables the customer to build and maintain a list of up to twelve telephone numbers in order to differentiate the listed callers from all other callers	\$3.50	(D)
Distinctive Ring <sup>1</sup>	Distinctive ringing service enables the customer to have as many as two telephone numbers on one telephone line. Private Number Service may apply at tariff rates.	\$3.50	(T)
			(M)
			(M)

<sup>1</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge.

**CANCELED**  
December 15, 2014  
Missouri Public  
Service Commission  
JL-2015-0205  
Issue Date: May 23, 2012

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

Effective Date: June 26, 2012

**FILED**  
Missouri Public  
Service Commission  
JL-2012-0761

### 1.8.4 Calling Features and Other Services (Cont'd)

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (MRC)</b>	
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75	
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge	
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices.	\$1.50	
Caller ID Blocking-Per Call	Enables a customer to block his/her name or telephone number. Customer must enter a code before each call to temporarily activate this feature. Per line blocking is available to certain agencies and may be available to customers upon request. (Customers may be required to demonstrate need.)		(C)  (C)
Customer Ring Service	This service enables the customer To build and maintain a list of up to twelve Telephone numbers in order to Differentiate the listed callers from all other callers	\$3.50	
Add/Change Feature	Adding, dropping, substitution of Features	\$5.00	
Distinctive Ring Service	Distinctive ringing service enables the customer to have as many as two telephone numbers on one telephone line. Private Number Service may apply at tariff rates.	\$3.50	
Call Forwarding	Provides forwarding capabilities as follows:		
Selective	1)Forwards only list of 12 selective numbers	\$2.75	
Variable	2)Forwards all calls upon activation	\$2.75	
Busy	3)Forwards if busy	\$2.75	
Busy/No Answer	4)Forwards if busy or unanswered	\$2.75	
Call Forwarding Remote**	Allows a customer to activate and deactivate Transfer of their incoming calls to another Telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00	
Call Trace	Allows the subscriber to dial a special code to evoke Trace to handle annoying or harassing calls by dialing An activation code. See Call Trace Requirements for Additional information.	\$20.00 Per use	

\*\*Effective July 22, 2006, this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be "grandfathered" and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone company that the grandfathered service has been discontinued.

CANCELLED  
June 26, 2012  
Missouri Public  
Service Commission  
JL-2012-0761

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

**FILED  
Missouri Public  
Service Commission  
JL-2010-0520**

Issue Date: February 23, 2010

Effective Date: March 24, 2010

# 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked identification of their line on Caller ID display devices.	\$1.50
Caller ID Blocking-Per Call	Allows subscriber to block the Display of their name/number to Person they are calling.	No Charge
Customer Ring Service	This service enables the customer To build and maintain a list of up to twelve Telephone numbers in order to Differentiate the listed callers from all other callers	\$3.50
Add/Change Feature	Adding, dropping, substitution of Features	\$5.00
Distinctive Ring Service	Distinctive ringing service enables the customer to have as many as two telephone numbers on one telephone line. Private Number Service may apply at tariff rates.	\$3.50
Call Forwarding	Provides forwarding capabilities as follows:	
Selective	1)Forwards only list of 12 selective numbers	\$2.75
Variable	2)Forwards all calls upon activation	\$2.75
Busy	3)Forwards if busy	\$2.75
Busy/No Answer	4)Forwards if busy or unanswered	\$2.75
Call Forwarding Remote**	Allows a customer to activate and deactivate Transfer of their incoming calls to another Telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke Trace to handle annoying or harassing calls by dialing An activation code. See Call Trace Requirements for Additional information.	\$20.00 Per use

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\*\*Effective July 22, 2006, this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be "grandfathered" and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone company that the grandfathered service has been discontinued.

CANCELLED

March 24, 2010

Missouri Public

Service Commission

JL-2010-0520

Issue Date: March 24, 2009

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

Effective Date: April 24, 2009

FILED  
Missouri Public  
Service Commission  
JL-2009-0688

**Charter Fiberlink-Missouri, LLC  
Local Exchange Tariff**
**8<sup>th</sup> Revised Page 35  
Replaces 7<sup>th</sup> Revised Page 35**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (MRC)</b>	
Call Waiting	Permits the customer, upon receipt of a tone signal indicating that a call is waiting, to place the existing call on hold and answer second waiting call.	\$7.25	(M)
LD Alert	This feature allows the current Call Waiting and ringing operations to provide a distinctive call waiting 3-beep tone or a distinctive 3-ringing patter for Long Distance Calls	\$1.00	
Caller ID	Caller ID with name works along with Caller ID and provides an incoming telephone number AND a listed name on a customer-provided display device attached to the customer's (called party's) line or set.	\$6.75	
Caller ID with Call Waiting	Call waiting works with Caller ID. Must subscribe to both Call Waiting and Caller ID	No Charge	
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked Identification of their line on Caller ID display devices.	\$1.50	(M)
Caller ID Blocking-Per Call	Allows subscriber to block the Display of their name/number to Person they are calling.	No Charge	
Customer Ring Service	This service enables the customer To build and maintain a list of up to twelve Telephone numbers in order to Differentiate the listed callers from all other callers	\$3.50	
Add/Change Feature	Adding, dropping, substitution of Features	\$5.00	
Distinctive Ring Service	Distinctive ringing service enables The customer to have as many as two telephone Numbers on one telephone line.	\$3.50	
Call Forwarding	Provides forwarding capabilities as follows:		(T)
Selective	1)Forwards only list of 12 selective numbers	\$2.75	
Variable	2)Forwards all calls upon activation	\$2.75	
Busy	3)Forwards if busy	\$2.75	
Busy/No Answer	4)Forwards if busy or unanswered	\$2.75	
Call Forwarding Remote**	Allows a customer to activate and deactivate Transfer of their incoming calls to another Telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00	
Call Trace	Allows the subscriber to dial a special code to evoke Trace to handle annoying or harassing calls by dialing An activation code. See Call Trace Requirements for Additional information.	\$20.00 Per use	

**\*\*Effective July 22, 2006, this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone company that the grandfathered service has been discontinued.** (T)

CANCELLED  
April 24, 2009  
Missouri Public  
Service Commission  
JL-2009-0688

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

Issue Date: March 13, 2008

Effective Date: March 24, 2008

**FILED**  
**Missouri Public**  
**Service Commission**



**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**7<sup>th</sup> Revised Page 35  
Replaces 6<sup>th</sup> Revised Page 35**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Recurring Charge (MRC)</b>
Caller ID Blocking – Per Line	Allows subscribers to block the Display of their telephone number Or name to all Caller ID display Devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the Display of their name/number to Person they are calling	No Charge
Custom Ring Service	This service enables the customer to build and maintain a list of up to twelve telephone numbers in order to differentiate the listed callers from all other callers	\$3.50
Add/Change Feature	Adding, dropping, substitution of Features	\$5.00
Distinctive Ring Service	Distinctive ringing service enables the customer to have as many as two telephone numbers on one telephone line.	\$3.50
Call Forwarding (4 different types):	Provides forwarding capabilities	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Busy	3) Forwards if busy	\$2.75
Busy/No Answer	4) Forwards if busy or unanswered	\$2.75
Call Forwarding Remote**	Allows a customer to activate and deactivate Transfer of their incoming calls to another Telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00 (T)
Call Trace	Allows the subscriber to dial a special code to evoke Trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information	\$20.00 per use

**\*\*Effective July 22, 2006, this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be “grandfather” allowed to retain this feature until 1) feature is disconnected due to customer’s request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that “grandfathered” service has been discontinued.**

(N)  
(N)  
(N)  
(N)

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink – Missouri, LLC**

**Issue Date: June 22, 2006**
**Effective: July 22, 2006**

**P.S.C. MO. No. 1**  
**Charter Fiberlink – Missouri, LLC**  
**Local Exchange Tariff**

**6<sup>th</sup> Revised Page 35**  
**Replaces 5<sup>th</sup> Revised Page 35**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Recurring Charge (MRC)</b>
Caller ID Blocking – Per Line	Allows subscribers to block the Display of their telephone number Or name to all Caller ID display Devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the Display of their name/number to Person they are calling	No Charge
Custom Ring Service	This service enables the customer To have as many as two telephone Numbers associated with a single line. Customers can receive an optional Custom ring service directory listing	\$3.50
Add/Change Feature	Adding, dropping, substitution of Features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides The customer with the ability to build And maintain a list of up to twelve Telephone numbers in order to Differentiate these callers from all other callers	\$3.50
Call Forwarding (4 different types):	Provides forwarding capabilities	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Busy	3) Forwards if busy	\$2.75
Busy/No Answer	4) Forwards if busy or unanswered	\$2.75
Call Forwarding Remote	Allows a customer to activate and deactivate Transfer of their incoming calls to another Telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke Trace to handle annoying or harassing calls by dialing An activation code. See Call Trace Requirements for Additional information	\$20.00 per use

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink – Missouri, LLC**

**Cancelled**

Issue Date: June 30, 2005

Effective: July 30, 2005

July 22, 2006



**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**5<sup>th</sup> Revised Page 35**  
**Replaces 4<sup>th</sup> Revised Page 35**

Caller ID Blocking – Per Line	<a href="#">Allows subscribers to block the display of their telephone number/ name to all Caller ID display devices. See Caller ID requirements for additional information.</a>	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the display of their name/number to the person they are calling	No Charge
Custom Ring Service 1	This service enables the customer to have as many as two telephone numbers associated with a single line. Customers can receive an optional Custom ring service directory listing.	\$3.50
Add/Change Feature	Adding, dropping, substitution of features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides the customer with the ability to build and maintain a list of up to twelve telephone numbers in order to differentiate these callers from all other callers	\$3.50
Call Forwarding (4 different types):	Provides forwarding capabilities:	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Busy	3) Forwards if busy	\$2.75
Busy/No Answer	4) Forwards if busy or unanswered	\$2.75
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	<a href="#">Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.</a>	\$20.00 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number.	\$0.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction.	No Charge
Additional Line	Adding a second line of service.	\$8.95
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.	No Charge

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**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC**

Issue Date: February 3, 2004

Effective Date: March 3, 2004

Service Commission

Caller ID Blocking – Per Line	Allows subscribers to block the display of their telephone number/ name to all Caller ID display devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the display of their name/number to the person they are calling	No Charge
Custom Ring Service 1	This service enables the customer to have as many as two telephone numbers associated with a single line. Customers can receive an optional Custom ring service directory listing.	\$3.50
Add/Change Feature	Adding, dropping, substitution of features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides the customer with the ability to build and maintain a list of up to twelve telephone numbers in order to differentiate these callers from all other callers	\$3.50
Call Forwarding (3 different types): Selective Variable Combination	Provides forwarding capabilities: 1) Forwards only list of 12 selective numbers 2) Forwards all calls upon activation 3) Forwards if busy or no answer	\$2.75 \$2.75 \$2.75
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$20.00 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number.	\$0.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction.	No Charge
Additional Line	Adding a second line of service.	\$8.95
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.	No Charge

(D)

CANCELLED

MAR 03 2004  
L. J. HRS 35  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JAN 19 2004

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC

Issue Date: December 19, 2003

Effective Date: January 19, 2004

Charter Fiberlink – Missouri, LLC  
Local Exchange TariffREC'D APR 08 2003  
3<sup>rd</sup> Revised Page 35  
Replaces 2<sup>nd</sup> Revised Page 35

Caller ID Blocking – Per Line	Allows subscribers to block the display of their telephone number/ name to all Caller ID display devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the display of their name/number to the person they are calling	No Charge
Custom Ring Service 1	This service enables the customer to have as many as two telephone numbers associated with a single line. Customers can receive an optional Custom ring service directory listing.	\$3.50
Add/Change Feature	Adding, dropping, substitution of features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides the customer with the ability to build and maintain a list of up to twelve telephone numbers in order to differentiate these callers from all other callers	\$3.50
Call Forwarding (3 different types):	Provides forwarding capabilities:	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Combination	3) Forwards if busy or no answer	\$2.75
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$20.00 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number.	\$0.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction.	No Charge
Additional Line	Adding a second line of service.	\$8.95
12 Feature Pack (Grand)	12 Feature Pack	\$16.00
3 Feature Flexible Pack	Call Waiting, Caller ID, 3 Way Calling	\$13.05
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.	No Charge

(Z)

**CANCELLED**  
JAN 19 2004  
4478535  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED MAY 08 2003

Issued By: Trudi McCollum Foushee, Vice President and Sr. Counsel, Law and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC

Issue Date: April 8, 2003

Effective Date: May 8, 2003

REC'D FEB 10 2003

P.S.C. MO - No. 1

Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff2<sup>nd</sup> Revised Page 35  
Replaces 1<sup>st</sup> Revised Page 35

Caller ID Blocking – Per Line	Allows subscribers to block the display of their telephone number/ name to all Caller ID display devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the display of their name/number to the person they are calling	No Charge
Custom Ring Service 1	This service enables the customer to have as many as two telephone numbers associated with a single line. Customers can receive an optional Custom ring service directory listing.	\$3.50
Add/Change Feature	Adding, dropping, substitution of features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides the customer with the ability to build and maintain a list of up to twelve telephone numbers in order to differentiate these callers from all other callers	\$3.50
Call Forwarding (3 different types):	Provides forwarding capabilities:	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Combination	3) Forwards if busy or no answer	\$2.75
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$20.00 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number.	\$0.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction.	\$8.95
Additional Line	Adding a second line of service.	\$8.95
12 Feature Pack (Grand)	12 Feature Pack	\$16.00
3 Feature Flexible Pack	Call Waiting, Caller ID, 3 Way Calling	\$13.05
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.	No Charge

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CANCELLED

MAY 08 2003  
3rd RS35  
Public Service Commission  
MISSOURI

Issued By: Trudi McCollum Foushee, Vice President and Sr. Counsel, Law and Regulatory Affairs,  
Charter Fiberlink – Missouri, LLC

Issue Date: February 10, 2003

Effective Date: February 20, 2003

FILED FEB 20 2003

Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff

Missouri Public  
Service Commission

1<sup>st</sup> Revised Page 35  
Replaces Original Page 35

REC'D NOV 27 2002

(M)

Caller ID Blocking – Per Line	Allows subscribers to block the display of their telephone number/ name to all Caller ID display devices. See Caller ID requirements for additional information.	No Charge
Caller ID Blocking – Per Call	Allows subscriber to block the display of their name/number to the person they are calling	No Charge
Custom Ring Service 1	This service enables the customer to have as many as two telephone numbers associated with a single line. Customers can receive an optional Custom ring service directory listing.	\$3.50
Add/Change Feature	Adding, dropping, substitution of features	\$5.00
Distinctive Ring Service	Distinctive ringing service provides the customer with the ability to build and maintain a list of up to twelve telephone numbers in order to differentiate these callers from all other callers	\$3.50
Call Forwarding (3 different types):	Provides forwarding capabilities:	
Selective	1) Forwards only list of 12 selective numbers	\$2.75
Variable	2) Forwards all calls upon activation	\$2.75
Combination	3) Forwards if busy or no answer	\$2.75
Call Forwarding Remote Access	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$5.50 per use
Repeat Dialing	Allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number.	\$0.50 Per use \$1.75 MRC \$2.00 Max. Per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit all collect calls	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number restriction and Collect restriction.	\$8.95
Additional Line	Adding a second line of service.	\$6.00
12 Feature Pack (Grand)	12 Feature Pack	\$16.00
3 Feature Flexible Pack	Call Waiting, Caller ID, 3 Way Calling	\$13.05
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976.	No Charge

CANCELLED

FEB 20 2003  
144RS35  
Public Service Commission  
MISSOURI

Missouri Public  
Service Commission

FILED JAN 07 2003

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: November 27, 2002

Effective Date: December 27, 2002

JAN 07 2003

P.S.C. MO - No. 1 REC'D NOV 20 2001

**Charter Fiberlink – Missouri, LLC**  
**Local Exchange Tariff**

Original Page 35  
**Service Commission**

A Customer may request a temporary suspension of Service to accommodate extended absence needs for vacation, etc. Requests for suspension cannot exceed three (3) consecutive months, and can only be applied to the telephone company customer's account one (1) time per calendar year. The charge applied for a suspension of service is \$5.00/month per line and there is no service during the suspension period. If the customer does not provide a restore service date, Telephone Company will restore service and resume billing three months after the suspend date. The restored service will be the same and will reflect the same features as the service prior to the suspension. Use of the Temporary Suspension of Service option allows the customer to not be charged a Line Activation charge, while maintaining their telephone number. All other monthly recurring charges are waived for the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect. For example, in January, a customer requests a promotional three-feature package that is priced at fifty percent (50%) of the regularly Local Exchange Tariffed rate for six (6) months. The customer then requests a seasonal disconnect for two (2) month beginning in May. When the service is restored in July, the original promotional time frame has been exhausted and the customer will no longer receive the promotional rate. Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

**"Grandfathering" of Certain Plans from Acquired Local Exchange Carrier**

**--3-Feature Plan and 10-Feature Plan**

Telephone Company is acquiring, through its acquisition of certain ATT Broadband properties in Missouri, an existing customer base consisting of approximately 20,000 lines. Of these existing customers, approximately 4500 are currently subscribed to a calling plan that incorporates either a Three Feature Package (Call Waiting, Caller ID, 3-Way Calling - Customers may not substitute features included in the Three Feature Package.) or a 10-Feature Package (Call Waiting, Caller ID, 3-Way Calling, Call Forwarding Variable with Remote Access, Call Return, Repeat Dialing, Speed Dialing 30, Selective Call Forwarding, Call Screening and Custom Ring Service - Customers may not substitute features included in the Ten Feature Package.) of calling services at no additional charge. Telephone Company has identified these customers and will "grandfather" (allows the Customer to retain such Service for a specific period of time) the existing plan at current rates until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002.

