

ACCESS SERVICE  
CHECKSHEET

Title Pages 1 and 2 and Pages 1 through 20-86 inclusive of this tariff are effective as of the date shown. Original and revised pages as named below and Supplement No. 1 contains all changes from the original Tariff that are in effect on the date hereof. (T)

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17-28	Original	17-73	Original	19-4	Original
17-29	Original	17-74	Original	19-5	Original
17-30	Original	17-75	Original	19-6	Original
17-31	Original	17-76	Original	19-7	Original
17-32	Original	17-77	Original	19-8	Original
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EXPLANATION OF ABBREVIATIONS (Cont'd)

TDM - Time Division Multiplexing  
TES - Telephone Exchange Service(s)  
TLP - Transmission Level Point  
TSP - Telecommunications Service Priority  
TSPS - Traffic Service Position System  
TV - Television  
  
VG - Voice Grade  
V & H - Vertical & Horizontal  
VoIP - Voice over Internet Protocol  
WA - Wideband Analog  
WATS - Wide Area Telecommunications Service(s)  
WD - Wideband Data

(D)

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2. General Regulations (Cont'd)2.4 Payment Arrangements and Credit Allowances (Cont'd)2.4.4 Credit Allowance for Service Interruption(A) General

A service is interrupted when it becomes unusable to the customer because of failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer as set forth in 6.4(A) following. An interruption period starts when an inoperative service is reported to, or discovered by, the Telephone Company designated trouble reporting office and ends when the service is operative. The customer is responsible for sectionalizing trouble to the Telephone Company facilities and/or equipment as set forth in 2.3.10 preceding.

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer, shall be calculated as set forth in (B) and (C) following. Interruptions for which no credit allowance applies are set forth in (D) following.

The credit allowance for an interruption or for a series of interruptions shall not exceed the monthly rate, less any discount, and minimum monthly usage charge for the service interrupted in any one monthly billing period. (C)

For purposes of this section of the tariff, "major fraction" is defined as that time period representing one-half or more of the incremental time period used to apply the credit allowance for those specific services listed in (B) following.

Service interruptions for Specialized Service or Arrangements provided under the provisions of 12., following shall be administered in the same manner as those set forth in this section (2.4.4) unless other regulations are specified with the individual case filing.

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4. End User Access Service (Cont'd)4.7 Rates and Charges (Cont'd)4.7.1 End User Common Line (EUCL) (Cont'd)(C) Access Recovery Charge (ARC)

Monthly rates for Access Recovery Charge (ARC) are as follows:

- Per Line or Trunk, each

<u>Jurisdiction</u>	<u>Business Multi-line, Centrex Monthly Rate **</u>	<u>Primary Residence, Non-Primary Residence and Business Single Line Monthly Rate*</u>	(T) (T) (T)
Alabama	\$2.60	\$1.30	
Missouri	\$2.60	\$1.48	

<u>Jurisdiction</u>	<u>ISDN BRI Monthly Rate</u>	<u>ISDN PRI Monthly Rate</u>
Alabama	\$1.30	\$2.60
Missouri	\$1.48	\$2.60

The Residence, Non-Primary Residence and ISDN BRI ARC \* exchange specific rates apply to the following exchanges/companies: (T)

CenturyTel of Northern Alabama

Ashland	\$0.31	Lineville	\$0.31
Berry	\$0.41	Massey	\$0.64
Chulafinne	\$0.31	Notasulga	\$0.31
Delta	\$0.31	Phil Campbell	\$0.64
Double Springs	\$0.64	Rockford	\$0.39
Fayette	\$0.41	Tallassee	\$0.31
Guin	\$0.41	Wadley	\$0.31
Haleyville	\$0.64	Winfield	\$0.41

CenturyTel of Belle-Herman/Southwest MO/Southern Missouri

Belle	\$1.15	Protem	\$0.57
Blue Eye	\$1.15	Reeds Spring	\$1.15
Bradleyville	\$0.57	Safe	\$0.57
Cedar Creek	\$0.57	Urbana	\$1.15
Conway	\$1.15	Warrenton	\$1.15
Foristell	\$0.57	Winfield	\$0.57
Forsyth	\$1.15	Wright City	\$0.57
Hermann	\$1.15		

The Residence, Non-Primary Residence and ISDN BRI ARC \* do not apply to the following exchanges/companies: (T)CenturyTel of Northern Alabama, LLC

Bayou La Batre	Fowl River	Irvington
Dauphin Island	Grand Bay	Trussville

CenturyTel of Belle-Herman/Southwest MO/Southern Missouri

Branson	Branson West	Foley
Hawk Point	Highlandville	Moscow Mills
Old Monroe	Troy	

\* The ARC Charge does not apply to customers purchasing CenturyLink's Pure Broadband Bundle.

