



February 23, 2016
Via Electronic Filing

Jocelyn Boyd, Chief Clerk and Administrator
South Carolina Public Service Commission
Synergy Business Park
101 Executive Center Drive
Columbia, South Carolina 29210

Re: United Telephone Company of the Carolinas LLC d/b/a CenturyLink Access Services Tariff

Dear Ms. Boyd:

Enclosed for electronic filing, please find revisions to the United Telephone Company of the Carolinas LLC d/b/a CenturyLink Access Service Tariff. These revisions are submitted with a February 23, 2016 issue date and a proposed effective date of March 24, 2016. The tariff pages enclosed for review and approval are listed in Attachment A.:

This filing proposes to delete occurrences of magnetic tape and CD-ROM as a bill media format. Magnetic tape and CD-ROM as a bill media format was grandfathered in 2001 and 2010, respectively. There are no customers receiving billing detail on either media format. An on-line bill image option is being added as a medium to receive its official access service bill and customer service records. Also, this filing proposes to revise the number of days for the rendering of a bill from seven to ten days from the billed date. The number is being revised to allow additional time for outside vendors to prepare billing for CenturyLink.

Sincerely,

A handwritten signature in cursive script that reads "Christina L. Chushuk".

Christina L. Chushuk

SC 16-01A

CHRISTINA L. CHUSHUK
Manager, Regulatory Operations
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ATTACHMENT A

The following tariff sheets are being revised:

Section 2

Second Revised Page 50

Section 8

Second Revised Page 411

Second Revised Page 412

Second Revised Page 413

Second Revised Page 415

Second Revised Page 417

Second Revised Page 422

Second Revised Page 424

Second Revised Page 427

Second Revised Page 483

Second Revised Page 484

Section 13

8th Revised Page 567

6th Revised Page 568

8th Revised Page 569

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2. General Regulations (Cont'd)

2.4 Payment Arrangements and Credit Allowances (Cont'd)

2.4.1 Payment of Rates, Charges and Deposits (Cont'd)

(B) (Cont'd)

- (3) (a) All bills dated as set forth in (2) preceding for service, other than End User Access Service and Presubscription, provided to the customer by the Company are due 31 days (payment date) after the billing date, and are payable in immediately available funds. In the event that the Company renders the bill more than ten (10) days after the normal billing date, the Company will extend the payment date by one day for each day in excess of ten (10) until the bill is rendered. The date the bill is rendered will be considered to be the date the bill is postmarked. If such payment date would cause payment to be due on a Saturday, Sunday or Holiday (i.e., New Year's Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, the second Tuesday in November and a day when Washington's Birthday, Memorial Day or Columbus Day is legally observed), payment for such bills will be due from the customer as follows:

(T)

(T)

If such payment date falls on a Sunday or on a Holiday which is observed on a Monday, the payment date shall be the first non-Holiday day following such Sunday or Holiday. If such payment date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday or Friday, the payment date shall be the last non-Holiday day preceding such Saturday or Holiday.

- (b) Further, if any portion of the payment is received by the Company after the payment date as set forth in (a) preceding, or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, then a late payment interest charge shall be due to the Company. The late payment interest shall be the portion of the payment not received by the payment date times an interest factor. The interest factor shall be the lesser of:

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.1 General Description

Recording and Message Processing Service is the recording and transformation of recorded customer call details into rated messages in preparation for billing. Recording and Message Processing Service includes the recording, editing and assembly, rating, and, at the customer's request, provision of rated messages to the customer or other entities.

Recording is the entering on data files or other acceptable media the details of customer messages originated through Switched Access Service for which appropriate answer and disconnect supervision has been received. Recording is provided 24 hours a day, 7 days a week. (T)

Editing and assembly is the aggregation of the recorded customer message details to create individual messages and the verification that the data required for rating, in accordance with the standard format established by the Company, is present.

Rating (message processing) of customer messages is the computing of applicable charges for each customer message based on the customer provided schedule of rates. Rating also includes the preparation of customer message detail for input to Bill Processing Service, the customer, or other entities.