Upon expiration of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 3-feature pack will be assigned a Charter package which includes basic service and the 3-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 10-Feature pack will be assigned a Charter package which includes basic service and the 12-Feature Package Plan at then current rates.

Customers that are **porting-in** existing telephone numbers with the 3-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 3-Feature Flexible Service Package at then current rates.

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
 Charter Fiberlink – Missouri, LLC

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Missouri Public  
 02 - 391  
 FILED JAN 01 2002  
 Service Commission

CANCELLED

JAN 07 2003

Public Service Commission

### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Call Forwarding <sup>1</sup>	Provides forwarding capabilities as follows:		(T)
Selective <sup>1</sup>	1) Forwards only list of 12 selective numbers	\$2.75	(T)
Variable <sup>1</sup>	2) Forwards all calls upon activation	\$2.75	(T)
Busy <sup>2</sup>	3) Forwards if busy	\$2.75	
No Answer <sup>2</sup>	4) Forwards if busy or unanswered	\$2.75	
Call Forwarding Remote <sup>3</sup>	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00	(T)
Call Trace <sup>1</sup>	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$20.00 per use, no MRC	(T)
Repeat Dialing <sup>1</sup> (Auto Busy Redial)	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$1.75 MRC <sup>4</sup> \$0.90 per use \$9.00 Max. per month	(T)
Block 3 <sup>rd</sup> Party Calls <sup>1</sup>	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge	(T)

<sup>1</sup> Effective 12/15/14 this ala carte service and rate is available only to basic line subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service. (T)

<sup>2</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. (T)

<sup>3</sup> Effective 7/22/06 this service and rate is unavailable to new customers on an individual basis. Existing customers who subscribe to this feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service. (T)

<sup>4</sup> Effective 4/13/08 this service and rate is unavailable to new customers on an individual basis. Existing customers who subscribe to this feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service. (T)

FILED

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

Missouri Public  
Service Commission  
JL-2015-0205

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

Issue Date: November 13, 2014

Effective Date: December 15, 2014



## 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Call Forwarding	Provides forwarding capabilities as follows:		(M)
Selective	1) Forwards only list of 12 selective numbers	\$2.75	(T)
Variable	2) Forwards all calls upon activation	\$2.75	(T)
Busy <sup>1</sup>	3) Forwards if busy	\$2.75	(T)
No Answer <sup>1</sup>	4) Forwards if busy or unanswered	\$2.75	(T)
Call Forwarding Remote <sup>2</sup>	Allows a customer to activate and deactivate transfer of their incoming calls to another telephone number. Used in conjunction with Variable and Selective Call Forwarding only.	\$1.00	(T)
Call Trace	Allows the subscriber to dial a special code to evoke trace to handle annoying or harassing calls by dialing an activation code. See Call Trace Requirements for additional information.	\$20.00 per use, no MRC	(T)
Repeat Dialing (Auto Busy Redial)	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$1.75 MRC <sup>3</sup> \$0.90 per use \$9.00 Max. per month	(T) (T)
Block 3 <sup>rd</sup> Party Calls	Provides an end user with a method of denying all third number billed calls to specific telephone number provided the transmitting operator checks their validation database.	No Charge	(T)
			(M)
			(M)

<sup>1</sup> Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge.

<sup>2</sup> Effective 7/22/06 this service and rate is unavailable to new customers on an individual basis. Existing customers who subscribe to this feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>3</sup> Effective 4/13/08 this service and rate is unavailable to new customers on an individual basis. Existing customers who subscribe to this feature will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

**CANCELED**

December 15, 2014

Missouri Public

Service Commission

JL-2015-0205

Issue Date: May 23, 2012

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

Effective Date: June 26, 2012

**FILED**  
**Missouri Public**  
**Service Commission**  
**JL-2012-0761**

#### 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Repeat Dialing	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$0.90 Per Use \$1.75 MRC(*) \$9.00 Max. per month	
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge	
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge	
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	
Additional Line	Adding a second line of service	\$ 8.95	
*Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX,900,976	No Charge	
Operator Services** See Section 1.8.10	Operator assisted calls for calling card, collect, 3 <sup>rd</sup> party, busy line verify and busy line interrupt		
Directory Assistance	Directory Operator Assisted Calls. See Section 1.8.11	\$1.99 per call	(M)
	Directory Assistance for physically impaired.	No Charge	(N)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

\*\*Operator Services are provided by the company via a contractual agreement with Operator Services Company LLC. Rates per call are given upon request and are those which have been tariffed with the Commission.

## 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Repeat Dialing	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$0.90 Per Use \$1.75 MRC(*) \$9.00 Max. per month	
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge	
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge	
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	
Additional Line	Adding a second line of service	\$ 8.95	
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX, 900,976	No Charge	
Operator Services** See Section 1.8.10	Operator assisted calls for calling card, collect, 3 <sup>rd</sup> party, busy line verify and busy line interrupt		(C) (C)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

\*\*Operator Services are provided by the company via a contractual agreement with Operator Services Company LLC.  
Rates per call are given upon request and are those which have been tariffed with the Commission.

(C)  
(C)

CANCELLED  
June 10, 2011  
Missouri Public  
Service Commission  
JL-2011-0566

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

FILED  
Missouri Public  
Service Commission  
JL-2010-0520

Issue Date: February 23, 2010

Effective Date: March 24, 2010

## 1.8.4 Calling Features and Other Services (Cont'd)

Name	Description of Service	Monthly Charge (MRC)	
Repeat Dialing	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$0.90 Per Use \$1.75 MRC(*) \$9.00 Max. per month	
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge	
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge	
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	
Additional Line	Adding a second line of service	\$ 8.95	
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX,900,976	No Charge	
Operator Services** See Section 1.8.10	Operator dialed calls to a specific called number, collect, person or Station.		(N) (N)

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

(\*\*)Local Operator Services are provided by the Company via a contractual agreement through a third party vendor. Rates per call are given upon request and are as quoted by the operator.

(N)  
(N)

CANCELLED  
March 24, 2010  
Missouri Public  
Service Commission  
JL-2010-0520

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

FILED  
Missouri Public  
Service Commission  
JL-2010-0350

Issue Date: November 20, 2009

Effective Date: December 21, 2009

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (MRC)</b>	
Repeat Dialing	Automatically redials a specified busy outgoing number until the number is no longer busy. To activate: Lift the handset, press *66. If the number is callable, you will get a voice confirmation. To deactivate before 30 minutes have elapsed: Listen for a dial tone, then press *86. Not available in some areas or on some calls. Works only within your service area.	\$0.90 Per Use \$1.75 MRC(*) \$9.00 Max. per month	(T)   (T)
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge	
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge	
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	
Additional Line	Adding a second line of service	\$ 8.95	
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX,900,976	No Charge	

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

**CANCELLED**  
December 21, 2009  
Missouri Public  
Service Commission  
JL-2010-0350

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

Issue Date: June 22, 2009

Effective Date: July 22, 2009

**FILED**  
Missouri Public  
Service Commission  
JL-2009-0875

**Charter Fiberlink-Missouri, LLC  
Local Exchange Tariff**

**P.S.C. MO-No.1**

**3<sup>rd</sup> Revised Page 35A  
Replaces 2<sup>nd</sup> Revised Page 35A**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (T) (MRC)</b>
Repeat Dialing	When the customer dials *66 Repeat Dialing allows the subscriber to have calls automatically redialed when the first attempt reaches a busy number. (IntraLATA calls only)	\$0.90 Per Use (T) \$1.75 MRC(*) (T) \$9.00 Max. per month
	Credits will not be given for attempts to complete Interstate or interLATA calls	
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge
Block International Calling	Prevents international long distance calling	No Charge
Additional Line	Adding a second line of service	\$8.95
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX;,900,976	No Charge

(\*) Effective April 13, 2008, the monthly recurring charge for this feature will be unavailable to new customers. Existing customers who subscribe to this feature on an individual basis will be grandfathered and allowed to retain this feature until 1) feature is disconnected due to customer's request, 2) non pay disconnection of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

(N)  
|  
(N)

CANCELLED  
July 22, 2009  
Missouri Public  
Service Commission  
JL-2009-0875

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

Issue Date: March 14, 2008

Effective Date: April 13, 2008

**FILED  
Missouri Public  
Service Commission**

**Charter Fiberlink-Missouri, LLC  
Local Exchange Tariff**

**P.S.C. MO-No.1**

**2<sup>nd</sup> Revised Page 35A  
Replaces 1<sup>st</sup> Revised Page 35A**

<b>Name</b>	<b>Description of Service</b>	<b>Monthly Charge (T) (MRC)</b>
Repeat Dialing	Allows the subscriber to have calls automatically redialed When the first attempt reaches a busy number. (IntraLATA calls only)  Credits will not be given for attempts to complete Interstate or interLATA calls	\$ 0.90 Per Use (I) \$ 1.75 MRC \$ 9.00 Maximum (I) per month
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge
Block International Calling	Prevents international long distance calling	No Charge
Additional Line	Adding a second line of service	\$ 8.95
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+,0+, 10-10XXX,900,976	No Charge

CANCELLED  
April 13, 2008  
Missouri Public  
Service Commission

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

Issue Date: March 13, 2008

Effective Date: March 24, 2008

**FILED**  
**Missouri Public**  
**Service Commission**



**P.S.C. MO. – NO. 1**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**1<sup>st</sup> Revised Page 35A  
Replaces Original Page 35A**

Repeat Dialing	Allows the subscriber to have calls automatically redialed When the first attempt reaches a busy number. (IntraLATA calls only)  Credits will not be given for attempts to complete Interstate or interLATA calls	\$0.50 Per Use \$1.75 MRC \$2.00 Max. per month	
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge	
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge	
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	(N)
Additional Line	Adding a second line of service	\$ 8.95	
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+, 0+, 10-10XXX; , 900, 976	No Charge	(C)

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink – Missouri, LLC

Issue Date: October 24, 2005

Effective Date: November 23, 2005

**P.S.C. MO. – NO. 1**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**Original Page 35A**

Repeat Dialing	Allows the subscriber to have calls automatically redialed When the first attempt reaches a busy number. (IntraLATA calls only)	\$0.50 Per Use \$1.75 MRC (T) \$2.00 Max. per month (T) (T)
Prohibit Bill to 3 <sup>rd</sup>	Provides an end user with a method of denying all third Number billed calls to specific telephone number Provided the transmitting operator checks their validation Database.	No Charge
Prohibit to Collect	This service provides the customer the ability to prohibit All collect calls.	No Charge
Block Collect and 3 <sup>rd</sup>	This feature has the combination of Third number Restriction and Collect restriction	No Charge
Additional Line	Adding a second line of service	\$ 8.95
Toll Restriction	This service provides customers the ability to block The following outbound long distance calls: 1+, 0+, 10-10XXX; international, 900, 976	No Charge

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink – Missouri, LLC**

Issue Date: June 30, 2005

Effective: July 30, 2005

# 1.8.4 Calling Features and Other Services (Cont'd)

(N)

Name	Description of Service	Monthly Charge (MRC)	(N) (N)
Block Collect Calls	This service provides the customer the ability to prohibit all collect calls.	No Charge	(T)(M)
Block Collect and 3 <sup>rd</sup> Number	This feature has the combination of third number restriction and collect restriction	No Charge	
Block International Calling	Prevents international long distance calling	No Charge	
Additional Line <sup>1</sup>	Adding a second line of service	\$ 8.95	
Toll Restriction	This service provides customers the ability to block the following outbound long distance calls: 1+,0+, 10-10XXX; 900, 976	No Charge	
Operator Services <sup>2</sup>	Operator assisted calls for calling card, collect, 3 <sup>rd</sup> party, busy line verify and busy line interrupt. See Section 1.8.10		(T)
Directory Assistance <sup>3</sup>	Directory Operator Assisted Calls. See Section 1.8.11	\$1.99 per call	(T)
	Directory Assistance for physically impaired.	No Charge	(M)

<sup>1</sup> Effective 6/26/12 this service and rate is unavailable to new subscribers on an individual basis. Existing subscribers will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

<sup>2</sup> Operator Services are provided by the company via a contractual agreement with Operator Services Company LLC. Rates per call are given upon request and are those which have been tarified with the Commission.

<sup>3</sup> Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new customers subscribing to Unlimited Long Distance calling packages.

(T)

(T)

**CANCELED**  
January 19, 2015  
Missouri Public  
Service Commission  
Issue Date: May 23, 2012  
JL-2015-0225

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

Effective Date: June 26, 2012

**FILED**  
Missouri Public  
Service Commission  
JL-2012-0761

### 1.8.5 Applications of Telephone Numbers

(T)

#### Application for Ported Telephone Numbers

If the Customer's ported-in telephone number is **non-MCA**, they will subscribe to either the basic local exchange service plan with no change in their telephone number, or if the Customer requests the MCA calling plan, they will be advised that a new telephone number will need to be assigned to them to be designated with an MCA prefix and MCA rate additive

(T)

(T)

Telephone Company Customers who request to port-in an existing telephone number that is already designated as MCA, will be able to subscribe to the basic local exchange package with the MCA overlay as a non-optional additive. Customer will not be eligible for the basic service only package.

(T)

#### Application for Non-Ported Telephone Numbers

Telephone Company Customers who request Telephone Company's Service and are not porting-in an existing telephone number, will be assigned a new Telephone Company telephone number. This telephone number will be designated with an MCA prefix. Such Customers will be offered the basic local exchange service plan with MCA Overlay.

(T)

Customer will not be eligible for the basic service only package since this is only available for non-MCA telephone numbers that have been ported-in to Telephone Company.

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

FILED  
Missouri Public  
Service Commission  
JL-2015-0205

Issue Date: November 13, 2014

Effective Date: December 15, 2014

## 1.8.5 Applications of Rates

### Application for Ported Telephone Numbers

Telephone Company Customers who request to port-in an existing telephone number will be offered the packages described in above section 1.8.3. If the Customer's ported-in telephone number is **non-MCA**, they may subscribe to either the basic local exchange service plan with no change in their telephone number, or if the Customer requests the MCA calling plan, they will be advised that a new telephone number will need to be assigned to them to allow for it to be designated as an MCA NXX. They will then be offered the basic local exchange service plan with MCA Overlay.

Telephone Company Customers who request to port-in an existing telephone number that is already designated as MCA, will be able to subscribe to the basic local exchange package with the MCA overlay as a non-optional add in. Customer will not be eligible for the basic service only package.

### Application for Non-Ported Telephone Numbers

Telephone Company Customers who request Telephone Company's Service and are not porting-in an existing telephone number, will be assigned a new Telephone Company telephone number. This telephone number will be designated as an MCA NNX. Such Customers will be offered the basic local exchange service plan with MCA Overlay.

Customer will not be eligible for the basic service only package since this is only available for non-MCA telephone numbers that have been ported-in to Telephone Company.

(D)

(D)

(D)

(D)

CANCELED  
December 15, 2014  
Missouri Public  
Service Commission  
JL-2015-0205

Issue Date: September 18, 2007

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

Effective Date: October 18, 2007

FILED  
Missouri Public  
Service Commission

**1.8.5 Applications of Rates****Application for Ported Telephone Numbers**

Telephone Company Customers who request to port-in an existing telephone number will be offered the packages described in above section 1.8.3. If the Customer's ported-in telephone number is **non-MCA**, they may subscribe to either the basic local exchange service plan with no change in their telephone number, or if the Customer requests the MCA calling plan, they will be advised that a new telephone number will need to be assigned to them to allow for it to be designated as an MCA NXX. They will then be offered the basic local exchange service plan with MCA Overlay.

Telephone Company Customers who request to port-in an existing telephone number that is already designated as MCA, will be able to subscribe to the basic local exchange package with the MCA overlay as a non-optional add in . Customer will not be eligible for the basic service only package

**Application for Non-Ported Telephone Numbers**

Telephone Company Customers who request Telephone Company's Service and are not porting-in an existing telephone number, will be assigned a new Telephone Company telephone number. This telephone number will be designated as an MCA NNX. Such Customers will be offered the basic local exchange service plan with MCA Overlay.

Customer will not be eligible for the basic service only package since this is only available for non-MCA telephone numbers that have been ported-in to Telephone Company.

