

Original Title Page

**Charter Fiberlink CCO, LLC
Charter Fiberlink CC VIII, LLC**

**12405 POWERSCOURT DRIVE
ST. LOUIS, MISSOURI 63131**

GENERAL AND INTRASTATE INTEREXCHANGE TARIFF

This tariff contains the description, regulations and rates for the furnishing of services and facilities for local and long distance telecommunications services provided by Charter Fiberlink CCO, LLC and/or Charter Fiberlink CC VIII, LLC to customers within the state of Minnesota. This tariff replaces the Local and Intrastate Interexchange Tariff as filed by Charter Fiberlink, LLC.

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Check Sheet

The pages listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective page(s). Original and revised pages as named below comprise all changes from the original tariff and are currently in effect as of the date indicated below.

<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>	<u>Page</u>	<u>Revision</u>
1	65 th Revised*	37	2 nd Revised	71	4 th Revised
2	2 nd Revised	38	2 nd Revised	71.1	1 st Revised
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*New/Revised this filing

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Application of Tariff

This tariff sets forth the service offerings, rates, terms and conditions of services applicable to furnishing local and intrastate interexchange telecommunications services by Charter Fiberlink CCO, LLC and/or Charter Fiberlink CC VIII, LLC ("Telephone Company"), competitive facilities-based providers of telephony services, to customers within the state of Minnesota.

Explanation of Symbols

The following symbols are used herein to identify schedule and text changes:

- (R) To signify a reduction in rate or charge
- (I) To signify an increase in rate or charge
- (C) To signify a changed regulation or condition which may affect a rate or charge
- (T) To signify a change in text, but no change in rate, charge, regulation or condition
- (M) To signify relocation of text without change
- (N) To signify a new rate, charge, regulation or condition
- (D) To signify a discontinued rate, charge, regulation or condition
- (U) To signify an update to current existing rate

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1. Definitions and Terms

Glossary of Definitions and Terms:

Account – Either a Customer’s physical location or individual Service represented by a unique account number within the billing hierarchy. Multiple services each with a unique account number may be part of one physical location.

Alternative Local Exchange Carrier (ALEC) or Competitive Local Exchange Carrier (CLEC) – means any entity or person providing local exchange services in competition with an ILEC or LEC.

Application – A request made orally or in writing for telephone service.

Authorized Account User – The person or persons authorized to make changes to a customer account including changes to toll carriers as designated by the account holder. Authorized Account Users shall be limited to two persons for any single postal address.

Authorization Code – A multi-digit code that enables a Customer to access the Telephone Company’s network and enables the Telephone Company to identify the Customer’s use for proper billing. Also, called a Personal Identification Code or PIN.

Automated Message Accounting (AMA) - The data recorded at the switch and used to calculate the amount billed to the end user for local, long distance, intraLATA toll and InterLATA toll charges, if detail billing is required, and to calculate the amount billed to the Interexchange Carrier for access charges due to the Telephone Company for use of its network.

Called Station – The terminating point of a call (i.e., the caller number).

Calling Station – The originating point of a call (i.e., the calling number).

Calling Area – A specific geographic area so designated for the purpose of applying a specified rate structure.

Central Office – A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

Central Office Line – A circuit directly connecting an individual with a central office.

Commission – Minnesota Public Utilities Commission.

Competitive Local Exchange Carrier (CLEC) or Alternative Local Exchange Carrier (ALEC)- means any entity or person providing local exchange services in competition with an ILEC or LEC.

Connecting Company – A corporation, association, partnership or individual owning or operating one or more exchanges and with which communications services are interchanged.

Connector – See “Switch”.

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Connection Charge – See “Service Charge”.

Construction Charge – A separate nonrecurring charge made for the construction of facilities in excess of those contemplated under the rates quoted in this Tariff.

Continuous Property – The plot of ground, together with any building thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others.

Contract – The agreement between a customer and the Telephone Company under which service and facilities are furnished in accordance with the applicable provisions of the Local and Intrastate Interexchange Exchange Tariffs.

Cost – The cost of labor and materials, which includes appropriate amounts to cover the Telephone Company’s general operating and administrative expenses.

Customer – The individual, partnership, association or corporation which contract for telephone service and are responsible for the payment of charges and compliance with the general regulations of the Telephone Company’s Tariff.

CPE – Customer Provided Equipment – Devices, apparatus, and/or associated wiring provided by a customer.

Customer Provision – Customer purchase or lease of customer-provided equipment from the Telephone Company or from any other supplier.

Data Access Arrangement – A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to assure proper operation and protection of the telecommunications network.

Demarcation Point – That point (also referred to as Network Interface) or interconnection between the Telephone Company’s facilities and the wiring at the subscriber’s premise. The Demarcation Point shall consist of wire or a jack conforming to Subpart F or Part 68 of the Federal Communications Commission’s Rules and Regulations. The Demarcation Point will generally be within twelve inches of the protector or, absent a protector, within twelve inches of the entry point to the customer’s premises. If conforming to the twelve inches is unrealistic or technically impossible, the Demarcation Point will be the most practicable minimum point of entry to the customer’s premises. The network interface may be located at a point other than the normal demarcation point where the network interface has been previously established by the presence of network equipment. With regard to premises for any structure that is built to be more mobile (e.g., mobile homes, recreational vehicles), The Telephone Company may place the Demarcation Point on a post or pole at or near the pad where such structure is intended to rest. Boat docks, marinas and similar premises may be treated by the Telephone Company as a single unit premises, with the Demarcation Point being placed on the shore or other location as deemed appropriate by the Telephone Company.