\*\* Centrex customers that have a Dedicated Centrex Common Block are exempt from the ARC charge. (N)

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4. End User Access Service (Cont'd)

4.7 Rates and Charges (Cont'd)

	<u>Percentage</u>	
4.7.2 Federal Universal Service Charge	17.4% (R)	(C)

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6. Switched Access Service (Cont'd)

6.2 Switched Access Service Arrangements (Cont'd)

6.2.3 Feature Group C (FGC) (Cont'd)

(A) Description (Cont'd)

(6) The Telephone Company will establish a trunk group or groups for the customer at end offices or Telephone Company access tandem where FGC is provided. When required by technical limitations, a separate trunk group will be established for each type of FGC provided. Different types of FGC or other switching arrangements may be combined in a single trunk group at the option of the Telephone Company.

(7) Inward Operator Assistance Services (Operator Assistance) may be provided with FGC Switched Access Service at Telephone Company designated Operator Service switching locations. Operator Services are provided as set forth in National Exchange Carrier Association Tariff #4.

(C)

ACCESS SERVICE

6. Switched Access Service (Cont'd)

6.2 Switched Access Service Arrangements (Cont'd)

6.2.4 Feature Group D (FGD) (Cont'd)

(A) Description (Cont'd)

- (7) Inward Operator Assistance Services (Operator Assistance) may be provided with FGD Switched Access Service at Telephone Company designated Operator Service switching locations. Operator Services are provided as set forth in National Exchange Carrier Association Tariff #4. (C)

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6. Switched Access Service (Cont'd)

6.2 Switched Access Service Arrangements (Cont'd)

6.2.7 Basic Serving Arrangement C (BSA-C) (Cont'd)

(A) Description (Cont'd)

(6) The Telephone Company will establish a trunk group or groups for the customer at end offices or Telephone Company access tandem where BSA-C is provided. When required by technical limitations, a separate trunk group will be established for each type of BSA-C provided. Different types of BSA-C or other switching arrangements may be combined in a single trunk group at the option of the Telephone Company.

(7) Operator Transfer Service (forwarding of 0- calls) and Inward Operator Assistance Services (Operator Assistance) may be provided with BSA-C Switched Access Service at Telephone Company designated Operator Service switching locations. Operator Services are provided as set forth in Section 16.

(C)

ACCESS SERVICE

6. Switched Access Service (Cont'd)

6.2 Switched Access Service Arrangements (Cont'd)

6.2.8 Basic Serving Arrangement D (BSA-D) (Cont'd)

(A) Description (Cont'd)

- (7) Operator Transfer Service (forwarding of 0- calls) and Inward Operator Assistance Services (Operator Assistance) may be provided with BSA-D Switched Access Service at Telephone Company designated Operator Service switching locations. Operator Services are provided as set forth in Section 16 following. (C)

## ACCESS SERVICE

16. Operator Services [1]

(C)

Operator Services described in this Section will be provided to customers as an optional feature in conjunction with FGC, FGD, BSA-C or BSA-D Switched Access Services from Telephone Company Operator Service switching locations. Operator Services include Operator Transfer and Inward Operator Assistance functions which enable a customer to provide operator related services to their end users. A customer may order both Operator Transfer and Inward Assistance services or may order them individually.

16.1 General Description16.1.1 Operator Transfer Service

Operator Transfer Service is an originating service that provides call routing of 0- (the digit 0 with no additional digits) interLATA calls to a participating customer as requested by the calling end user. Operator Transfer Service is provided when an end user dials "0" and is routed to the Telephone Company's operator requesting assistance in completing an interLATA call.

When a 0- call originates from an end office not converted to equal access, the operator will transfer the 0- call, via FGC or BSA-C, to AT&T. When a 0- call originates from an end office converted to equal access, the operator will ask the end user to identify the participating customer to which they desire to be connected. The operator will then transfer the 0- call, via FGD or BSA-D, along with Automatic Number Identification to the designated customer.