**Customer Initiated Temporary Suspension of Service (\*)****(T)**

A Customer may request a temporary suspension of Service to accommodate extended absence needs for vacation, etc. Requests for suspension cannot exceed three consecutive (3) months and can only be applied to the Telephone Company Customer's account one (1) time per calendar year. The charge applied for a suspension of service is \$5.00/month per line and there is no service during the suspension period. If the customer does not provide a restore service date, Telephone Company will restore service and resume billing three months after the suspend date. The restored service will be the same and will reflect the same features as the service prior to the suspension. Use of the Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. All other monthly recurring charges are waived for the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect. For example, in January, a customer requests a promotional three-feature package that is priced at fifty percent (50%) of the regularly Local Exchange Tariffed rate for six (6) months. The customer then requests a seasonal disconnect for two (2) month beginning in May. When the service is restored in July, the original promotional time frame has been exhausted and the customer will no longer receive the promotional rate. Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

(\*) Seasonal Suspension of service having variable lengths of suspension has been discontinued as of September 17, 2006. Existing subscribers will be able to keep this service until suspension has lapsed.

**(N)**  
**(N)**

Issued By: Carrie L. Cox, VP Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink –Missouri, LLC

Issue Date: August 18, 2006

Effective Date: September 17, 2006



## 1.8.5 Application of Rates

(M)

### Application for Ported Telephone Numbers

Telephone Company Customers who request to port-in an existing telephone number will be offered the packages described in above section 1.8.3. If the Customer's ported-in telephone number is **non-MCA**, they may subscribe to either the basic local exchange service plan with no change in their telephone number, or if the Customer requests the MCA calling plan, they will be advised that a new telephone number will need to be assigned to them to allow for it to be designated as an MCA NXX. They will then be offered the basic local exchange service plan with MCA Overlay.

Telephone Company Customers who request to port-in an existing telephone number that is already designated as MCA, will be able to subscribe to the basic local exchange package with the MCA overlay as a non-optional add-in. Customer will not be eligible for the basic service only package.

### Application for Non-Ported Telephone Numbers

Telephone Company Customers who request Telephone Company's Service and are not porting-in an existing telephone number, will be assigned a new Telephone Company telephone number. This telephone number will be designated as an MCA NNX. Such Customers will be offered the basic local exchange service plan with MCA Overlay.

Customer will not be eligible for the basic service only package since this is only available for non-MCA telephone numbers that have been ported-in to Telephone Company.

### Customer Initiated Temporary Suspension of Service

A Customer may request a temporary suspension of Service to accommodate extended absence needs for vacation, etc. Requests for suspension cannot exceed three (3) consecutive months, and can only be applied to the telephone company customer's account one (1) time per calendar year. The charge applied for a suspension of service is \$5.00/month per line and there is no service during the suspension period. If the customer does not provide a restore service date, Telephone Company will restore service and resume billing three months after the suspend date. The restored service will be the same and will reflect the same features as the service prior to the suspension. Use of the Temporary Suspension of Service option allows the customer to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. All other monthly recurring charges are waived for the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect. For example, in January, a customer requests a promotional three-feature package that is priced at fifty percent (50%) of the regularly Local Exchange Tariffed rate for six (6) months. The customer then requests a seasonal disconnect for two (2) month beginning in May. When the service is restored in July, the original promotional time frame has been exhausted and the customer will no longer receive the promotional rate. Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

Issued By **Jerold C. Lambert, Vice President and Sr. Counsel**  
Charter Fiberlink – Missouri, LLC

Issue Date November 27, 2002

Effective Date December 27, 2002  
January 27, 2003



REC'D NOV 20 2001 Original Page 36

Customers that are **porting-in** existing telephone numbers with the 10-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 12-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

#### --2-Feature Plan

Additionally, some existing Customers are subscribed to a calling plan that incorporates a Two Feature package of calling services at no additional charge. The Two Feature Pack includes Call Waiting and Caller ID. The plan does not allow for any substitution of features. Telephone Company has identified these Customers and will "grandfather" the existing plan until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002.

Upon expiration of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 2-feature pack will be assigned a Charter package which includes basic service and the 2-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers with the 2-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 2-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

#### --Multi-Feature Plan

Certain customers are currently subscribed to a calling plan that incorporates a Multi-Feature Pack plan of calling services at no additional charge. The Multi-Feature Pack includes Call Waiting, Caller ID, 3-way Calling, Call Forwarding Variable, Call Forwarding Variable – Remote Access, Call Forwarding Selective, Call Return, Custom Ring, Speed Dialing 30, Repeat Dialing, Call Screening and Anonymous Call Rejection. Customers may not substitute features included in the Multi-Feature Pack. Telephone Company has identified these customers and will "grandfather" the existing plan until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002.

Upon expiration of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Missouri Public

02-391

FILED JAN 01 2002

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

CANCELLED

JAN 07 2003

Missouri Public Service Commission

### 1.8.5 Application of Rates

#### **Customer Initiated Temporary Suspension of (Seasonal) Service**

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. This service is not intended for use in a regularly occupied residence. Requests for suspension may be up to six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

(D)  
(D)

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested.

If rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal service.

(C)

A subscriber must provide a Company accepted "bill to" address to receive this service.

The Unlimited Long Distance Package Price Guarantee offering is not valid with this service.

<u>Service</u>	<u>Monthly Rate</u>	
• Suspension Service Rate	\$15.00 per number <sup>1</sup>	
• Local Plus Package	\$ 9.00 per month	(N)
• Long Distance Package-Unlimited Minutes-Standalone and Double Pak	\$15.99 per number	(T)
• Long Distance Package-Unlimited Minutes-Triple Pak	\$14.00 per number	(T)
• Unlimited In State Package-Standalone and Double Pak	\$15.99 per number	(N)
• Unlimited In State Package Triple Pak	\$14.00 per number	 (N)

<sup>1</sup> Effective 11/22/20 this rate will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered and allowed to retain this rate until: 1) service is terminated per customer's request, 2) non pay disconnect of telephone service.

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

Issue Date: December 9, 2010

Effective Date: January 10, 2011

**FILED**  
**Missouri Public**  
**Service Commission**  
**JL-2011-0292**

CANCELLED  
March 27, 2011  
Missouri Public  
Service Commission  
JL-2011-0435

### 1.8.5 Application of Rates

#### **Customer Initiated Temporary Suspension of (Seasonal) Service**

(C)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. This service is not intended for use in a regularly occupied residence. Requests for suspension may be up to six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

(C)

(C)

This service permits 911 emergency service calls as well as 611 calls terminating at the Company. Seasonal Suspension service also includes Voice Mail if requested by the customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested.

(C)

If rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

(C)

A subscriber must provide a Company accepted "bill to" address to receive this service.

The Unlimited Long Distance Package Price Guarantee offering is not valid with this service.

(N)

<u>Service</u>	<u>Monthly Rate</u>
• Suspension Service Rate	\$15.00 per number <sup>1</sup>
• Unlimited Long Distance Package- Standalone and Double Pak	\$15.99 per number
• Unlimited Long Distance Package- Triple Pak	\$14.00 per number

(C)

(C)

<sup>1</sup> Effective 11/22/20 this rate will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered and allowed to retain this rate until: 1) service is terminated per customer's request, 2) non pay disconnect of telephone service.

(N)

(N)

## **1.8.5 Application of Rates**

### **Customer Initiated Temporary Suspension of Service**

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service permits 911 emergency service calls as well as 611 calls terminating at the Company. Seasonal Suspension service also includes Voice Mail if requested by the customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested. All other monthly recurring charges are waived from the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect.

For example, in January, a customer requests an additional line promotion that is priced at fifty percent (50%) of the regularly tariffed rate for the first six (6) months. The customer requests a seasonal disconnect for three (3) months beginning in April. When the service is restored in July, the original promotional time frame has expired and the customer will no longer receive the promotional rate.

Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

A subscriber must provide a Company accepted "bill to" address to receive this service.

**(T)**

Suspension Service Rate                      \$15.00 per number per month

CANCELLED  
November 22, 2010  
Missouri Public  
Service Commission  
JL-2011-0213

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

Issue Date: November 20, 2007

Effective Date: December 20, 2007

FILED  
Missouri Public  
Service Commission



### **1.8.5 Application of Rates**

#### **Customer Initiated Temporary Suspension of Service**

(C)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service permits 911 emergency service calls as well as 611 calls terminating at the Company. Seasonal Suspension service also includes Voice Mail if requested by the customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested. All other monthly recurring charges are waived from the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect.

For example, in January, a customer requests an additional line promotion that is priced at fifty percent (50%) of the regularly tariffed rate for the first six (6) months. The customer requests a seasonal disconnect for three (3) months beginning in April. When the service is restored in July, the original promotional time frame has expired and the customer will no longer receive the promotional rate.

Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

Suspension Service Rate                      \$15.00 per number per month

(D)

(D)

CANCELLED  
December 20, 2007  
Missouri Public  
Service Commission

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

Issue Date: September 18, 2007

Effective Date: October 18, 2007

FILED  
Missouri Public  
Service Commission

### **1.8.5 Application of Rates**

#### **Suspension Service (\*)**

(C)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service permits 911 emergency service calls as well as 611 calls terminating at the Company. Seasonal Suspension service also includes Voice Mail if requested by the customer.

Use of Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Suspension Service is requested. All other monthly recurring charges are waived from the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect.

(T)

For example, in January, a customer requests an additional line promotion that is priced at fifty percent (50%) of the regularly tariffed rate for the first six (6) months. The customer requests a seasonal disconnect for three (3) months beginning in April. When the service is restored in July, the original promotional time frame has expired and the customer will no longer receive the promotional rate.

Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

Suspension Service Rate                      \$15.00 per number per month

(T)

(\*) This service and rate has been grandfathered to existing residential customers as of September 21, 2007 at their existing locations. Existing residential customers will be allowed to retain the service, where is technically feasible, until the suspended service has lapsed or the customer submits a request to the Telephone Company to change existing service.

(N)  
|  
(N)

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

Issue Date: August 21, 2007

Effective Date: September 21, 2007

**1.8.5 Application of Rates****Seasonal Suspension - 3, 4, 5 or 6 Month Options****(N)**

A Customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in three (3), four (4), five (5) or six (6) consecutive month increments, and can only be applied to the Telephone Company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service permits 911 emergency service calls as well as 611 calls terminating at the Company. Seasonal Suspension service also includes Voice Mail if requested by the customer.

Use of the Temporary Suspension of Service option allows the customers to not be charged a disconnect service order charge and a new connect service order charge, while maintaining their telephone number. The customer may be charged an Add/Change Charge each time Seasonal Suspension is requested. All other monthly recurring charges are waived for the suspended period. If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect.

For example, in January, a customer requests an additional line promotion that is priced at fifty percent (50%) of the regularly tariffed rate for the first six (6) months. The customer requests a seasonal disconnect for three (3) months beginning in April. When the service is restored in July, the original promotional time frame has expired and the customer will no longer receive the promotional rate.

Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

Seasonal Suspension Rate

\$15.00 per number per month

**(N)**

Issued By: Carrie L. Cox, VP Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink –Missouri, LLC

Issue Date: August 18, 2006

Effective Date: September 17, 2006



**1.8.5 Application of Rates (cont'd)**

(N)

**Seasonal Service**

A residential Customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be in four (4) or six (6) consecutive month increments, and can only be applied to the Telephone company customer's account one (1) time per calendar year. If the customer does not provide a restore service date, the Telephone Company will restore service and resume billing as per the suspension timeframe requested. The restored service will be the same and will reflect the same features as the service prior to the suspension.

This service will maintain full dialing and alarm system capabilities. Seasonal Service also includes access to Call Forwarding service as well as Voice Mail if requested by the customer.

Use of the Seasonal Service option allows the customer to not be charged a service and equipment charge while maintaining their telephone number. All other monthly recurring charges are waived for the suspended period.

Seasonal Service is available to Unlimited Long Distance Package customers. Basic Service and Unlimited in State Calling Package customers are not eligible. Seasonal Service is also not available for additional lines.

If promotional pricing is in effect at the start of the suspension period, the promotional period will not be extended for the period of the seasonal disconnect. For example, in June, a customer requests a promotion that is priced at fifty percent (50%) of the regularly tariffed rate for the first six (6) months. The customer requests a seasonal disconnect for six (6) months beginning in October. When the service is restored in March, the original promotional time frame has expired and the customer will no longer receive the promotional rate.

Additionally, if rates for any of the services that the customer subscribes to have been increased or decreased during the suspension period, the customer's service will be billed at the rate in place at the time of termination of seasonal disconnect.

Rate	Per Month
Unlimited Long Distance Package – Standalone & Double Pak rate	\$ 10.99 per number
Unlimited Long Distance Package – Triple Pak rate	\$ 9.00 per number

(N)

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

Issue Date: August 21, 2007

Effective Date: September 21, 2007

### 1.8.5 Application of Rates (cont'd)

(T)

#### **“Grandfathering” of Certain Plans**

##### **-2 Feature Pack, 3-Feature Flexible Pack and 12-Feature Pack**

The Telephone Company is discontinuing the 2-Feature, 3-Feature Flexible and 12-Feature packs as of January 19, 2004. The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these packages at the current rate for Customers who are currently subscribed to these packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” calling plan is discontinued.

The “grandfathering” of the Customer’s existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

##### **-2-Feature Pack**

Monthly Recurring Charge of \$12.00/line (includes basic service), Features Included: Call Waiting, Caller ID, Three-Way Calling.

##### **-3-Feature Flexible Pack**

Monthly Recurring Charge of \$22.00/line (includes basic service). Features Included: Call Waiting, Caller ID, Three –Way Calling.

##### **-12-Feature Pack**

Monthly recurring Charge of \$24.95/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling, Call Forwarding-Variable, Call Forwarding-Remote Access, Call Forwarding-Selective, Call Return, Call Screening, Speed Dial 30, Distinctive Ring, Repeat Dialing Anonymous Call Rejection.

(M)

(M)

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

Issue Date: February 25, 2011

Effective Date: March 27, 2011

FILED  
Missouri Public  
Service Commission  
JL-2011-0435

**“Grandfathering” of Certain Plans**

**-2 Feature Pack, 3-Feature Flexible Pack and 12-Feature Pack**

The Telephone Company is discontinuing the 2-Feature, 3-Feature Flexible and 12-Feature packs as of January 19, 2004. The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these packages at the current rate for Customers who are currently subscribed to these packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” calling plan is discontinued.

The “grandfathering” of the Customer’s existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-2-Feature Pack**

Monthly Recurring Charge of \$12.00/line (includes basic service), Features Included: Call Waiting, Caller ID, Three-Way Calling.

**-3-Feature Flexible Pack**

Monthly Recurring Charge of \$22.00/line (includes basic service). Features Included: Call Waiting, Caller ID, Three –Way Calling.

**-12-Feature Pack**

Monthly recurring Charge of \$24.95/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling, Call Forwarding-Variable, Call Forwarding-Remote Access, Call Forwarding-Selective, Call Return, Call Screening, Speed Dial 30, Distinctive Ring, Repeat Dialing Anonymous Call Rejection.

**“Grandfathering” of the Lifeline and 5-Feature Package(s)**

(T)

The Telephone Company will “grandfather” as of January 1, 2006 (allow the Customer to retain such service for a specific period of time) these services/packages at the current rate for Customers who are currently subscribed to these services/packages until either:

(T)

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” service is discontinued.

The “grandfathering” of the Customer’s existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-5-Feature Package(s)**

Monthly Recurring Charge of \$17.95/line without MCA, \$24.95/line (MCA3) and \$29.95/line (MCA 4&5). The 5-Feature Package(s) include basic service and features. Features Included: Call Waiting, Caller ID, Caller ID with Call Waiting, Anonymous Call Rejection, and Speed Dial 8.

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

CANCELLED

March 27, 2011

Missouri Public

Service Commission

JL-2011-0435

Issue Date: July 25, 2008

Effective Date: August 24, 2008

FILED

Missouri Public  
Service Commission

**“Grandfathering” of Certain Plans**

**-2 Feature Pack, 3-Feature Flexible Pack and 12-Feature Pack**

The Telephone Company is discontinuing the 2-Feature, 3-Feature Flexible and 12-Feature packs as of January 19, 2004. The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these packages at the current rate for Customers who are currently subscribed to these packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” calling plan is discontinued.

The “grandfathering” of the Customer’ existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-2-Feature Pack**

Monthly Recurring Charge of \$12.00/line (includes basic service), Features Included: Call Waiting, Caller ID, Three- Way Calling.

**-3-Feature Flexible Pack**

Monthly Recurring Charge of \$22.00/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling.

**-12-Feature Pack**

Monthly recurring Charge of \$24.95/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling, Call Forwarding-Variable, Call Forwarding-Remote Access, Call Forwarding-Selective, Call Return, Call Screening, Speed Dial 30, Distinctive Ring, Repeat Dialing Anonymous Call Rejection.

**“Grandfathering” of the Lifeline, and 5-Feature Package(s)**

**(T)**

The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these services/ packages at the current rate for Customers who are currently subscribed to these services/packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” service is discontinued.

