

Mr. Morris Woodruff, Executive Secretary
Missouri Public Service Commission
200 Madison Street
Suite 500
Jefferson City, MO 65101

September 22, 2025

**RE: Charter Fiberlink - Missouri, LLC
Local Exchange Tariff Revision, P.S.C. MO. No. 1.**

Dear Mr. Woodruff:

Electronically submitted with this cover letter is the above referenced tariff filed for Charter Fiberlink - Missouri, LLC.

This tariff revision is effective on September 23, 2025, and includes the following updates:

- Adds language in Payment for Facilities and Services - When an autopayment using a credit or debit card fails, the Company may assess a \$5.00 Autopay Payment Failure Fee. The fee will be assessed on the second failure and only one charge will be made per billing cycle. Additional language included on a returned check fee in an amount up to \$30.00.
- Clarifies that Lifeline subscribers cannot receive a promotional rate and a Lifeline discount on their voice service at the same time.

The following tariff pages are included:

- 26th Revised Updates Check Sheet
- 6th Revised Page 24 Returned check & auto pay failure fee
- 1st Revised Page 72 Lifeline Promotional language

Any questions you may have regarding this filing should be directed to Crystal Prah at 314-394-9853 or to me at 813-387-3644.

Sincerely,



Frank App III

CHECK SHEET

| <u>Page</u> | <u>Revision</u> | <u>Page</u> | <u>Revision</u> | <u>Page</u> | <u>Revision</u> |
|-------------|---------------------------|-------------|--------------------------|-------------|--------------------------|
| Title Page | 6 th Revised | 23 | 6 th Revised | 52B | Obsolete |
| Check Sheet | 26 th Revised* | 24 | 6 th Revised* | 52C | Obsolete |
| 1 (TOC) | 7 th Revised | 24A | 1 st Revised | 52D | Obsolete |
| 2 (TOC) | 12 th Revised | 25 | 1 st Revised | 53 | Obsolete |
| 2.1 (TOC) | Original | 26 | 1 st Revised | 54 | Obsolete |
| 3 | 1 st Revised | 27 | 1 st Revised | 54A | Obsolete |
| 4 | 1 st Revised | 28 | 3 rd Revised | 55 | Obsolete |
| 5 | 1 st Revised | 29 | 2 nd Revised | 55A | Obsolete |
| 6 | 2 nd Revised | 30 | 3 rd Revised | 55B | Obsolete |
| 7 | 4 th Revised | 31 | 1 st Revised | 55C | Obsolete |
| 8 | 3 rd Revised | 32 | 6 th Revised | 55D | Obsolete |
| 9 | 1 st Revised | 33 | 21 st Revised | 56 | Obsolete |
| 10 | 5 th Revised | 34 | 13 th Revised | 57 | Obsolete |
| 10A | 1 st Revised | 34A | 2 nd Revised | 57.1 | Obsolete |
| 10B | 2 nd Revised | 35 | 13 th Revised | 58 | Obsolete |
| 10C | Original | 35A | 10 th Revised | 58.1 | Obsolete |
| 11 | 4 th Revised | 35B | 1 st Revised | 58.2 | Obsolete |
| 12 | 2 nd Revised | 36 | 5 th Revised | 59 | 2 nd Revised |
| 13 | 2 nd Revised | 36A | 6 th Revised | 60 | 2 nd Revised |
| 14 | 6 th Revised | 36B | 1 st Revised | 61 | 2 nd Revised |
| 14A | 5 th Revised | 37 | 8 th Revised | 62 | Original |
| 14B | 6 th Revised | 37A | 3 rd Revised | 63 | Original |
| 14C | 5 th Revised | 38 | 2 nd Revised | 64 | Original |
| 14D | 4 th Revised | 39 | 2 nd Revised | 65 | Original |
| 14E | 4 th Revised | 40 | 3 rd Revised | 66 | Original |
| 14F | 8 th Revised | 41 | 10 th Revised | 67 | Original |
| 14G | 7 th Revised | 42 | 13 th Revised | 68 | Original |
| 14H | 2 nd Revised | 42A | 1 st Revised | 69 | Original |
| 14I | 3 rd Revised | 43 | 6 th Revised | 70 | 1 st Revised |
| 14J | 8 th Revised | 44 | 3 rd Revised | 71 | 4 th Revised |
| 14K | 9 th Revised | 45 | 15 th Revised | 72 | 1 st Revised* |
| 14L | 1 st Revised | 45.1 | 2 nd Revised | 73 | 1 st Revised |
| 15 | 2 nd Revised | 46 | 7 th Revised | Appendix A | |
| 16 | 3 rd Revised | 46A | 8 th Revised | 1 | 1 st Revised |
| 17 | 4 th Revised | 47 | 3 rd Revised | 2 | 1 st Revised |
| 18 | 1 st Revised | 48 | 2 nd Revised | 3 | 6 th Revised |
| 19 | 8 th Revised | 49 | 4 th Revised | 4 | 1 st Revised |
| 20 | 2 nd Revised | 49.1 | Original | 5 | 1 st Revised |
| 21 | 3 rd Revised | 50 | 4 th Revised | 6 | 6 th Revised |
| 21A | 3 rd Revised | 51 | 9 th Revised | 7 | 2 nd Revised |
| 21B | 2 nd Revised | 52 | 5 th Revised | 8 | 2 nd Revised |
| 22 | 3 rd Revised | 52A | Obsolete | | |