If the end user has no preference, or the identified customer has not subscribed to Operator Transfer Service, the end user will be asked to select from a list of participating customer. The list of participating Operator Transfer Service customers will be updated monthly. The order in which participating customers will appear on the list will be initially determined by use of a lottery. For each subsequent monthly update, following the initial selection, the customers in the first position will be moved to the last position on the list. All other customers will be moved up on position. New Operator Transfer Service customers will be placed at the bottom of the list of participating customers pending the next monthly update.

[1] Effective October 1, 2016, Busy Line Verification and Busy Line Interrupt were discontinued under authority granted in WC Docket No. 16-109.

(N)  
(N)

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16. Operator Services (Cont'd)

16.1 General Description (Cont'd)

16.1.2 Inward Operator Assistance

Inward Operator Assistance services provides for operator assistance on inward calls received from customer operators. Inward Operator Assistance functions are provided as follows:

(C)

(A) Reserved For Future Use

(C)

(D)

|

|

(D)

(B) Reserved For Future Use

(C)

(D)

|

(D)

(C) Operator Assistance - The Telephone Company operator will provide the customer with dialing or routing assistance.

16.1.3 Undertaking of the Telephone Company

(A) The Telephone Company will provide Operator Service for call originating from end offices served by the Operator Service switching location. The Telephone Company will provide Inward Operator Assistance Services for calls associated with exchange service lines in end offices served by the Operator Service switching locations.

(B) Operator Services will be provided over FGC, FGD, BSA-C or BSA-D switched service trunks, arranged for either one-way or two-way calling from the Operator Service switching location to the customer's premises. Where required by technical limitations, a separate FGC, FGD, BSA-C or BSA-D trunk will be established for Operator Service. Both Operator Transfer and Inward Assistance traffic may be combined on the same trunk group. The Operator Service switching location will provide trunk answer and disconnect supervisory signaling to the customer.

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16. Operator Services (Cont'd)

16.2 Rate Regulations

Rates and charges applicable to Operator Services are set forth in 16.3 following. In addition to the rates and charges applicable to Operator Services described in this Section, all nonrecurring charges associated with the ordering, installation, rearrangement and movement of FGC, FGD, BSA-C or BSA-D services as set forth in 6.5.4 and 6.6 preceding, as well as Access Order Charges set forth in 5.3 preceding, will apply.

16.2.1 Operator Transfer Service

(A) Operator Transfer Rate

The Operator Transfer Rate is assessed per 0- call transferred to a customer's operator. A 0- call is considered transferred when the Telephone Company operator activates the switch transferring the call to the designated customer.

(B) Switched Access Charges

Premium FGC, FGD, BSA-C or BSA-D Switched Access rates and charges as set forth in 6.5 and 6.6 preceding and Carrier Common Line Charges as set forth in 3.7 preceding will apply per minute of use for Operator Transfer Service.

16.2.2 Inward Operator Assistance Services

(A) Reserved For Future Use

(C)

(D)

(D)

(B) Switched Access Charges

Switched Access Service per access minute charges do not apply to Inward Assistance Services. Recurring usage costs are included in the flat rate charges specified in (A) preceding.

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16. Operator Services (Cont'd)

16.3 Rates and Charges

Operator Service rates and charges apply only to the following Telephone Company jurisdictions:

Missouri

16.3.1 Operator Transfer Rate

- Per Call Transferred \$0.35

16.3.2 Inward Operator Assistance Rates

- Operator Assistance per request \$0.20

(D)  
(D)

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11. Special Facilities Routing of Access Services (Cont'd)11.2 Rates and Charges for Special Facilities Routing of Access Services (Cont'd)11.2.3 Diversity and Avoidance Combined

(C)

For each service provided in accordance with 11.1.1 and 11.1.2 preceding, combined, the rates and charges will be developed on an individual case basis and filed following:

<u>Customer Name</u>	<u>Description and Location</u>	<u>MTL/NRC MRC</u>	<u>Termination Liability Period</u>
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11.2.4 Cable-Only Facilities

For each service provided in accordance with 11.1.3 preceding, the rates and charges will be developed on an individual case basis and filed following:

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