The “grandfathering” of the Customer’ existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-5-Feature Package(s)**

Monthly Recurring Charge of \$17.95/line without MCA, \$24.95/line (MCA 3) and \$29.95/line (MCA 4 & 5). The 5-Feature Package(s) include basic service and features. Features Included: Call Waiting, Caller ID, Caller ID with Call Waiting, Anonymous Call Rejection, and Speed Dial 8.

**CANCELLED**

**August 24, 2008**

**Missouri Public**

**Service Commission**

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**

**12405 Powerscourt Drive, St. Louis, MO 63131**

**Charter Fiberlink – Missouri, LLC**

**Issue Date: January 19, 2006**

**Effective Date: February 18, 2006**

**“Grandfathering” of Certain Plans**

**-2 Feature Pack, 3-Feature Flexible Pack and 12-Feature Pack**

The Telephone Company is discontinuing the 2-Feature, 3-Feature Flexible and 12-Feature packs as of January 19, 2004. The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these packages at the current rate for Customers who are currently subscribed to these packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” calling plan is discontinued.

The “grandfathering” of the Customer’ existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-2-Feature Pack**

Monthly Recurring Charge of \$12.00/line (includes basic service), Features Included: Call Waiting, Caller ID, Three- Way Calling.

**-3-Feature Flexible Pack**

Monthly Recurring Charge of \$22.00/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling.

**-12-Feature Pack**

Monthly recurring Charge of \$24.95/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling, Call Forwarding-Variable, Call Forwarding-Remote Access, Call Forwarding-Selective, Call Return, Call Screening, Speed Dial 30, Distinctive Ring, Repeat Dialing Anonymous Call Rejection.

**“Grandfathering” of the Metropolitan Calling Area Service(s), Lifeline, and 5-Feature Package(s)** (N)

The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these services/ packages at the current rate for Customers who are currently subscribed to these services/packages until either: (N)  
(N)

- a) Customer submits a request to the Telephone Company to change his existing service, or (N)
- b) Customer is notified by the Telephone Company that the “grandfathered” service is discontinued.

The “grandfathering” of the Customer’ existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-5-Feature Package(s)**

Monthly Recurring Charge of \$17.95/line without MCA, \$24.95/line (MCA 3) and \$29.95/line (MCA 4 & 5). The 5-Feature Package(s) include basic service and features. Features Included: Call Waiting, Caller ID, Caller ID with Call Waiting, Anonymous Call Rejection, and Speed Dial 8. (N)

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink – Missouri, LLC**

Issue Date: December 2, 2005

Effective Date: January 1, 2006

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**3<sup>rd</sup> Revised Page 37  
Replaces 2<sup>nd</sup> Revised Page 37**

**“Grandfathering” of Certain Plans**

(N)

**--2-Feature Pack, 3-Feature Flexible Pack and 12-Feature Pack**

The Telephone Company is discontinuing the 2-Feature, 3-Feature Flexible and 12-Feature packs as of January 19, 2004. The Telephone Company will “grandfather” (allow the Customer to retain such service for a specific period of time) these packages at the current rate for Customers who are currently subscribed to these packages until either:

- a. Customer submits a request to the Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the “grandfathered” calling plan is discontinued.

The “grandfathering” of the Customer’s existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**--2-Feature Pack**

Monthly Recurring Charge of \$12.00/line. Features Included: Call Waiting, Caller ID

**--3-Feature Flexible Pack**

Monthly Recurring Charge of \$22.00/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling.

**--12-Feature Pack**

Monthly Recurring Charge of \$24.95/line (includes basic service). Features Included: Call Waiting, Caller ID, Three-Way Calling, Call Forwarding -Variable, Call Forwarding -Remote Access, Call Forwarding - Selective, Call Return, Call Screening, Speed Dial 30, Distinctive Ring, Repeat Dialing, Anonymous Call Rejection.

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC**

Issue Date: December 19, 2003

Effective Date: January 19, 2004

Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff

2<sup>nd</sup> Revised Page 37  
Replaces 1<sup>st</sup> Revised Page 37

"Grandfathering" of Certain Plans from Acquired Local Exchange Carrier

(D)

As of February 1, 2003 all "Grandfathering" plans are terminated.

(T)

Missouri Public  
Service Commission

(D)

REC'D JAN 23 2003

CANCELLED

JAN 19 2004

By *SndR 37*  
Public Service Commission  
MISSOURI

Missouri Public

FILED FEB 01 2003

Service Commission

Issued By: Trudi Foushee, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: January 23, 2003

Effective Date: February 1, 2003



Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff

Missouri Public  
Service Commission

1<sup>st</sup> Revised Page 37

Replaces Original Page 37

**"Grandfathering" of Certain Plans from Acquired Local Exchange Carrier**

(M)

REGD NOV 27 2002

**--3-Feature Plan and 10-Feature Plan**

Telephone Company is acquiring, through its acquisition of certain ATT Broadband properties in Missouri, an existing customer base consisting of approximately 20,000 lines. Of these existing customers, approximately 4500 are currently subscribed to a calling plan that incorporates either a Three Feature Package (Call Waiting, Caller ID, 3-Way Calling - Customers may not substitute features included in the Three Feature Package.) or a 10-Feature Package (Call Waiting, Caller ID, 3-Way Calling, Call Forwarding Variable with Remote Access, Call Return, Repeat Dialing, Speed Dialing 30, Selective Call Forwarding, Call Screening and Distinctive Ring Service - Customers may not substitute features included in the Ten Feature Package.) of calling services at no additional charge. Telephone Company has identified these customers and will "grandfather" (allows the Customer to retain such Service for a specific period of time) the existing plan at current rates until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002.

Discontinuation of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 3-feature pack will be assigned a Charter package which includes basic service and the 3-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 10-Feature pack will be assigned a Charter package which includes basic service and the 12-Feature Package Plan at then current rates.

Customers that are **porting-in** existing telephone numbers with the 3-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 3-Feature Flexible Service Package at then current rates.

Customers that are **porting-in** existing telephone numbers with the 10-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 12-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

**--2-Feature Plan**

Additionally, some existing Customers are subscribed to a calling plan that incorporates a Two Feature package of calling services at no additional charge. The Two Feature Pack includes Call Waiting and Caller ID. The plan does not allow for any substitution of features. Telephone Company has identified these Customers and will "grandfather" the existing plan until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: November 27, 2002

Effective Date: December 27, 2002

Missouri Public  
Service Commission

FILED JAN 07 2003

JAN 07 2003

CANCELLED  
FEB 01 2003  
By 2nd RS 37  
Public Service Commission  
MISSOURI

REC'D NOV 20 2001

**Charter Fiberlink - Missouri, LLC**  
**Local Exchange Tariff**

Original Page 37

Service Commission

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 12-feature pack will be assigned a Charter package which includes basic service and the 12-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers with the 12-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 12-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

## 1.8.6 Lifeline Service

Lifeline Service is a unique class of telephone service provided to an applicant who is designed to meet basic residential communications needs for emergency calls and for the maintenance of necessary social contacts.

### 1. Description

Lifeline service includes: single party service; voice grade access to the public switched telephone network; access to emergency services; access to operator services; access to interexchange service; and access to directory assistance. Toll limitation services may also be provided as a part of Lifeline Service. Toll limitation services are limited to toll blocking, which prevents the placement of all long distance calls for which the subscriber will be charged.

Lifeline Service applicants are those certified by the department of social services as economically disadvantaged by participation in Medicaid, Food Stamps, Supplementary Security Income (SSI), federal public housing assistance or Section 8, or Low Income Home Energy Assistance Program (LIHEAP), or income qualified as found in Missouri State Statute 660.105. The department of social services shall inform such persons how to apply with Telephone Company for Lifeline Service. Pursuant to the FCC's Final Report and Order in Case No. CC 96-45. The customer requesting LifeLine Service must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs.

Lifeline Service benefits are applicable only to the primary line at the Customer's principal residence. An applicant for Lifeline Service may report only one address in the state as the principal place of residence.

A customer may change to Lifeline Service from any other type of residential service at no charge. A Lifeline customer no longer qualifies for Lifeline Service, that customer must change back to another type of residential service, in which case there will be no charge.

All charges either recurring or non-recurring for any service other than Lifeline Service, as described herein, shall be billed at the Local Exchange Tariffed rate.

Lifeline Service customers shall be exempt from state sales tax applicable to their basic residential access line.

CANCELLED

JAN 07 2003

157 RS 37  
 Public Service Commission  
 MISSOURI

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
 Charter Fiberlink - Missouri, LLC

Missouri Public

02 - 391  
 FILED JAN 01 2002

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

**“Grandfathering” of the Lifeline and 5-Feature Package(s)**

(M)

The Telephone Company will “grandfather” as of January 1, 2006 (allow the Customer to retain such service for a specific period of time) these services/packages at the current rate for Customers who are currently subscribed to these services/packages until either:

- a) Customer submits a request to the Telephone Company to change his existing service, or
- b) Customer is notified by the Telephone Company that the “grandfathered” service is discontinued.

The “grandfathering” of the Customer’s existing plan will allow the Telephone Company’s Customers to continue to receive the same services that they have received with the Telephone Company’s previous package and rate.

**-5-Feature Package(s)**

Monthly Recurring Charge of \$17.95/line without MCA, \$24.95/line (M7CA3) and \$29.95/line (MCA 4&5). The 5-Feature Package(s) include basic service and features. Features Included: Call Waiting, Caller ID, Caller ID with Call Waiting, Anonymous Call Rejection, and Speed Dial 8.

(M)

**-Lifeline Service**

Monthly Charge of	\$8.95
Monthly Credit of	-\$8.95
Life Net Monthly Rate	\$0.00

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

Issue Date: February 25, 2011

Effective Date: March 27, 2011

FILED  
Missouri Public  
Service Commission  
JL-2011-0435

**|Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**1<sup>st</sup> Revised Page 37A  
Replaces Original Page 37A**

**(D)**

**-Lifeline Service**

Monthly Charge of	\$ 8.95
Monthly Credit of	-\$ 8.95
Life Net Monthly Rate	\$ 0.00

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink – Missouri, LLC**

Issue Date: January 19, 2006

Effective Date: February 18, 2006

CANCELLED

March 27, 2011

Missouri Public

Service Commisison

JL-2011-0435

**|Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**Original Page 37A**

**-Metropolitan Calling Area(s) – Ported Non MCA Telephone Numbers** (N)  
Monthly Recurring Charge of \$10.95 (MCA-3), \$12.35 (MCA-4) and \$19.95 (MCA-5) (N)

<b>-Lifeline Service</b>		(N)
Monthly Charge of	\$ 8.95	
Monthly Credit of	-\$ 8.95	
Life Net Monthly Rate	\$ 0.00	(N)

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink – Missouri, LLC**

Issue Date: December 2, 2005

Effective Date: January 1, 2006

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**Missouri Public  
Service Commission**

**1<sup>st</sup> Revised Page 38  
Replaces Original Page 38**

Upon expiration of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

**REC'D NOV 27 2002**

(M)

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 2-feature pack will be assigned a Charter package which includes basic service and the 2-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers with the 2-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 2-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

**--Multi-Feature Plan**

Certain customers are currently subscribed to a calling plan that incorporates a Multi-Feature Pack plan of calling services at no additional charge. The Multi-Feature Pack includes Call Waiting, Caller ID, 3-way Calling, Call Forwarding Variable, Call Forwarding Variable – Remote Access, Call Forwarding Selective, Call Return, Distinctive Ring, Speed Dialing 30, Repeat Dialing, Call Screening and Anonymous Call Rejection. Customers may not substitute features included in the Multi-Feature Pack. Telephone Company has identified these customers and will "grandfather" the existing plan until either:

- a. Customer submits a request to Telephone Company to change his existing service, or
- b. Customer is notified by the Telephone Company that the "grandfathered" calling plan is discontinued on December 31, 2002.

Upon expiration of the "grandfathering" period as of December 31, 2002, and unless Customer has directed Telephone Company otherwise:

Customers that are **porting-in** existing telephone numbers that are **non-MCA** with the 12-feature pack will be assigned a Charter package which includes basic service and the 12-Feature Flexible Package at then current rates.

Customers that are **porting-in** existing telephone numbers with the 12-Feature Pack that are **MCA** will be assigned a Charter package which includes basic service, MCA overlay service and the 12-Feature Flexible Service Package at then current rates.

The "grandfathering" of the Customer's existing plan will allow Telephone Company Customers to continue to receive the same services that they have received with the previous carrier, prior to Telephone Company's acquisition, at the same price for the above-designated "grandfathering" period.

All "grandfathering" under this section 1.8.5. is extended until January 31, 2003.

(N)

**CANCELLED**

**FEB 01 2003  
2nd RS 38  
Public Service Commission  
MISSOURI**

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

**Missouri Public  
Service Commission**

**FILED JAN 07 2003**

Issue Date: November 27, 2002

Effective Date: December 27, 2002

**JAN 07 2003**

## 2. Application

## Service Commission

To qualify for Lifeline Telephone Service, a customer must meet all the following requirements:

- a. Customer must be head of household or spouse of head of household, and not a dependent for federal income tax purpose, unless over the age of 60.
- b. Certified as economically disadvantaged by the Missouri Dept. of Social Services by participation in Medicaid, food stamps, Supplemental Security Income, Federal public housing assistance for Section 8 or Low Income Home Energy Assistance Program (LIHEAP) or Certified as disabled which shall mean totally or permanently disabled or blind and receiving federal social security disability benefits, federal supplemental security income benefits, veterans administration benefits, state blind pension pursuant to **Section 209.010 or 209.160**, RSMo, state aid to blind persons.
- c. The Customer requesting Lifeline Service must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs for which he or she is receiving benefits and agreeing to notify the Telephone Company when they are no longer participating in the program or programs.
- d. Have only one telephone line in their home.

Lifeline is not applicable to Customers who are full time students living in university or college controlled housing.

The Customer, who is requesting Lifeline Assistance Service, must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified above, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs. The same document can be used for Link-Up Missouri eligibility.

Lifeline Assistance Service can only be associated with the primary residential connection.

Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Assistance Service Customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls.

Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "###" (e.g. \*66, \*69) is also allowed. Upon Customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Lifeline Toll Restriction Service.

Lifeline Assistance Service may not be disconnected for non-payment of toll charges.

Funding for Lifeline service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

## 3. Rate - Monthly Recurring Charge (MRC)

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink - Missouri, LLC

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Missouri Public

02 - 391

FILED JAN 01 2002

Service Commission

CANCELLED  
 JAN 07 2003  
 157-RS-38  
 Public Services Commission  
 MISSOURI



### 1.8.6 Lifeline Service<sup>1</sup>

(T)

Lifeline Service is a unique class of telephone service provided to an applicant who is designed to meet basic residential communications needs for emergency calls and for the maintenance of necessary social contacts.

#### 1 Description

Lifeline service includes single party service, voice grade access to the public switched telephone network, access to emergency services, access to operator services, access to interexchange service, and access to directory assistance. Toll limitation services may also be provided as a part of Lifeline Service. Toll limitation services are limited to toll blocking, which prevents the placement of all long distance calls for which the subscriber will be charged.

Lifeline Service applicants are those certified by the department of social services as economically disadvantaged by participation in Medicaid, Food Stamps, Supplementary Security Income (SSI), federal public housing assistance or Section 8k, or Low Income Home Energy Assistance program (LIHEAP), or income qualified as found in Missouri State Statute 660.105. the department of social services shall inform such persons how to apply with Telephone Company for Lifeline Service. Pursuant to the FCC's Final Report and Order in Case No. CC96-45. The customer requested Lifeline Service must provide to the Telephone Company assigned document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs.

Lifeline Service benefits are applicable only to the primary line at the Customer's principal residence. An applicant for Lifeline Service may report only one address in the state as the principal place of residence.

When Lifeline Service is requested, no Service and Equipment Charge will apply to install the main service access line.

A customer may change to Lifeline Service from any other type of residential service at no charge. If a Lifeline customer no longer qualifies for Lifeline Service, that customer must change back to another type of residential service, in which case there will be no charge.

All charges either recurring or non-recurring for any service other than Lifeline Service, as described herein, shall be billed at the Local Exchange Tariffed rate.

Lifeline Service customers shall be exempt from state sales tax applicable to their basic residential access line.

#### 2 Application

To qualify for Lifeline Telephone Service, a customer must meet all the following requirements.

- a Customer must be head of household or spouse of head of household, and not a dependent for federal income tax purpose, unless over the age of 60.
- b Certified as economically disadvantaged by the Missouri Dept of Social Services by participation in Medicaid, food stamps, Supplemental Security Income, Federal public housing assistance for Section 8 or Low Income Home Energy Assistance Program (LIHEAP) or Certified as disabled which shall mean totally or permanently disabled or blind and receiving federal social security disability benefits, federal supplemental security income benefits, veterans administration benefits, state blind person pursuant to **Section 209.010 or 209.160**, RMSO, state aid to blind persons

<sup>1</sup> Refer to Section 1.8.5. This service was grandfathered to existing customers as of January 1, 2006.

