



**CenturyLink™**

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Overland Park, KS 66211

February 4, 2011

**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  
General Subscriber Services Tariff

Dear Ms. Boyd:

Enclosed for filing, please find revisions to the United Telephone Company of the Carolinas LLC d/b/a CenturyLink General Subscriber Services Tariff. These revisions are submitted with a February 4, 2011 issue date and a proposed effective date of February 11, 2011.

The tariff pages enclosed for review and approval are as follows:

Section U13	Fourth Revised	Page 40
	Fourth Revised	Page 41

This filing replaces the existing Satisfaction Guarantee Program with a new offer available to new customers.

If you have questions regarding this filing, you may call me at (913) 345-7535.

Sincerely,

Greg Griffle

Attachment

cc: Zel Gilbert  
Ann Prockish  
Susan Masterton

SC 11-01

**Greg Griffle**  
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GENERAL SUBSCRIBER SERVICES TARIFF

United Telephone Company of the Carolinas  
d/b/a CenturyLink

Fourth Revised Page 40  
Cancels Third Revised Page 40

ISSUED: February 4, 2011

EFFECTIVE: February 11, 2011

U13. MISCELLANEOUS SERVICE ARRANGEMENTS

U13.26 SATISFACTION GUARANTEE PROGRAM

U13.26.1 GENERAL

- a. **A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:**

<b>Individual Business Line</b>	<b>Key Trunk</b>
<b>PBX Trunk</b>	<b>Centrex</b>

- b. **When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.**
- c. **To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.**
- d. **When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.**
- e. **Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).**
- f. **Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.**

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GENERAL SUBSCRIBER SERVICES TARIFF

United Telephone Company of the Carolinas  
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Fourth Revised Page 41  
Cancels Third Revised Page 41

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U13. MISCELLANEOUS SERVICE ARRANGEMENTS

U13.26 SATISFACTION GUARANTEE PROGRAM (Continued)

U13.26.2 **LIMITATIONS**

- a. **This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's tariffed services required special construction or special configurations.**
- b. **If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.**
- c. **Each customer will be entitled to the credit one time per service.**
- d. **The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.**
- e. **The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.**

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