Further, rating is always performed and editing may be performed coincident with the implementation of a change in the customer's schedule of rates.

Provision of customer message detail is the provision of data files containing the rated customer message detail and when requested by the customer and agreed to by the Company, transferring or data-transmitting the rated customer message detail to the customer. Except for lost or damaged records, the recorded detail will be (T)

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.1 General Description (Cont'd)

available to the customer not more than five business days after the date all the detail requested by the customer was processed by the Company.

8.1.2 Undertakings of the Company

- (A) The Company will record all customer messages carried over Feature Groups C and D Switched Access Service that are available to Company provided recording equipment or operators. Unavailable customer messages (i.e., certain Feature Group C operator and TSPS messages) will not be recorded. The recording equipment will be provided at locations selected by the Company. Editing and assembly, and rating will be performed on all customer messages recorded during the billing period established by the Company.
- (B) A standard format for the provision of the rated customer message detail will be established by the Company and provided to the customer. If, in the course of Company business, it is necessary to change the format, the Company will notify the involved customers six months prior to the change.
- (C) At the request of the customer and, to the extent possible, the sorting of customer's messages and customer name and address will be provided as set forth in 8.4 following. Where address information is not available in the Company data base or not readily available as a function of message recording, the Company will work cooperatively with the customer to provide the necessary detail.
- (D) Rated customer message detail will be provided to a customer as set forth in (N) and (O) following. The Company will determine the number of data files required to provide the rated message detail to the customer.

(T)

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.2 Undertakings of the Company (Cont'd)

- (E) At the request of a customer, data files containing the rated customer message details will be provided to the customer as part of Recording and Message Processing Service. The customer may pick up the data files at a location designated by the Company or request that the detail on the data file be data-transmitted to the customer. When the rated customer message details are data-transmitted to a customer premises, the data transmission charges will be determined on an individual case basis. When the customer does not wish to receive the rated customer message details, and the Company receives notice from the customer at least two weeks prior to the date the details would be sent to the customer, the charge as set forth in 8.1.7(B) and (C) following does not apply. (T)
- Rated customer message detail will be provided in a format similar to that used by the Company as input to Bill Processing Service. All rated customer message detail available to the Company will be provided to the customer. (T)
- (F) At the customer's request, the Company will make every reasonable effort to recover rated customer message detail previously made available to the customer, and make it available again for the customer. The charges as set forth in 8.1.7(B), (C), (N) or (O) following will apply for all such detail provided. Such requests must be made within a period of time as mutually agreed to by the Company and a customer. (T)
- (G) The Company will provide Recording and Message Processing Service for customer messages recorded within or chargeable to customer's end users located within the operating territory of the Company. (T)

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.2 Undertakings of the Company (Cont'd)

- (L) Changes in the rate levels of customer charges to be billed will normally be implemented within 30 days after receipt of a Special Order from the customer requesting such changes. Such changes will require modifications of the rating program. Program development charges, as set forth in 8.1.7(P) and (Q) following, apply for the hours required to design, develop, test, and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in 8.1.7(A), (F) and (G) following apply for all customer messages reprocessed.
- (M) Changes in the rate structure for customer services to be billed also require a change in the rating program. When the Company determines that it can accommodate the changes, the conditions and the period of time required to make such changes will be determined on an individual order basis. Program development charges, as set forth in 8.1.7(P) and (Q) following, apply for the hours required to design, develop, test, and maintain the necessary program changes. If any customer message detail must be reprocessed in order to apply the rate changes, the appropriate message processing charges as set forth in 8.1.7(F) and (G) following apply for all customer messages reprocessed.
- (N) Where the Company has rated customer messages which are to be billed to an end user by another Exchange Telephone Company, the Company will enter the messages on a data file which can be used for data transmission of the details. When the customer has so arranged with an involved Exchange Telephone Company, the Company will deliver the rated message details to the other Exchange Telephone Company for billing to end users in its operating territories via first class U.S. Mail Service. When the customer does not have billing arrangements with an Exchange Telephone Company, rated messages for billing to the end users of such an Exchange Telephone Company will be delivered to the customer. The Recording and Message Processing charges as set forth