(C)

**1.8.6 Lifeline Service**

(M)

Lifeline Service is a unique class of telephone service provided to an applicant who is designed to meet basic residential communications needs for emergency calls and for the maintenance of necessary social contacts

**1 Description**

Lifeline service includes single party service, voice grade access to the public switched telephone network, access to emergency services, access to operator services, access to interexchange service, and access to directory assistance. Toll limitation services may also be provided as a part of Lifeline Service. Toll limitation services are limited to toll blocking, which prevents the placement of all long distance calls for which the subscriber will be charged.

Lifeline Service applicants are those certified by the department of social services as economically disadvantaged by participation in Medicaid, Food Stamps, Supplementary Security Income (SSI), federal public housing assistance or Section 8, or Low Income Home Energy Assistance Program (LIHEAP), or income qualified as found in Missouri State Statute 660.105. The department of social services shall inform such persons how to apply with Telephone Company for Lifeline Service. Pursuant to the FCC's Final Report and Order in Case No. CC 96-45, The customer requesting LifeLine Service must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs.

Lifeline Service benefits are applicable only to the primary line at the Customer's principal residence. An applicant for Lifeline Service may report only one address in the state as the principal place of residence.

When Lifeline Service is requested, no Service and Equipment Charge will apply to install the main service access line.

A customer may change to Lifeline Service from any other type of residential service at no charge. If a Lifeline customer no longer qualifies for Lifeline Service, that customer must change back to another type of residential service, in which case there will be no charge.

All charges either recurring or non-recurring for any service other than Lifeline Service, as described herein, shall be billed at the Local Exchange Tariff rate.

Lifeline Service customers shall be exempt from state sales tax applicable to their basic residential access line.

**2 Application**

To qualify for Lifeline Telephone Service, a customer must meet all the following requirements:

- a. Customer must be head of household or spouse of head of household, and not a dependent for federal income tax purpose, unless over the age of 60.
- b. Certified as economically disadvantaged by the Missouri Dept. of Social Services by participation in Medicaid, food stamps, Supplemental Security Income, Federal public housing assistance for Section 8 or Low Income Home Energy Assistance Program (LIHEAP) or Certified as disabled which shall mean totally or permanently disabled or blind and receiving federal social security disability benefits, federal supplemental security income benefits, veterans administration benefits, state blind pension pursuant to **Section 209.010 or 209.160**, RSMo, state aid to blind persons.

**Issued By Jerold C. Lambert, Vice President and Sr. Counsel**  
**Charter Fiberlink – Missouri, LLC**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
Lifeline Rate<sup>5</sup>

\$8.95

Service Includes:

- 1 Line Only
- No Features included

**Note:** Lifeline customers will have a net charge of \$0.00 as shown below after the application of various credits.

Lifeline Price	\$8.95
Lifeline Credits Applied - Federal	-\$8.95
<b>Lifeline net price</b>	<b>\$0.00</b>

Original Page 39

Missouri Public

REC'D NOV 20 2001

Service Commission

**CANCELLED**

### 1.8.7 Link-Up Missouri

#### 1. Description

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

#### 2. Application

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

#### 3. Rates - Monthly Recurring Charge (MRC)

- Service Connection Charges, as set forth in this Local Exchange Tariff<sup>6</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

### 1.8.8 Service and Equipment Charges

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

#### 1. Service Connection:

- Residential Service Connection (initial installation of new facilities or relocation of existing facilities) \$30.00
- Primary Line Activation (initial activation without installation or relocation) \$30.00
- Line Activation Charge (initial activation of additional lines)

<sup>5</sup> The rates for main service do not include a telephone instrument.

<sup>6</sup> These do not include other charges that may be required at the initiation of service, such as deposits, etc.

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

Missouri Public

02-391

FILED JAN 01 2002

**Charter Fiberlink-Missouri, LLC  
Local Exchange Tariff**
**2<sup>nd</sup> Revised Page 40  
Replaces 1<sup>st</sup> Revised Page 40**

- c The Customer requesting Lifeline Service must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs for which he or she is receiving benefits and agreeing to notify the Telephone Company when they are no longer participating in the program or programs.
- d Have only one telephone line in their home.

Lifeline is not applicable to Customers who are full time students living in university or college controlled housing.

The Customer, who is requesting Lifeline Assistance Service, must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified above, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs. The same document can be used for Link-Up Missouri eligibility.

Lifeline Assistance Service can only be associated with the primary residential connection.

Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Assistance Service Customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+555-1212, 1+/0+NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls.

Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes “\*##” (e.g. \*66, \*69) is also allowed. Upon Customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Lifeline Toll Restriction Service.

Lifeline Assistance Service may not be disconnected for non-payment of toll charges.

Funding for Lifeline service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

**3 Rate-Monthly Recurring Charge (MRC)**
**Lifeline Rate<sup>5</sup>**
**\$8.95**
**Service Includes:**

- Line Only
- No Features included

**Note:** Lifeline customers will have a net charge of \$0.00 as shown before after the application of various credits.

Lifeline Price	\$8.95	(M)
Lifeline Credits Applied-Federal	-\$8.95	
Lifeline net price		(M)

<sup>5</sup>The rates for main service do not include a telephone instrument.

**CANCELED**  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

Issue Date: April 22, 2008

Effective Date: May 8, 2008

**FILED**  
**Missouri Public**  
**Service Commission**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**1<sup>st</sup> Revised Page 40  
Replaces Original Page 40**

- c. The Customer requesting Lifeline Service must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified, identifying the program or programs for which he or she is receiving benefits and agreeing to notify the Telephone Company when they are no longer participating in the program or programs.
- d. Have only one telephone line in their home.

(M)

Lifeline is not applicable to Customers who are full time students living in university or college controlled housing.

The Customer, who is requesting Lifeline Assistance Service, must provide to the Telephone Company a signed document, certifying under penalty of perjury, that he or she is receiving benefits from one of the programs specified above, identifying the program or programs from which he or she is receiving benefits, and agreeing to notify the Telephone Company when they no longer participate in the program or programs. The same document can be used for Link-Up Missouri eligibility.

Lifeline Assistance Service can only be associated with the primary residential connection.

Lifeline Toll Restriction Service is available on a voluntary basis where technically feasible to Lifeline Assistance Service Customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700 calls, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls.

Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "\*\*\*##" (e.g. \*66, \*69) is also allowed. Upon Customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Deposit requirements do not apply to a Lifeline Assistance Service customer if the customer voluntarily elects Lifeline Toll Restriction Service.

Lifeline Assistance Service may not be disconnected for non-payment of toll charges.

Funding for Lifeline service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.

**3. Rate - Monthly Recurring Charge (MRC)**

Lifeline Rate<sup>5</sup> \$8.95

Service Includes:

- 1 Line Only
- No Features included

**Note:** Lifeline customers will have a net charge of \$0.00 as shown below after the application of various credits

<sup>5</sup> The rates for main service do not include a telephone instrument.

**CANCELLED**  
**May 8, 2008**  
**Missouri Public**  
**Service Commission**

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel**  
**Charter Fiberlink – Missouri, LLC**

Issue Date: November 27, 2002

Effective Date: December 27, 2002

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

 Original Page 40  
Missouri Public

- Line Activation Charge (initial activation of additional lines without installation or relocation) \$30.00
  - Service Dispatch Charge (subsequent to initial installation) \$45.00
  - Line Restoration Charge after disconnection for nonpayment/line \$30.00
- REC'D NOV 20 2001  
Service Commission
- 2. Repair/Maintenance Truck Roll:**  
(Applicable to Customer owned inside wire – Customers not having Inside Wire Maintenance Plan)
- Repair/Maintenance during Basic Time<sup>7</sup> \$115.00 per visit
  - Repair/Maintenance during Overtime<sup>8</sup> \$175.00 per visit
  - Repair/Maintenance during Premium<sup>9</sup> \$230.00 per visit
- 3. Service Changes:**
- Telephone Number Change \$ 20.00
  - Feature Change Charge \$ 5.00
  - Record Order Charge \$ 0.00
  - PIC Change Fee (outPICs only for Intra/InterLATA) \$ 5.00
  - PLOC Change Charge \$ 0.00
  - Change to Universal Lifeline Telephone Service \$ 7.50<sup>10</sup>
  - Directory Listing Change Charge \$ 5.00

Above rates are one-time charges and are not billed for on a "monthly recurring charge" (MRC) basis.

## 1.8.9 Number Intercept Treatment

### 1. Description

If a customer changes local service providers or disconnects from his or her local exchange service provider and does not retain his current telephone number, the Telephone Company will provide a recording for thirty (30) days from the effective date of the change/cancellation which will provide a caller with either a notification of disconnection if no new telephone number is provided to the Telephone Company or with the new telephone number of the end user if the new number is provided to the Telephone Company. An additional thirty (30) days of notification may be requested by the customer at the below rate:

### 2. Rate - Monthly Recurring Charge (MCA)

No charge for first thirty (30) days requested.

Up to thirty (30) additional days available - Rate: \$2.00/line

Number intercept treatment will not be provided beyond sixty (60) days.

## 1.8.10 Local Operator Services

### Operator- Assisted Calls

<sup>7</sup> Basic: 7am - 9pm Monday – Saturday

<sup>8</sup> Overtime: 9pm - 7am Saturday - Monday Morning

<sup>9</sup> Premium: National Holidays

<sup>10</sup> Waived once during a 12-month period.

**CANCELLED**

JAN 07 2003

1st RS 40

 Public Service Commission  
MISSOURI

Missouri Public

02 - 391

FILED JAN 01 2002

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: November 20, 2001

Effective Date: January 1, 2002  
Service Commission



**1.8.7 Reserved for Future Use**

(T)

(D)

(D)

**CANCELED**  
January 19, 2015  
Missouri Public  
Service Commission  
Issue Date: April 10, 2012  
JL-2015-0225

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

Effective Date: May 10, 2012

**Filed**  
**Missouri Public**  
**Service Commission**  
**JL-2012-0591**

### 1.8.7 Link-Up Missouri

1 Description

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

2 Application

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

3 Rates-Monthly Recurring Charge (MRC)

- a Service Connection Charges, as set forth in this Local Exchange Tariff<sup>1</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- b An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

(M)

(M)

<sup>1</sup>These do not include other charges that may be required at the initiation of service, such as deposits, etc.

(M)

### 1.8.7 Link-Up Missouri

- 1 Description  
The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.
- 2 Application  
Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.
- 3 Rates-Monthly Recurring Charge (MRC)
  - a Service Connection Charges, as set forth in this Local Exchange Tariff<sup>1</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
  - b An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

- 1 Service Connection:
  - a New Installation for Phone Only - Residential service connection for new customers receiving phone only service. (Basic Service or Long Distance Package Unlimited Minutes – Standalone. Up to two lines, including one jack per line.) \$ 99.99 (I) (C)  
|  
(C)
  - b Add a line (to an existing active account) - Add a line to an existing service or for subsequent company equipment relocation per customer request. \$ 30.00 (C)  
|  
(C)  
A Service Dispatch Charge will be in addition to this charge on subsequent dispatches.
  - c Service Dispatch Charge (subsequent to initial installation) \$ 45.00 (T)  
Also applicable to transfer of service from one location to another.
  - d Reconnection - Restore service at same location after a voluntary disconnection. \$ 30.00 (N)  
(N)
  - e Non Pay Reconnection - Restore service after disconnection for non payment (not voluntary suspension). \$ 60.00 (T)  
(T)  
(M)

<sup>1</sup>These do not include other charges that may be required at the initiation of service, such as deposits, etc.

Lifeline Price	\$8.95
Lifeline Credits Applied-Federal	-\$8.95
<b>Lifeline net price</b>	

### 1.8.7 Link-Up Missouri

#### 1 Description

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

#### 2 Application

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

#### 3 Rates-Monthly Recurring Charge (MRC)

- a Service Connection Charges, as set forth in this Local Exchange Tariff<sup>1</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- b An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

### 1.8.8 Service and Equipment Charges

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

#### 1 Service Connection:

- Residential Service Connection (initial installation of new facilities or relocation of existing facilities) \$30.00
- Primary Line Activation (initial activation without installation or relocation) \$30.00
- Line Activation Charge (initial activation of additional lines Without installation or relocation) \$30.00
- Service Dispatch Charge (subsequent to initial installation) \$45.00
- Also applicable to transfer of service from one location to another (C)
- Line Restoration Charge after disconnection for Nonpayment/line \$60.00
- Non-Sufficient Funds Charge (NSF) \$25.00

<sup>1</sup>These do not include other charges that may be required at the initiation of service, such as deposits, etc.

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**5<sup>th</sup> Revised Page 41  
Replaces 4<sup>th</sup> Revised Page 41**

Lifeline Price	\$8.95
Lifeline Credits Applied – Federal	-\$8.95
<b>Lifeline net price</b>	

**1.8.7 Link-Up Missouri**
**1. Description**

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

**2. Application**

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

**3. Rates – Monthly Recurring Charge (MRC)**

- a. Service Connection Charges, as set forth in this Local Exchange Tariff<sup>1</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- b. An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

**1.8.8 Service and Equipment Charges**

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

**1. Service Connection:**

- |  |         |
|--|---------|
| - Residential Service Connection (initial installation of new facilities or relocation of existing facilities) | \$30.00 |
| - Primary Line Activation (initial activation without installation or relocation)                              | \$30.00 |

**Line Activation Charge (initial activation of additional lines**

- |   |         |
|---|---------|
| Without installation or relocation)                               | \$30.00 |
| - Service Dispatch Charge (subsequent to initial installation)    | \$45.00 |
| - Line Restoration Charge after disconnection for Nonpayment/line | \$60.00 |
| - Non-Sufficient Funds Charge (NSF)                               | \$25.00 |

**(I)**

<sup>1</sup> These do not include other charges that may be required at the initiation of service, such as deposits, etc.

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Missouri, LLC

Issue Date: December 21, 2005

Effective Date: February 1, 2006

Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff

4<sup>th</sup> Revised Page 41  
Replaces 3<sup>rd</sup> Revised Page 41

Lifeline Price	\$8.95
Lifeline Credits Applied-Federal	-\$8.95
<b>Lifeline net price</b>	<b>\$0.00</b>

### 1.8.5 Link-Up Missouri

#### 1. Description

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

#### 2. Application

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

#### 3. Rates-Monthly Recurring Charge (MRC)

- a. Service Connection Charges, as set forth in this Local Exchange tariff, for initial installation of the main residential service access line, will be discount at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assess only for a single residential telephone line per eligible household at the principal place of residence. These charges do not include other charges that may be required at the initiation of service such as deposits, etc.
- b. An interest free, four-month deferred payment schedule will be established for the charge of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

### 1.8.6 Service and Equipment Charges

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

#### 1. Service Connection:

- Residential Service Connection (initial installation of new Facilities or relocation of existing facilities) \$30.00
- Primary Line Activation (initial activation without installation or relocation) \$30.00

Line Activation Charge (initial activation or additional lines without Installation or relocation)	\$30.00
- Service Dispatch Charge (subsequent to initial installation)	\$45.00
- Line Restoration Charge after disconnection for nonpayment/line	\$60.00
- Non-Sufficient Funds Charge (NSF)	\$20.00

(D)

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, Missouri  
Charter Fiberlink – Missouri, LLC

Issue Date: August 3, 2005

Effective Date: September 6, 2005

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**3<sup>rd</sup> Revised page 41  
Replaces 2<sup>nd</sup> Revised Page 41**

Lifeline Price	\$8.95
Lifeline Credits Applied – Federal	-\$8.95
<b>Lifeline net price</b>	<b>\$0.00</b>

**1.8.5 Link-Up Missouri**
**1. Description**

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

**2. Application**

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

**3. Rates – Monthly Recurring Charge (MRC)**

- a. Service Connection Charges, as set forth in this Local Exchange Tariff, for initial installation of the main residential service access line, will be discount at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence. These charges do not include other charges that may be required at the initiation of service such as deposits, etc.
- b. An interest free, four-month deferred payment schedule will be established for the charge of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

**1.8.6 Service and Equipment Charges**

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

**1. Service Connection:**

- Residential Service Connection (initial installation of new facilities or relocation of existing facilities) \$30.00
- Primary Line Activation (initial activation without installation or relocation) \$30.00

Line Activation Charge (initial activation of additional lines without installation or relocation) \$30.00

- Service Dispatch Charge (subsequent to initial installation) \$45.00
- Line Deactivation Charge, per additional line \$20.00
- Line Restoration Charge after disconnection for nonpayment/line \$60.00
- Non-Sufficient Funds Charge (NSF) \$20.00 (T)

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs, 12405 Powerscourt Drive,  
St. Louis, MO Charter Fiberlink-Missouri, LLC**

Issue Date: September 9, 2004

Effective Date: October 9, 2004



**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**2<sup>nd</sup> Revised Page 41  
Replaces 1<sup>st</sup> Revised Page 41**

Lifeline Price	\$8.95
Lifeline Credits Applied – Federal	-\$8.95
<b>Lifeline net price</b>	<b>\$0.00</b>

(M)

### 1.8.5 Link-Up Missouri

#### 1. Description

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

#### 2. Application

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

#### 3. Rates - Monthly Recurring Charge (MRC)

- a. Service Connection Charges, as set forth in this Local Exchange Tariff<sup>1</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- b. An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

### 1.8.6 Service and Equipment Charges

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

#### 1. Service Connection:

- Residential Service Connection (initial installation of new facilities or relocation of existing facilities) \$30.00
- Primary Line Activation (initial activation without installation or relocation) \$30.00

Line Activation Charge (initial activation of additional lines without installation or relocation)

- Service Dispatch Charge (subsequent to initial installation) \$45.00
- Line Deactivation Charge, per additional line \$20.00
- Line Restoration Charge after disconnection for nonpayment/line \$60.00
- Returned Check Charge (NSF) \$20.00

(I)

(N)

<sup>6</sup> These do not include other charges that may be required at the initiation of service, such as deposits, etc.