*Denotes New/Revised page this filing

**Issued By: Frank App III, Director, Telephone Regulatory
12405 Powerscourt Drive, St. Louis, MO 63131
Charter Fiberlink-Missouri, LLC**

1.7.13 Payment for Facilities and Services

1. The Customer is held responsible for all charges for Services rendered and furnished to the Customer.

2. All charges for Services are due when rendered and are payable at the office of the Telephone Company, or an authorized collection agency (the Telephone Company will provide a copy of the original/official bill, upon the request of the Customer, in Braille or no less than twenty-four point bold-faced type print or both). Customers shall have twenty-one (21) days from the date of the bill to pay the charges stated before charges are considered delinquent (except when the Customer has had service discontinued for nonpayment in the last twelve (12) months or where the Customer incurs other charges at any time during the billing period which are equal to at least four hundred percent (400%) of the amount of the deposit or guarantee previously required from the Customer).

3. When a check which has been presented to the Company by a Customer in payment for charges is returned by the bank, the Customer shall be responsible for the payment of a Returned Check Charge in an amount up to \$30.00. When an autopayment using a credit or debit card fails, the Company may assess a \$5.00 Autopay Payment Failure Fee. The fee will be assessed on the second failure and only one charge will be made per billing cycle. (N)
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(N)

4. Service to Customers having undisputed delinquent accounts may be discontinued after written notice by first class mail is sent or delivered to the Customer at least ten (10) days prior to the proposed disconnection date. Service will be discontinued during normal business hours and will not take place on a day when the offices of the Telephone Company are not available to facilitate reconnection of service, or on a day immediately preceding such day The Telephone Company will postpone a discontinuance of service for a time not in excess of twenty-one (21) days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the telephone service is provided and where such person is under the care of a physician. Any person who alleges such emergency shall, if requested, provide the Telephone Company with reasonable evidence of such necessity.

5. When the service of a Customer has been denied or suspended in accordance with rules for Service in this Local Exchange Tariff, but the service has not been terminated or the order to remove the service has not been completed, if such service is restored, a restoral of service charge as quoted in this Local Exchange Tariff, will be made. In addition to the restoral of service charge, the Customer will be required to pay, or make satisfactory arrangements to pay all service charges up to the time of restoral of service.

6. Subsequent to the completion of an order to terminate the service it may be reestablished only on the basis of a new application.

**Issued By: Frank App III, Director, Telephone Regulatory
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Charter Fiberlink-Missouri, LLC**

1.11 Special Services and Programs (Cont'd.)

1.11.1 Lifeline Telephone Service (Cont'd.)

A. Eligibility (Cont'd.)

2. Customers may learn more about Lifeline Telephone Service, determine eligibility, and submit an application (online or by mail) at <https://www.lifelinesupport.org/>.
3. The Lifeline Telephone Service credit will be effective the month following Customer's enrollment in the Company's Lifeline Telephone Service program.
4. The Customer must qualify for Lifeline Telephone Service on a yearly basis and may be required to recertify to confirm continued eligibility for the Lifeline benefit.

B. Lifeline Telephone Service Terms and Conditions

1. The Company's Lifeline Telephone Service is available only to Customers within the Company's designated Eligible Telecommunications Carrier area which corresponds to those Census Blocks in Missouri in which it receives Rural Digital Opportunity Fund support, as described in Section 1.11.1.C, below.
2. Lifeline Telephone Service is limited to one per household at the Customer's primary residence and is non-transferable.
3. Promotions are not available for voice services offered under the Lifeline Program. (T)

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