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.3 Liability of the Company

Notwithstanding 2.1.3 preceding, the Company liability for Recording and Message Processing Service is as follows:

- (A) If rated customer message detail is not available because the Company lost or damaged data files or incurred recording or processing system outages, the Company will attempt to recover the lost customer message detail. If the lost customer detail cannot be recovered, the Company will estimate the volume of lost customer messages and associated revenue based on previously known values. This estimated customer message volume will be included along with the customer message detail provided to the customer and/or provided for Bill Processing Service. Appropriate credit adjustments will be made to the customer amounts due to account for the unbillable revenue.
- (B) When the Company is notified that, due to error or omission, incomplete data have been provided to a customer, the Company will make every reasonable effort to locate and/or recover the data at no additional charge. Such request to recover the data must be made within 30 days from the date the rated message details were initially made available to the customer.
- (C) In the absence of gross negligence or willful misconduct, no liability for damages to the customer or other person other than set forth in (A) or (B) preceding shall attach to the Company.

(T)

8.1.4 Obligations of the Customer

- (A) The Customer shall order Recording and Message Processing Services (rating) under a Special Order for each state where service is desired. The minimum period for which Recording and Message Processing Service is provided is one month for each state in which the service is ordered.

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.5 Payment Arrangements and Audit Provision (Cont'd)

(E) Changes to Special Orders (Cont'd)

instead of through U.S. Mail. All cancellation charges as set forth in (D) preceding will apply to cancelled Special Orders.

8.1.6 Rate Regulations

- (A) The Recording and Message Processing Service charges for recording, editing and assembly, and rating apply per message rated whether or not the customer's schedule of rates specifies billing on a per message basis or any other basis.
- (B) During any monthly period in which the actual messages rated exceeds by 50% the message capacity ordered for that month, the additional rating charge applies to all messages exceeding the message capacity ordered.
- (C) When message detail is transferred or transmitted to or received from an Exchange Telephone Company location by the Company, a charge as set forth in 8.1.7(J) through (M) following, on a per record basis will apply. Also, a per file charge applies for each file as set forth in 8.1.7(I) following. A record is a logical grouping of information and loads the data file used to supply the message detail which is transmitted or received. The Company will determine this charge based on its count of the records transmitted. (T)
(T)
- (D) When message detail is entered on a data file for provision of message detail to a customer, the per file charge applies for each data file prepared, and the per record charge applies for each detail record entered on the data file. The Company will determine the charges based on the number of data files prepared and on its count of the records entered thereon. (T)
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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

	<u>Rates</u>	
(B) Preparation of customer message detail,		
- Per record processed		
South Carolina	ICB	
(C) Preparation of customer message detail,		
- Per data file		(T)
South Carolina	\$50.00	
(D) Transferring of recorded message detail to a customer location,		
- Per record transferred		
South Carolina	ICB	

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8. Billing and Collection Services (Cont'd)

8.1 Recording and Message Processing Service (Cont'd)

8.1.7 Rates and Charges (Cont'd)

	<u>Rates</u>	
(I) Preparation of rated customer message detail for special orders,		
- Per data file		(T)
South Carolina	\$50.00	
(J) Transferring of rated customer message details between other Exchange Telephone Company locations,		
- Per record transferred		
South Carolina	\$0.0030	

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.5 Payment Arrangements (Cont'd)

(B) Changes to Special Orders

When a customer requests changes for a pending Special Order for Billing Information Service, they will be undertaken if they can be accommodated by the Company. Any additional time required on the part of the Company personnel will be billed to the customer at the appropriate hourly charges.

(C) Minimum Periods and Minimum Monthly Charges

The minimum period for which Billing Information Service is provided and for which charges apply is one year.

The minimum monthly charges for interrogation are the charges for the total number of requests per business day furnished by the customer as set forth in 8.4.4(F) preceding times 18 (i.e. 20 business days per month times 0.9).