**Issued By: Trudi McCollum Foushee, Vice President and Sr. Counsel, Law and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC**

Issue Date: February 10, 2003

Effective Date: February 20, 2003

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**1<sup>st</sup> Revised Page 41  
Replaces Original Page 41**

Lifeline Price	\$8.95
Lifeline Credits Applied – Federal	-\$8.95
Lifeline net price	\$0.00

(M)

**Missouri Public  
Service Commission**
**REC'D NOV 27 2002**
**1.8.7 Link-Up Missouri**
**1. Description**

The Link-Up Missouri Service Connection Program is a Federal Lifeline assistance program applicable to eligible residential subscribers as defined below, and designed to promote subscribership to the telephone network among low-income residential households.

**2. Application**

Subscribers eligible for Lifeline Service as described above, may also be eligible to qualify for the Link-Up Missouri Service Connection Program.

**3. Rates - Monthly Recurring Charge (MRC)**

- Service Connection Charges, as set forth in this Local Exchange Tariff<sup>6</sup>, for initial installation of the main residential service access line, will be discounted at a rate of fifty percent (50%), not to exceed \$30.00. These reduced charges shall be assessed only for a single residential telephone line per eligible household at the principal place of residence.
- An interest free, four-month deferred payment schedule will be established for the charges of initiating local telephone service at the subscriber's option. The Telephone Company shall inform each eligible subscriber of the availability of this deferred payment schedule.

**1.8.8 Service and Equipment Charges**

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

- Service Connection:**
  - Residential Service Connection (initial installation of new facilities or relocation of existing facilities) \$30.00
  - Primary Line Activation (initial activation without installation or relocation) \$30.00
- Line Activation Charge (initial activation of additional lines without installation or relocation) \$30.00
  - Service Dispatch Charge (subsequent to initial installation) \$45.00
  - Line Deactivation Charge, per additional line \$20.00
  - Line Restoration Charge after disconnection for nonpayment/line \$30.00
  - Returned Check Charge (NSF) \$20.00

**CANCELLED**
**FEB 20 2003**
**by 2nd RS 41  
Public Service Commission  
MISSOURI**

(N)

**Missouri Public  
Service Commission**
**FILED JAN 07 2003**

<sup>6</sup> These do not include other charges that may be required at the initiation of service, such as deposits, etc.

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

Issue Date: November 27, 2002

Effective Date: December 27, 2002

**JAN 07 2003**

REC'D NOV 20 2001

Charter Fiberlink - Missouri, LLC  
Local Exchange Tariff

Original Page 41

### Service Commission

The Telephone Company furnishes operator assistance via a third-part provider. This service provides Customers with assistance using operators or the automated Interactive Voice System (IVS) whereby Customers may request assistance in: dialing a local number; requesting a local person-to-person call; billing a local call to a calling card, a third number or as a collect call.

#### 2. Regulation

- a. Telephone Company will not bill for incomplete calls where answer supervision is available. Telephone Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Telephone Company's knowledge.
- b. The caller and billed party, if different from the caller, will be advised that the Telephone Company is the operator service provider at the initial contact.
- c. Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d. Only Local Exchange Tariffed rates approved by this Commission for Telephone Company shall appear on any local exchange Telephone Company (LEC) billings.
- e. Telephone Company shall be listed on the LEC billing.
- f. Telephone Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card.<sup>11</sup>
- g. Telephone Company will route all 0 - or 00 - emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h. Upon request, Telephone Company will transfer calls to another authorized interexchange Telephone Company or to the LEC, if billing can list the caller's actual origination point.
- i. Telephone Company will refuse operator services to traffic aggregators that block access to other Companies.
- j. Telephone Company will assure that traffic aggregators post and display information reflecting:
  - (1) that Telephone Company is the operator service provider;
  - (2) detailed complaint procedures; and
  - (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.

#### 3. Rates

Operator-Assisted calls will be billed on a "per-use" basis - \$1.10/per call

The above rates are in addition to applicable local or toll message usage charges when originating at and billed to that telephone number.

#### 4. Exemptions

- a. Those Customers whose physical, visual, mental or reading disabilities prevent them from completing local calls without operator assistance are to be exempted from any charges.
- b. Local calls originating from manual mobile and marine stations are to be exempted from the charges specified in 3. above.

<sup>11</sup> Telephone Company does not provision their own calling cards at this time.

CANCELLED

JAN 07 2003

Missouri Public Service Commission

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink - Missouri, LLC

Missouri Public  
02-391  
FILED JAN 01 2002

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	<u>Charge</u>
a Installation - Residential service connection per required truck roll.	\$ 49.99
b Move Equipment – Relocation of Company equipment per Customer request.	\$ 29.99
c Service Dispatch for trouble visit calls.	\$ 45.00
d Reconnection - Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension).	\$ 29.99
e Transfer of Service – Applicable to transfer of existing phone only service from one location to another.	No Charge
2. Repair/Maintenance (for customer caused incidents)	
a Repair/Maintenance during Basic Time <sup>1</sup>	\$ 115.00 per visit
b Repair/Maintenance during Overtime <sup>2</sup>	\$ 175.00 per visit
c Repair/Maintenance during Premium <sup>3</sup>	\$ 230.00 per visit
3. Miscellaneous Service Charges	
a Telephone Number Change	\$ 20.00
b Feature Change Charge	\$ 0.00
c Feature Downgrade Charge	\$ 10.00
d Record Order Charge	\$ 0.00
e PLOC Change Charge	\$ 0.00
f Directory Listing Change Charge	\$ 5.00
g Non-Sufficient Funds Charge (NSF)	\$ 25.00
h Bill Copy	\$ 1.99
i Late Payment Charge	No Charge

(T)

Above rates are one-time charges and are not billed on a "monthly recurring charge" (MRC) basis.

<sup>1</sup> Basic 7am – 9pm Monday – Saturday

<sup>2</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>3</sup> Premium National Holidays

**CANCELED**

**December 15, 2014**

**Missouri Public  
Service Commission**

**JL-2015-0205**

Issue Date: September 13, 2012

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

**FILED  
Missouri Public  
Service Commission  
JL-2013-0129**

Effective Date: October 13, 2012

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	<u>Charge</u>	
a Installation - Residential service connection per required truck roll.	\$ 49.99	(T)
b Move Equipment – Relocation of Company equipment per Customer request.	\$ 29.99	(T)
c Service Dispatch for trouble visit calls.	\$ 45.00	
d Reconnection - Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension).	\$ 29.99	
e Transfer of Service – Applicable to transfer of existing phone only service from one location to another.	No Charge	(R)
2. Repair/Maintenance (for customer caused incidents)		
a Repair/Maintenance during Basic Time <sup>1</sup>	\$ 115.00 per visit	
b Repair/Maintenance during Overtime <sup>2</sup>	\$ 175.00 per visit	
c Repair/Maintenance during Premium <sup>3</sup>	\$ 230.00 per visit	
3. Miscellaneous Service Charges		
a Telephone Number Change	\$ 20.00	
b Feature Change Charge	\$ 0.00	
c Feature Downgrade Charge	\$ 10.00	
d Record Order Charge	\$ 0.00	
e PLOC Change Charge	\$ 0.00	
f Directory Listing Change Charge	\$ 5.00	
g Non-Sufficient Funds Charge (NSF)	\$ 25.00	
h Bill Copy	\$ 1.99	

Above rates are one-time charges and are not billed on a “monthly recurring charge” (MRC) basis.

<sup>1</sup> Basic 7am – 9pm Monday – Saturday

<sup>2</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>3</sup> Premium National Holidays

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

FILED  
Missouri Public  
Service Commission  
JL-2013-0043

Issue Date: July 16, 2012

CANCELLED  
October 13, 2012  
Missouri Public  
Service Commission  
JL-2013-0129

Effective Date: August 15, 2012

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	Charge	
a New Installation - Residential service connection for new customers.	\$ 49.99	(C)
b Upgrade Installation – Residential service connection to add a line to an existing service.	\$ 29.99	(R)
c Service Dispatch for trouble visit calls.	\$ 45.00	
d Reconnection - Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension).	\$ 29.99	(R)
e Transfer of Service – Applicable to transfer of existing phone only service from one location to another.	\$ 19.99	(R)
2. Repair/Maintenance (for customer caused incidents)		
a Repair/Maintenance during Basic Time <sup>1</sup>	\$ 115.00 per visit	
b Repair/Maintenance during Overtime <sup>2</sup>	\$ 175.00 per visit	
c Repair/Maintenance during Premium <sup>3</sup>	\$ 230.00 per visit	
3. Miscellaneous Service Charges		
a Telephone Number Change	\$ 20.00	
b Feature Change Charge	\$ 0.00	(R)
c Feature Downgrade Charge	\$ 10.00	(N)
d Record Order Charge	\$ 0.00	(T)
e PLOC Change Charge	\$ 0.00	
f Directory Listing Change Charge	\$ 5.00	
g Non-Sufficient Funds Charge (NSF)	\$ 25.00	
h Bill Copy	\$ 1.99	(T)

Above rates are one-time charges and are not billed on a "monthly recurring charge" (MRC) basis.

<sup>1</sup> Basic 7am – 9pm Monday – Saturday

<sup>2</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>3</sup> Premium National Holidays

**CANCELED**  
August 15, 2012  
Missouri Public  
Service Commission  
JL-2013-0043

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

Issue Date: May 23, 2012

Effective Date: June 26, 2012

FILED  
Missouri Public  
Service Commission  
JL-2012-0761

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	<u>Charge</u>	
a New Installation - Residential service connection for new customers. (Up to two lines, including one jack per line.)	\$ 49.99	
b Add a line (to an existing active account) - Add a line to an existing service or for subsequent company equipment relocation per customer request.	\$ 49.99	
c Service Dispatch for trouble visit calls.	\$ 45.00	
d Reconnection - Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension).	\$ 49.99	
e Transfer of Service – Applicable to transfer of existing phone only service from one location to another.	\$ 49.99	(I)
2. Repair/Maintenance (for customer caused incidents)		
a Repair/Maintenance during Basic Time <sup>1</sup>	\$ 115.00 per visit	
b Repair/Maintenance during Overtime <sup>2</sup>	\$ 175.00 per visit	
c Repair/Maintenance during Premium <sup>3</sup>	\$ 230.00 per visit	
3. Miscellaneous Service Charges		
a Telephone Number Change	\$ 20.00	
b Feature Change Charge	\$ 5.00	
c Record Order Charge	\$ 0.00	
d PLOC Change Charge	\$ 0.00	
e Directory Listing Change Charge	\$ 5.00	
f Non-Sufficient Funds Charge (NSF)	\$ 25.00	
g Bill Copy	\$ 1.99	

Above rates are one-time charges and are not billed on a "monthly recurring charge" (MRC) basis.

<sup>1</sup> Basic 7am – 9pm Monday – Saturday

<sup>2</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>3</sup> Premium National Holidays



### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	Charge	
a New Installation - Residential service connection for new customers. (Up to two lines, including one jack per line.)	\$ 49.99	(R)(C)   (C)
b Add a line (to an existing active account) - Add a line to an existing service or for subsequent company equipment relocation per customer request.	\$ 49.99	(I) (C) (C)
c Service Dispatch for trouble visit calls.	\$ 45.00	(C)
d Reconnection - Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension).	\$ 49.99	(I)(C)   (C)
e Transfer of Service – Applicable to transfer of existing phone only service from one location to another.	\$ 19.99	(C)
2. Repair/Maintenance (for customer caused incidents)		(C)
a Repair/Maintenance during Basic Time <sup>1</sup>	\$ 115.00 per visit	
b Repair/Maintenance during Overtime <sup>2</sup>	\$ 175.00 per visit	
c Repair/Maintenance during Premium <sup>3</sup>	\$ 230.00 per visit	
3. Miscellaneous Service Charges		
a Telephone Number Change	\$ 20.00	
b Feature Change Charge	\$ 5.00	
c Record Order Charge	\$ 0.00	
d PLOC Change Charge	\$ 0.00	(D)
e Directory Listing Change Charge	\$ 5.00	(C)
f Non-Sufficient Funds Charge (NSF)	\$ 25.00	(C)
g Bill Copy	\$ 1.99	(C)

Above rates are one-time charges and are not billed on a “monthly recurring charge” (MRC) basis.

<sup>1</sup> Basic 7am – 9pm Monday – Saturday

<sup>2</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>3</sup> Premium National Holidays

### 1.8.8 Service and Equipment Charges

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	<u>Charge</u>
a New Installation for Phone Only - Residential service connection for new customers receiving phone only service. (Basic Service or Long Distance Package Unlimited Minutes – Standalone. Up to two lines, including one jack per line.)	\$ 99.99
b Add a line (to an existing active account) - Add a line to an existing service or for subsequent company equipment relocation per customer request. A Service Dispatch Charge will be in addition to this charge on subsequent dispatches.	\$ 30.00
c Service Dispatch Charge (subsequent to initial installation)	\$ 45.00
d Reconnection - Restore service at same location after a voluntary disconnection for customers receiving phone service only.	\$ 30.00
e Non Pay Reconnection - Restore service after disconnection for non payment (not voluntary suspension).	\$ 60.00
f Transfer of Service – Applicable to transfer of existing service from one location to another.	\$ 19.99
2. Repair/Maintenance Truck Roll	
a Repair/Maintenance during Basic Time <sup>7</sup>	\$115.00 per visit
b Repair/Maintenance during Overtime <sup>8</sup>	\$175.00 per visit
c Repair/Maintenance during Premium <sup>9</sup>	\$230.00 per visit
3. Miscellaneous Service Charges	
a Telephone Number Change	\$ 20.00
b Feature Change Charge	\$ 5.00
c Record Order Charge	\$ 0.00
d PLOC Change Charge	\$ 0.00
e Change to Universal Lifeline Telephone Service	\$ 7.50 <sup>10</sup>
f Directory Listing Change Charge	\$ 5.00
g Non-Sufficient Funds Charge (NSF)	\$ 25.00
h Bill Copy	\$ 1.99

Above rates are one-time charges and are not billed on a "monthly recurring charge" (MRC) basis.

<sup>7</sup> Basic 7am – 9pm Monday – Saturday

<sup>8</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>9</sup> Premium National Holidays

<sup>10</sup> Waived once during a 12-month period

**CANCELLED**

November 1, 2010

Missouri Public

Service Commission

JL-2011-0166

Issue Date: May 14, 2010

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

**FILED**  
Missouri Public  
Service Commission  
JL-2010-0652

Effective Date: June 15, 2010

(C)

### 1.8.8 Service and Equipment Charges

(M)

Service and Equipment (S&E) charges are one-time charges associated with the connection, change or termination of residential local exchange service. The charges associated with S&E are detailed below:

1. Service Connection:	Charge	
a New Installation for Phone Only - Residential service connection for new customers receiving phone only service. (Basic Service or Long Distance Package Unlimited Minutes – Standalone. Up to two lines, including one jack per line.)	\$ 99.99	
b Add a line (to an existing active account) - Add a line to an existing service or for subsequent company equipment relocation per customer request. A Service Dispatch Charge will be in addition to this charge on subsequent dispatches.	\$ 30.00	
c Service Dispatch Charge (subsequent to initial installation)	\$ 45.00	(D)
d Reconnection - Restore service at same location after a voluntary disconnection.	\$ 30.00	
e Non Pay Reconnection - Restore service after disconnection for non payment (not voluntary suspension).	\$ 60.00	(M)
f Transfer of Service – Applicable to transfer of existing service from one location to another.	\$ 19.99	(N) (N)
2. Repair/Maintenance Truck Roll		
a Repair/Maintenance during Basic Time <sup>7</sup>	\$115.00 per visit	(T)
b Repair/Maintenance during Overtime <sup>8</sup>	\$175.00 per visit	(T)
c Repair/Maintenance during Premium <sup>9</sup>	\$230.00 per visit	(T)
3. Miscellaneous Service Charges		
a Telephone Number Change	\$ 20.00	(T)
b Feature Change Charge	\$ 5.00	
c Record Order Charge	\$ 0.00	
d PLOC Change Charge	\$ 0.00	
e Change to Universal Lifeline Telephone Service	\$ 7.50 <sup>10</sup>	
f Directory Listing Change Charge	\$ 5.00	
g Non-Sufficient Funds Charge (NSF)	\$ 25.00	(T)
h Bill Copy	\$ 1.99	(N)

Above rates are one-time charges and are not billed on a "monthly recurring charge" (MRC) basis.

<sup>7</sup> Basic 7am – 9pm Monday ~ Saturday

<sup>8</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>9</sup> Premium National Holidays

<sup>10</sup> Waived once during a 12-month period

CANCELLED

June 15, 2010

Missouri Public  
Service Commission

JL-2010-0652

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

Issue Date: March 24, 2009

Effective Date: April 24, 2009

FILED  
Missouri Public  
Service Commission  
JL-2009-0688

<b>2. Repair/Maintenance Truck Roll</b>		
• Repair/Maintenance during Basic Time <sup>7</sup>	\$115.00 per visit	
• Repair/Maintenance during Overtime <sup>8</sup>	\$175.00 per visit	
• Repair/Maintenance during Premium <sup>9</sup>	\$230.00 per visit	
<b>3. Miscellaneous Service Charges</b>		<b>(T)</b>
• Telephone Number Change	\$ 20.00	
• Feature Change Charge	\$ 5.00	
• Record Order Charge	\$ 0.00	
• PLOC Change Charge	\$ 0.00	
• Change to Universal Lifeline Telephone Service	\$ 7.50 <sup>10</sup>	
• Directory Listing Change Charge	\$ 5.00	
• Non-Sufficient Funds Charge (NSF)	\$ 25.00	<b>(M)</b>

Above rates are one-time charges and are not billed on a “monthly recurring charge” (MRC) basis.

### 1.8.9 Number Intercept Treatment

#### 1. Description

If a customer changes local service providers or disconnects from his or her local exchange service provider and does not retain his current telephone number, the Telephone Company will provide a recording for (30) days from the effective date of the change/cancellation which will provide a caller with either a notification of disconnection if no new telephone number is provided to the Telephone Company or with the new telephone number of the end user if the new number is provided to the Telephone Company. An additional thirty (30) days of notification may be requested by the customer at the below rate.

#### 2. Rate – Monthly Recurring Charge (MCA)

No charge for the first thirty (30) days requested

Up to thirty (30) additional days available – Rate \$2.00/line

Number intercept treatment will not be provided beyond sixty (60) days

<sup>7</sup> Basic 7am – 9pm Monday – Saturday

<sup>8</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>9</sup> Premium National Holidays

<sup>10</sup> Waived once during a 12-month period

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**2<sup>nd</sup> Revised Page 42  
Replaces 1<sup>st</sup> Revised Page 42**

**2. Repair/Maintenance Truck Roll**

- Repair/Maintenance during Basic Time<sup>7</sup> \$115.00 per visit
- Repair/Maintenance during Overtime<sup>8</sup> \$175.00 per visit
- Repair/Maintenance during Premium<sup>9</sup> \$230.0 0 per visit

**3. Service Changes**

- Telephone Number Change \$ 20.00
- Feature Change Charge \$ 5.00
- Record Order Charge \$ 0.00
- PLOC Change Charge \$ 0.00
- Change to Universal Lifeline Telephone Service \$ 7.50<sup>10</sup>
- Directory Listing Change Charge \$ 5.00

(D)

Above rates are one-time charges and are not billed for on a “monthly recurring charge” (MRC) basis.

**1.8.9 Number Intercept Treatment**

**1. Description**

If a customer changes local service providers or disconnects from his or her local exchange service provider and does not retain his current telephone number, the Telephone Company will provide a recording for (30) days from the effective date of the change/cancellation which will provide a caller with either a notification of disconnection if no new telephone number is provided to the Telephone Company or with the new telephone number of the end user if the new number is provided to the Telephone Company. An additional thirty (30) days of notification may be requested by the customer at the below rate.

**2. Rate – Monthly Recurring Charge (MCA)**

No charge for the first thirty (30) days requested

Up to thirty (30) additional days available – Rate \$2.00/line

Number intercept treatment will not be provided beyond sixty (60) days

<sup>7</sup> Basic 7am – 9pm Monday – Saturday

<sup>8</sup> Overtime 9pm – 7am Saturday – Monday Morning

<sup>9</sup> Premium National Holidays

<sup>10</sup> Waived once during a 12-month period

**CANCELLED**  
**May 8, 2008**  
**Missouri Public**  
**Service Commission**

Issued By: Carrie L. Cox, Vice President Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Missouri, LLC

Issue Date: September 14, 2006

Effective Date: October 16, 2006

**Filed**  
**Missouri Public**  
**Service Commission**



**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**
**1<sup>st</sup> Revised Page 42  
Replaces Original Page 42**
**2. Repair/Maintenance Truck Roll**

• Repair/Maintenance during Basic Time <sup>7</sup>	\$115 00 per visit
• Repair/Maintenance during Overtime <sup>8</sup>	\$175 00 per visit
• Repair/Maintenance during Premium <sup>9</sup>	\$230 00 per visit

(M)

**3 Service Changes**

• Telephone Number Change	\$ 20 00
• Feature Change Charge	\$ 5 00
• Record Order Charge	\$ 0 00
• PIC Change Fee (outPICs only for Intra/InterLATA)	\$ 5 00
• PLOC Change Charge	\$ 0 00
• Change to Universal Lifeline Telephone Service	\$ 7 50 <sup>10</sup>
• Directory Listing Change Charge	\$ 5 00

Above rates are one-time charges and are not billed for on a "monthly recurring charge" (MRC) basis

**1.8.9 Number Intercept Treatment**
**1 Description**

If a customer changes local service providers or disconnects from his or her local exchange service provider and does not retain his current telephone number, the Telephone Company will provide a recording for thirty (30) days from the effective date of the change/cancellation which will provide a caller with either a notification of disconnection if no new telephone number is provided to the Telephone Company or with the new telephone number of the end user if the new number is provided to the Telephone Company. An additional thirty (30) days of notification may be requested by the customer at the below rate

**2 Rate - Monthly Recurring Charge (MCA)**

No charge for first thirty (30) days requested

Up to thirty (30) additional days available - Rate

\$2 00/line

Number intercept treatment will not be provided beyond sixty (60) days

**Cancelled**

October 16, 2006

Missouri Public  
Service Commission

<sup>7</sup> Basic 7am - 9pm Monday – Saturday

<sup>8</sup> Overtime 9pm - 7am Saturday - Monday Morning

<sup>9</sup> Premium National Holidays

<sup>10</sup> Waived once during a 12-month period

**Issued By Jerold C Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

Issue Date November 27, 2002

Effective Date December 27, 2002

**Filed**

Missouri Public  
Service Commission

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

Original Page 42

Missouri Public

- c. Local calls established by an operator due to trouble in the network.

REC'D NOV 20 2001

**Line Status Verification and Busy Line Interrupt**

Service Commission

**1. Description**

The Telephone Company furnishes Line Status Verification and Busy Line Interrupt Service to customers upon request to provide line status or busy interrupt of a requested access line. The provision of Line Status Verification involves a Telephone Company-provided operator determining the condition of an access line that a customer requests be checked. The status of the access line is verified to the requesting customer.

The provision of Busy Line Interrupt involved a Telephone Company-provided operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

**3. Regulation**

- a. This Service is provided where facilities exist for line status and busy interrupt through a Telephone Company-provided operator.
- b. No request will be processed on a collect or reversal-of-charge or person-to-person basis. However, in the case of an Emergency Busy Line Interrupt, the caller may bill collect, if necessary.
- c. **The rates set forth for Line Status Verification and Busy Line Interrupt are in addition to the rates associated with Local or Long Distance Services.**
- d. The charge for Busy Line Interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

**3. Rate – Per Use**

The rates set forth below apply to calls from customers who request local or intraLATA intrastate assistance in determining line status or attempted interruption of a conversation in progress.

- |  |        |
|--|--------|
| a. Line Status Verification, per request | \$2.00 |
| b. Busy Line Interrupt, per request      | \$2.00 |

If the line verified is not in use or as the result of interrupt the line is cleared, and at the calling party's request the operator completes the call, the applicable Operator Assistance Service Charges apply in addition to the Line Status Verification or Busy Line Interrupt Charge.

**4. Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

CANCELLED

JAN 07 2003

1st RS 42  
Public Service Commission  
MISSOURI

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

**Missouri Public  
02-391**

FILED JAN 01 2002

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission



### 1.8.9 Number Intercept Treatment

1. Description

If a customer changes local service providers or disconnects from his or her local exchange service provider and does not retain his current telephone number, the Telephone Company will provide a recording for (30) days from the effective date of the change/cancellation which will provide a caller with either a notification of disconnection if no new telephone number is provided to the Telephone Company or with the new telephone number of the end user if the new number is provided to the Telephone Company. An additional thirty (30) days of notification may be requested by the customer at the below rate.

2. Rate – Monthly Recurring Charge (MCA)

No charge for the first thirty (30) days requested

Up to thirty (30) additional days available – Rate \$2.00/line

Number intercept treatment will not be provided beyond sixty (60) days

## 1.8.10 Local Operator Services

### Operator-Assisted Calls

#### 1 Description

The Telephone Company furnishes operator assistance via a third-party provider. This service provides Customers with assistance using operators or an automated Interactive Voice System (IVS). Customers may request assistance in dialing a local number, requesting a local person-to-person call, billing a local call to a calling card, a third number or as a collect call.

#### 2 Regulation

- a Telephone Company will not bill for incomplete calls where answer supervision is available. Telephone Company will not bill for incomplete calls and will remove any charges for incomplete calls upon subscriber notification or Telephone Company's knowledge.
- b The caller and billed party, if different from the caller, will be advised that the Telephone Company is the operator service provider at the initial contact.
- c Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d Only Local Exchange Tariffed rates approved by this Commission for Telephone Company shall appear on any local exchange Telephone Company (LEC) billings.
- e Telephone Company shall be listed on the LEC billing.
- f Telephone Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card.<sup>11</sup>
- g Telephone Company will route all 0-or 00-emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h Upon request, Telephone Company will transfer calls to another authorized interexchange Telephone Company or to the LEC, if billing can list the caller's actual origination point.
- i Telephone company will refuse operator services to traffic aggregators that block access to other Companies.
- j Telephone Company will assure that traffic aggregators post and display information reflecting
  - (1) that Telephone Company is the operator service provider,
  - (2) detailed complaint procedures, and
  - (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.
- k Collect calls from prison institutions may not be permitted.

#### 3 Rates

Operator-Assisted calls will be billed on a "per-use" basis. See Section 1.8.4 Calling Features and Other Services.

The above rates are in addition to applicable local or toll message usage charges when originating at and billed to that telephone number.

<sup>11</sup> Telephone Company does not provision their own calling cards at this time.

## 1.8.10 Local Operator Services

### Operator-Assisted Calls

#### 1 Description

The Telephone Company furnishes operator assistance via a third-party provider. This service provides Customers with assistance using operators or an automated Interactive Voice System (IVS). Customers may request assistance in dialing a local number, requesting a local person-to-person call, billing a local call to a calling card, a third number or as a collect call.

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(Z)

#### 2 Regulation

- a Telephone Company will not bill for incomplete calls where answer supervision is available. Telephone Company will not bill for incomplete calls and will remove any charges for incomplete calls upon subscriber notification or Telephone Company's knowledge.
- b The caller and billed party, if different from the caller, will be advised that the Telephone Company is the operator service provider at the initial contact.
- c Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d Only Local Exchange Tariffed rates approved by this Commission for Telephone Company shall appear on any local exchange Telephone Company (LEC) billings.
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- g Telephone Company will route all 0-or 00-emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h Upon request, Telephone Company will transfer calls to another authorized interexchange Telephone Company or to the LEC, if billing can list the caller's actual origination point.
- i Telephone company will refuse operator services to traffic aggregators that block access to other Companies.
- j Telephone Company will assure that traffic aggregators post and display information reflecting
  - (1) that Telephone Company is the operator service provider,
  - (2) detailed complaint procedures, and
  - (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.
- k Collect calls from prison institutions may not be permitted.

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(T)

#### 3 Rates

Operator-Assisted calls will be billed on a "per-use" basis-

\$1.10/call

**The above rates are in addition to applicable local or toll message usage charges when originating at and billed to that telephone number.**

<sup>11</sup>Telephone Company does not provision their own calling cards at this time.

## 1.8.10 Local Operator Services

### Operator-Assisted Calls

#### 1 Description

The Telephone Company furnishes operator assistance via a third-part provider. This service provides Customers with assistance using operators or the automated Interactive Voice System (IVS) whereby Customers may request assistance in dialing a local number, requesting a local person-to-person call, billing a local call to a calling card, a third number or as a collect call.

#### 2 Regulation

- a Telephone Company will not bill for incomplete calls where answer supervision is available. Telephone Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (1) subscriber notification or (11) Telephone Company's knowledge.
- b The caller and billed party, if different from the caller, will be advised that the Telephone Company is the operator service provider at the initial contact.
- c Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d Only Local Exchange Tariffed rates approved by this Commission for Telephone Company shall appear on any local exchange Telephone Company (LEC) billings.
- e Telephone Company shall be listed on the LEC billing.
- f Telephone Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card.<sup>11</sup>
- g Telephone Company will route all 0-or 00-emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h Upon request, Telephone Company will transfer calls to another authorized interexchange Telephone Company or to the LEC, if billing can list the caller's actual origination point.
- i Telephone company will refuse operator services to traffic aggregators that block access to other Companies.
- j Telephone Company will assure that traffic aggregators post and display information reflecting
  - (1) that Telephone Company is the operator service provider,
  - (2) detailed complaint procedures, and
  - (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.
- k. Collect calls from prison institutions are not permitted.

(C)

#### 3 Rates

Operator-Assisted calls will be billed on a "per-use" basis-

\$1.10/call

**The above rates are in addition to applicable local or toll message usage charges when originating at and billed to that telephone number.**

<sup>11</sup>Telephone Company does not provision their own calling cards at this time.

CANCELLED  
December 20, 2007  
Missouri Public  
Service Commission

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

Issue Date: August 14, 2007

Effective Date: September 13, 2007

FILED  
Missouri Public  
Service Commission

**1.8.10 Local Operator Services**

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**Operator- Assisted Calls****1 Description**

The Telephone Company furnishes operator assistance via a third-part provider. This service provides Customers with assistance using operators or the automated Interactive Voice System (IVS) whereby Customers may request assistance in dialing a local number, requesting a local person-to-person call, billing a local call to a calling card, a third number or as a collect call.

**2 Regulation**

- a Telephone Company will not bill for incomplete calls where answer supervision is available. Telephone Company will not bill for incomplete calls and will remove any charges for incomplete calls upon (i) subscriber notification or (ii) Telephone Company's knowledge.
- b The caller and billed party, if different from the caller, will be advised that the Telephone Company is the operator service provider at the initial contact.
- c Rate quotes will be given upon request, at no charge, including all rate components and any additional charges.
- d Only Local Exchange Tariffed rates approved by this Commission for Telephone Company shall appear on any local exchange Telephone Company (LEC) billings.
- e Telephone Company shall be listed on the LEC billing.
- f Telephone Company will employ reasonable calling card verification procedures, acceptable to the Telephone Company issuing the calling card.<sup>11</sup>
- g Telephone Company will route all 0 – or 00 – emergency calls in the quickest possible manner to the appropriate local emergency service provider, at no charge.
- h Upon request, Telephone Company will transfer calls to another authorized interexchange Telephone Company or to the LEC, if billing can list the caller's actual origination point.
- i Telephone Company will refuse operator services to traffic aggregators that block access to other Companies.
- j Telephone Company will assure that traffic aggregators post and display information reflecting
  - (1) that Telephone Company is the operator service provider,
  - (2) detailed complaint procedures, and
  - (3) instructions informing the caller on procedures to reach the operator and other authorized interexchange companies.

**3 Rates**

Operator-Assisted calls will be billed on a "per-use" basis -

\$1.10/per call

**The above rates are in addition to applicable local or toll message usage charges when originating at and billed to that telephone number.**

<sup>11</sup> Telephone Company does not provision their own calling cards at this time.

**Issued By Jerold C. Lambert, Vice President and Sr. Counsel**  
**Charter Fiberlink – Missouri, LLC**

Issue Date November 27, 2002

Effective Date ~~December 27, 2002~~

REC'D JUL 01 2002

P.S.C. MO - No. 1

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**1<sup>st</sup> Revised Page 43  
Replacing Original Page 43

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance****1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**2. Rate – \$.50/per call**

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**3. Exemptions**

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

**CANCELLED****1.8.12 Metropolitan Calling Area (MCA) Service****1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, St. Peters, O'Fallon, Dardenne and Harvester. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Missouri Public  
Service Commission

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

FILED JUL 21 2002

Issue Date: June 24, 2002

Effective Date: July 21, 2002

REC'D NOV 20 2001

## 1.8.11 Directory Assistance

### 1. Description

### Service Commission

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

### 2. Rate – per use after three (3) free calls per month

Directory Assistance calls are billed at \$.50/per call, after three (3) free calls/month are placed.

### 3. Exemptions

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

## 1.8.12 Metropolitan Calling Area (MCA) Service

### 1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, St. Peters, O'Fallon, Dardenne and Harvester. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

### 2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers.

MCA subscribers include all Customers of incumbent local exchange carriers and competitive local exchange carriers being served by dedicated NXX codes identified as MCA NXX codes pursuant to the Missouri Public Service Commission's Report and Order in Case No. TO-99-483.