When the customer discontinues the service prior to the end of the one-year minimum period, the minimum monthly charge for the data base interrogation will apply for each remaining month and fraction of month.

8.4.6 Rate Regulations

- (A) The number and type of records for which charges apply as set forth in 8.4.7 following will be accumulated by the Company and the Company will bill the customer in accordance with these accumulations. A record is a logical grouping of information as described in the programs that process the information, print the paper output, and load the data file used to supply the detail

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8. Billing and Collection Services (Cont'd)

8.4 Billing Information Service (Cont'd)

8.4.6 Rate Regulations (Cont'd)

which is transferred or data-transmitted. For each service and type of output ordered, the number of records processed by the Company to prepare the output will be used to determine the charges. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information, print the paper output and load the data file, whichever number of records is higher. (T)

(B) The number of hours and fraction thereof for which charges apply as set forth in 8.4.7 following will be accumulated by the Company. The per hour rate is for the use of one hour of one Company programmer. The Company will bill the customer for hourly charges in accordance with these accumulations. The accumulated hours for each order will be summed and rounded to the nearest hour, except that when the total is less than one hour, one hour will be used to determine the charges.

(C) When a CNA request is received, the Company will keep a count of the requests. The Company will bill the customer in accordance with these records even though the Company was not able to provide a name and town location for all requests.

(D) When records are entered on a data file in order to provide information to a customer, the per file charge applies for each data file prepared. In addition, the per record charge applies for each record entered on the data file. The Company will determine the charges based on the number of data files prepared and on its count of the records entered on the data file. (T)
(T)
(T)
(T)

(E) When marking of message end user accounts is ordered, the marking charge applies for each end user account marked. Once an account is marked, the maintenance of mark charge applies for each month following the month the account is marked until the customer requests the mark be removed. No charges apply to remove the mark.

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing Information (ASBI)

(A) The customer shall select the medium in which its official Access Service bills and customer service records are to be provided. This selection shall be made on a per account basis and shall be submitted in writing to the Company. The customer may request that Access Service Billing Information be provided via electronic data transfer, on-line bill image, or paper format. (T)
Should the customer fail to make a selection, the official copy of the customer's Access Service bills and customer service records will be provided in paper format. If a customer requests their access bill in multiple formats that includes the paper format, the paper format will be considered the additional or secondary format and will be charged according to 13.3.6 (D). (T)

(B) At the customer's option, additional copies of the current month's Access Service bill and/or customer service records will be provided via paper format at the charges specified in 13.3.6(D). Requests for additional copies of the current month's bill and/or customer service records must be submitted in writing and shall specify the medium selected by the customer. (T)

Additional copies of a customer's previous monthly Access Service bills will be provided via paper format on an individual case basis. Requests for additional copies of previous monthly bills must be submitted in writing and shall specify the bill dates requested and the medium in which the copies are to be provided. (T)

The charges for providing additional copies of previous monthly access service bills will be developed by the Company on an individual case basis and filed in 13.3.12 following.

(C) Upon acceptance by the Company of an order for electronic data transfer, the Company will determine the period of time to implement the transmission of such material on an individual basis.

(D) Upon acceptance of an order by the Telephone company for the on-line bill image format option, the Telephone Company will establish customer access to the Billing Account Number identified by the customer. The on-line bill image option captures and retains invoices on a go-forward basis from the time of initial set-up. Previous bill history will not be available in the on-line bill image format prior to the establishment of the on-line bill image format option by the customer. (T)

The rates and charges for the provision of Access Service Billing Information (ASBI) are as follows:

(D)
(D)

(D)
(D)

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

13.3 Miscellaneous Services (Cont'd)

13.3.6 Provision of Access Service Billing Information (ASBI) (Cont'd)

(D) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1) Additional copies of the customer's monthly bill or service and features records		
- Per copy per account in paper format	\$16.21	\$22.40

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13. Additional Engineering, Additional Labor and Miscellaneous Services (Cont'd)

13.3 Miscellaneous Services (Cont'd)

(D)

(D)