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Service Commission

CANCELLED  
JUL 21 2002  
By 1st RS 43  
Public Service Commission  
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Missouri Public  
02-391  
FILED JAN 01 2002



**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**2<sup>nd</sup> Revised Page 44  
Replaces 1<sup>st</sup> Revised Page 44**

**4. Exemptions**

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- a. Those Customers whose physical, visual, mental or reading disabilities prevent them from completing local calls without operator assistance are to be exempted from any charges.
- b. Local calls originating from manual mobile and marine stations are to be exempted from the charges specified in 3. above.
- c. Local calls established by an operator due to trouble in the network.

**Line Status Verification and Busy Line Interrupt**

**1. Description**

The Telephone Company furnishes Line Status Verification and Busy Line Interrupt Service to customers upon request to provide line status or busy interrupt of a requested access line.

The provision of Line Status Verification involves a Telephone Company-provided operator determining the condition of an access line that a customer requests be checked. The status of the access line is verified to the requesting customer.

The provision of Busy Line Interrupt involved a Telephone Company-provided operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

**2. Regulation**

- a. This Service is provided where facilities exist for line status and busy interrupt through a Telephone Company-provided operator.
- b. No request will be processed on a collect or reversal-of-charge or person-to-person basis. However, in the case of an Emergency Busy Line Interrupt, the caller may bill collect, if necessary.
- c. **The rates set forth for Line Status Verification and Busy Line Interrupt are in addition to the rates associated with Local or Long Distance Services.**
- d. The charge for Busy Line Interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

**3. Rate – Per Use**

The rates set forth below apply to calls from customers who request local or intraLATA intrastate assistance in determining line status or attempted interruption of a conversation in progress.

- |  |         |     |
|--|---------|-----|
| a. Line Status Verification, per request | \$20.00 | (I) |
| b. Busy Line Interrupt, per request      | \$20.00 | (I) |

If the line verified is not in use or as the result of interrupt the line is cleared, and at the calling party's request the operator completes the call, the applicable Operator Assistance Service Charges apply in addition to the Line Status Verification or Busy Line Interrupt Charge.

CANCELLED

March 24, 2010

Missouri Public  
Service Commission

JL-2010-0520

**Issued By: Trudi McCollum Foushee, Vice President and Sr. Counsel, Law and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC**

Issue Date: February 10, 2003

Effective Date: February 20, 2003

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**FEB 20 2003**

**1<sup>st</sup> Revised Page 44  
Replaces Original Page 44**

**4. Exemptions**

- a. Those Customers whose physical, visual, mental, or hearing disabilities prevent them from completing local calls without operator assistance are to be exempted from any charges.
- b. Local calls originating from manual mobile and marine stations are to be exempted from the charges specified in 3. above.
- c. Local calls established by an operator due to trouble in the network.

**By 2nd RS 44  
Public Service Commission**

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**Missouri Public  
Service Commission**

**RECD NOV 27 2002**

**Line Status Verification and Busy Line Interrupt**

**1. Description**

The Telephone Company furnishes Line Status Verification and Busy Line Interrupt Service to customers upon request to provide line status or busy interrupt of a requested access line.

The provision of Line Status Verification involves a Telephone Company-provided operator determining the condition of an access line that a customer requests be checked. The status of the access line is verified to the requesting customer.

The provision of Busy Line Interrupt involved a Telephone Company-provided operator interrupting a conversation in progress to ascertain willingness to establish conversation with an alternate party.

**2. Regulation**

- a. This Service is provided where facilities exist for line status and busy interrupt through a Telephone Company-provided operator.
- b. No request will be processed on a collect or reversal-of-charge or person-to-person basis. However, in the case of an Emergency Busy Line Interrupt, the caller may bill collect, if necessary.
- c. **The rates set forth for Line Status Verification and Busy Line Interrupt are in addition to the rates associated with Local or Long Distance Services.**
- d. The charge for Busy Line Interrupt applies whenever the operator interrupts the conversation even though one or the other parties interrupted refuses to terminate the conversation in progress.

**3. Rate – Per Use**

The rates set forth below apply to calls from customers who request local or intraLATA intrastate assistance in determining line status or attempted interruption of a conversation in progress.

- a. Line Status Verification, per request \$2.00
- b. Busy Line Interrupt, per request \$2.00

**Missouri Public  
Service Commission**

**FILED JAN 07 2003**

If the line verified is not in use or as the result of interrupt the line is cleared, and at the calling party's request the operator completes the call, the applicable Operator Assistance Service Charges apply in addition to the Line Status Verification or Busy Line Interrupt Charge.

**Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC**

Issue Date: November 27, 2002

Effective Date: **December 27, 2002**

**JAN 07 2003**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

Original Page 44

In situations where multiple access lines share the same working telephone number, if one such line subscribes to MCA service, then all lines must subscribe to MCA service.

The minimum service period for subscription is the same as for Basic Service.

**3. Rate – Monthly Recurring Charge (MRC)**

An extended metropolitan calling area is added to all Telephone Company packages at the rate of \$12.35 a month/per account<sup>12</sup>.

The MCA monthly rates are billed one month in advance. MCA rates and charges apply in addition to all other rates and charges paid by the customer for other services of the Telephone Company.

Missouri Public  
REC'D NOV 20 2001

Service Commission

**CANCELLED**

JAN 07 2003  
1st RS 44  
Missouri Public Service Commission  
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<sup>12</sup>Only one MCA charge is applied to customer's bill regardless of the number of lines he may have in service.

Issued By: Jerold C. Lambert, Vice President and Sr. Counsel  
Charter Fiberlink – Missouri, LLC

Issue Date: November 20, 2001

Effective Date: January 1, 2002

Missouri Public  
02-39416  
FILED JAN 01 2002  
Service Commission

### 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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**CANCELED**  
January 19, 2015  
Missouri Public  
Service Commission  
Issue Date: May 24, 2013  
JL-2015-0225

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

Effective Date: July 1, 2013

**FILED**  
Missouri Public  
Service Commission  
JL-2013-0558

### 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. Free directory assistance calling is not applicable to Charter Business® Voice Trunk services.

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

FILED  
Missouri Public  
Service Commission  
JL-2012-0084

Issue Date: August 24, 2011

Effective Date: September 23, 2011

**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, visual, mental or reading disabilities 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

CANCELED  
September 23, 2011  
Missouri Public  
Service Commission  
JL-2012-0084

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

FILED  
Missouri Public  
Service Commission  
JL-2011-0566



**1.8.11 Directory Assistance Services**

**Directory Assistance Service**

**1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**2. Rate - \$ 1.99/per call**

**(I)**

**3. Exemptions**

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

CANCELLED  
June 10, 2011  
Missouri Public  
Service Commission  
JL-2011-0566

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

**FILED  
Missouri Public  
Service Commission  
JL-2011-0166**

**Issue Date: September 29, 2010**

**Effective Date: November 1, 2010**



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### 1.8.11 Directory Assistance Services

#### Directory Assistance Service

##### 1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

2. Rate - \$ 1.79/per call

##### 3. Exemptions

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

CANCELLED  
November 1, 2010  
Missouri Public  
Service Commission  
JL-2011-0166

Issue Date: February 23, 2010

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

Effective Date: March 24, 2010

FILED  
Missouri Public  
Service Commission  
JL-2010-0520

4. Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance Services**

**Directory Assistance Service**

1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

2. Rate - \$ 1.79/per call

(I)

3. Exemptions

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable 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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CANCELLED  
March 24, 2010  
Missouri Public  
Service Commission  
JL-2010-0520

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

Issue Date: March 13, 2008

Effective Date: March 24, 2008

FILED  
Missouri Public  
Service Commission

4. Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance Services**

(T)

**Directory Assistance Service**

(T)

1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

2. Rate - \$ 1.25/per call

3. Exemptions

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

**Directory Assistance Call Completion (DACC) Service**

(N)

1. Description

Directory Assistance Call Completion Service provides a Customer calling Directory Assistance with the option of having the call to the last requested number completed. A service message will inform the Customer that he or she may be connected to the requested number automatically for a specified additional charge.

Directory Assistance charges and, if applicable, usage charges apply in addition to the Directory Assistance Call Completion Service charge. The use of this feature to complete a long distance call will incur charges at the current Charter rate. Directory Assistance Call Completion Service is furnished over the Telephone Company's network and where facilities are available.

When a caller requests more than one number from Directory Assistance, Directory Assistance Call Completion Service is offered only for the last number requested.

The Directory Assistance Call Completion Service charge applies only to calls actually completed. The Directory Assistance Call Completion Service charge will be credited for completion of calls to the wrong number, incomplete connections or calls with unsatisfactory transmission.

The Directory Assistance Call Completion Service charge does not apply to disabled persons who are exempt from the Directory Assistance charge pursuant to this Tariff.

2. Rate - \$ .25/per use

(N)

**Issued By: Carrie L. Cox, Vice President Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Missouri, LLC**

**4. Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance**

**1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**2. Rate - \$ 1.25/per call**

**(I)**

**3. Exemptions**

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

**1.8.12 Metropolitan Calling Area (MCA) Service**

**1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, refer to Section 1.6 – Exchanges to Provide Service. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers

**Issued By: Carrie L. Cox, Vice President Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Missouri, LLC**

Issue Date: June 18, 2007

Effective Date: July 9, 2007

**4. Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance**

**1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**2. Rate - \$ .75/per call**

**3. Exemptions**

Those Customers who are physician certified as having physical, visual, mental or reading disabilities 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, visually, and mentally or reading disable 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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**1.8.12 Metropolitan Calling Area (MCA) Service**

**1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, refer to Section 1.6 – Exchanges to Provide Service. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers

**CANCELLED**  
July 9, 2007  
Missouri Public  
Service Commission

**Issued By: Carrie L. Cox, Vice President Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink-Missouri, LLC**

Issue Date: January 16, 2007

Effective Date: March 1, 2007

**Filed**  
Missouri Public  
Service Commission

**4. Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance**

**1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**2. Rate - \$ .75/per call**

**3. Exemptions**

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading disable Customers shall be via the completion of an exemption from supplied by the Telephone Company and the Telephone Company's acceptance of that form.

**1.8.12 Metropolitan Calling Area (MCA) Service**

**1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, refer to Section 1.6 – Exchanges to Provide Service. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

**(T)**

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers

**P.S.C. MO – No.1**  
**Charter Fiberlink – Missouri, LLC**  
**Local Exchange Tariff**

**4<sup>th</sup> Revised Page 45**  
**Replaces 3<sup>rd</sup> Revised Page 45**

4. Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**1.8.11 Directory Assistance**

1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

2. Rate - \$ .75/per call

(I)

3. Exemptions

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

**1.8.12 Metropolitan Calling Area (MCA) Service**

1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, Harvester, Chesterfield, Pond, Manchester, Eureka, Valley Park, Fenton, High Ridge, Sappington, Webster Groves, Kirkwood, Mehlville, Melrose, Flanders, Pacific, St. Peters, Dardenne, O'Fallon and Wentzville. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers.

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**12405 Powerscourt Drive, St. Louis, MO 63131**  
**Charter Fiberlink-Missouri, LLC**

Issue Date: December 2, 2004

Effective Date: January 1, 2005

**Cancelled**

October 30, 2006

Missouri Public  
Service Commission

**Filed**

Missouri Public  
Service Commission



#### 4. Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

### 1.8.11 Directory Assistance

#### 1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detail ed below:

#### 2. Rate – \$.50/per call

#### 3. Exemptions

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

### 1.8.12 Metropolitan Calling Area (MCA) Service

#### 1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, Harvester, Chesterfield, Pond, Manchester, Eureka, Valley Park, Fenton, High Ridge, Sappington, Webster Groves, Kirkwood, Mehlville, Melrose, Flanders, Pacific, St. Peters, Dardenne, O'Fallon and Wentzville. Non-Ported Telephone Company Customers must ha ve the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

(N)

The basic local calling scope for each of these exchanges is the MCA -wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

#### 2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer -provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO -99-483, all Customers of competitive local exchange carriers.

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs**  
**Charter Fiberlink – Missouri, LLC**

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

**2<sup>nd</sup> Revised Page 45  
Replaces 1<sup>st</sup> Revised Page 45**

**4. Exemptions**

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

**Missouri Public**

**1.8.11 Directory Assistance**

**REC'D FEB 03 2004**

**1. Description**

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

**Service Commission**

**2. Rate – \$.50/per call**

**3. Exemptions**

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

**1.8.12 Metropolitan Calling Area (MCA) Service**

**1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, Harvester, Chesterfield, Pond, Manchester, Eureka, Valley Park, Fenton, Pacific, St. Peters, Dardenne, O'Fallon and Wentzville. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

(N)  
1

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carrier

**Public Service Commission  
By  
MISSOURI**

**APR 01 2004**

**CANCELLED**

**Missouri Public  
Service Commission**

**Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC**

**FILED MAR 03 2004**

Issue Date: February 3, 2004

Effective Date: March 3, 2004

REC'D DEC 19 2003

1<sup>st</sup> Revised Page 45  
Replaces Original Page 45

4. Exemptions

Service Commission

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

1.8.11 Directory Assistance

1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

2. Rate – \$.50/per call

3. Exemptions

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

CANCELLED

MAR 08 2004

Ind RS 45

Public Service Commission,  
MISSOURI

1.8.12 Metropolitan Calling Area (MCA) Service

1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, St. Peters, O'Fallon, Dardenne, Harvester and Wentzville. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

(N)

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers.

Missouri Public  
Service Commission

Issued By: Carrie L. Cox, Director Legal and Regulatory Affairs  
Charter Fiberlink – Missouri, LLC

FILED JAN 19 2004

Issue Date: December 19, 2003

Effective Date: January 19, 2004

**Charter Fiberlink – Missouri, LLC  
Local Exchange Tariff**

Original Page 45

## 4. Exemptions

Charges for Line Status Verification and Busy Line Interrupt are not applicable to calls placed from authorized emergency agencies. Police, Fire, Ambulance and 911/911-Like agencies are those agencies that qualify for this exemption.

## 1.8.11 Directory Assistance

**Missouri Public  
Service Commission**

**RECD NOV 27 2002**

## 1. Description

Telephone Company will provide end user with access to Directory Assistance for obtaining telephone numbers. Charges associated with obtaining Directory Assistance information are detailed below:

## 2. Rate – \$.50/per call

## 3. Exemptions

Those Customers whose physical, visual, mental or reading disabilities prevent 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, visually, and mentally or reading 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.

## 1.8.12 Metropolitan Calling Area (MCA) Service

## 1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, namely, St. Charles, St. Peters, O'Fallon, Dardenne and Harvester. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

## 2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers.

**CANCELLED**

JAN 19 2004

by **SPR 2/5**  
Public Service Commission  
MISSOURI

Issued By: **Jerold C. Lambert, Vice President and Sr. Counsel**  
Charter Fiberlink – Missouri, LLC

**Missouri Public  
Service Commission**

**FILED JAN 07 2003**

Issue Date: November 27, 2002

Effective Date: **NOV 27 2002**

**JAN 07 2003**

## 1.8 Local Exchange Service - Residential Customers (Cont'd)

(T)

### 1.8.12 Metropolitan Calling Area (MCA) Service

#### 1. General

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, refer to Section 1.6 – Exchanges to Provide Service. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

#### 2. Regulations

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers

CANCELED  
January 19, 2015  
Missouri Public  
Service Commission  
JL-2015-0225

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

FILED  
Missouri Public  
Service Commission  
JL-2015-0205

Issue Date: November 13, 2014

Effective Date: December 15, 2014

**1.8.12 Metropolitan Calling Area (MCA) Service****(M)****1. General**

Metropolitan Calling Area (MCA) service is provided to customers in the Telephone Company's exchange areas, refer to Section 1.6 – Exchanges to Provide Service. Non-Ported Telephone Company Customers must have the MCA overlay subscription in addition to their basic service. Only one charge is applied to the customer's account regardless of the number of lines the Customer has requested. All lines ordered by the Telephone Company's customer will provide an MCA overlay.

The basic local calling scope for each of these exchanges is the MCA-wide calling scope as detailed in this Local Exchange Tariff.

The charges for MCA apply to the main billed telephone number. MCA will be furnished on all additional lines at no additional charge.

**2. Regulations**

Unless otherwise specified in these regulations, MCA is offered to all classes and grades of residence customers located in the Telephone Company's MCA exchanges.

MCA is designed and intended for the exclusive use of the end user Customers of the Telephone Company. MCA is not to be shared, resold or used in any configuration of customer-provided equipment with the intent of reselling the service.

Customers include all customers of incumbent local exchange carriers and, pursuant to the Missouri Public Service Commission Report and Order in Case No. TO-99-483, all Customers of competitive local exchange carriers

**(M)**

CANCELED

December 15, 2014

Missouri Public  
Service Commission

JL-2015-0205

Issue Date: June 19, 2007

Issued By: Carrie L. Cox, Vice President Regulatory Affairs  
12405 Powerscourt Drive, St. Louis, MO 63131  
Charter Fiberlink-Missouri, LLC

Effective Date: July 19, 2007

FILED  
Missouri Public  
Service Commission