Delinquent or Delinquency – An account for which payment has not been made in full on or before the last day for timely payment.

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Digital Transmission – information transmitted in the form of digitally encoded signals.

End User – The ultimate user of the telecommunications services and who orders service and is responsible for payment of charges due in compliance with the Telephone Company's price list regulations. See "Customer".

Exchange Area – A geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified area where individual telephone exchange companies hold themselves out to provide communications services.

Exchange Station – A station connected with a central office of the Telephone Company over its own lines.

Facility (or Facilities) – Any item or items of communications plant or equipment used to provide or connect to the Telephone Company Services.

FCC – Federal Communications Commission

Grandfathered Service – A service that will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe will be allowed to retain the service until: 1) the service is changed at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the service has been discontinued

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Incumbent Local Exchange Carrier (ILEC) or Local Exchange Carrier (LEC) – is any local exchange carrier that was as of February 8, 1996 deemed to be a member of the Exchange Carrier Association as set forth in 47 C.F.R. 69.601(b) of the FCC's regulations.

Harm – Harm consists of hazards to personnel, damage to Telephone Company equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to equipment induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence or voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

Incomplete Call – Any call where voice transmission between the calling party and the called station is not established (i.e. busy, no answer, etc)

Individual Line – An exchange line designed for the connection of a telephone set.

Initial Service Period – The minimum length of time for which a customer is obligated to pay for service, facilities and equipment whether or not retained by the customer for such minimum length of time.

Installation Charge – A nonrecurring charge made at the time of installation of communications service or equipment, which applies in addition to service charges and other applicable charges for service or equipment unless specifically exempted.

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Interconnection – The method by which telecommunications facilities of the Telephone Company are arranged to transmit to, or receive information from, customer-provided equipment.

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Interexchange Carrier (IXC) – A common carrier that provides long distance domestic and international communications services to the public.

International – Refers to communication between U.S. and another country

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Interstate – Refers to communication between states within the Continental U.S., unless otherwise noted.

Intrastate – Refers to communication within a single state.

Local Calling Scope (LCS) – A combined area in which interexchange telephone service is furnished at a flat rate between two or more exchange areas.

Local Calling Service Area – The area throughout which communication service is rendered to a customer or users without the application of toll charges.

Local Exchange Service – Telephone communications within a local service area in accordance with the provisions of the Telephone Company's Local Exchange Tariff.

Local Message – A completed communication between customers' stations located within the same exchange area or local service area.

Location – A physical premise to or from which the Telephone Company provides Service.

Main Terminal – The termination of a central office line on a customer's premises, usually at a protector.

Message – A completed customer call.

MRC – The monthly recurring charge

New Customer – A customer who has not had telephone service within the last sixty (60) days.

NXX – The designation for the first three digits of a local telephone number where N represent 2-9 and X represents 0-9.

NPA – An area code, otherwise called Numbering Plan Area.

Non-Listed Telephone Number – Telephone numbers that are not listed in the telephone directory; but are provided via Directory Assistance.

Non-Published Telephone Number – Telephone numbers that are not listed in the telephone directory or provided via Directory Assistance.

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Other Common Carrier – The term “other common carrier” denotes a specialized or other type of common carrier authorized by the Federal Communications Commission to provide domestic or international communications services.

Premises – The buildings, portion or portions of a building on continuous property used and/or occupied at one time by the customer as a residence. Where floor space in adjoining buildings is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who uses and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Preferred Interexchange Carrier (PIC) – A code that is assigned to an interexchange long distance carrier that identifies to whom the customer is presubscribed for intrastate and/or interstate long distance services.

Registered Terminal Equipment – Equipment registered in accordance with FCC regulations that may be connected to access services of the Telephone Company.

Residence Service – Telephone service furnished to customers when the actual or obvious use is for domestic “non-business” purposes

Services – The Telephone Company’s regulated common carrier communications services provided under this Tariff.

Service Charge – The nonrecurring charge a customer is required to pay for establishing telephone service or subsequent modification of that service.

Slamming – is the unauthorized change of a subscriber’s local exchange, intraLATA or interLATA telecommunications carrier.

Subscriber – The term “Customer” is synonymous with the term “subscriber”.

Supplemental Facilities or Service – Services or facilities other than primary service.

Switch – A unit of dial switching equipment that provides interconnection between station lines or trunks.

Tariff – The schedule of Local Exchange rates and charges, rules and regulations, terms and conditions adopted and filed by the Telephone Company and approved by the Minnesota Public Utilities Commission.

Telecommunications Service Priority (TSP) System – The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. NSEP telecommunications services are defined by the Federal Communications Commission (FCC) as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System applies only to NSEP services and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored. Regulations, rates and charges for TSP System Service are set forth in the Telephone Company’s Tariff Facilities for Intrastate Access.

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Telephone Company – Charter Fiberlink CCO, LLC and/or Charter Fiberlink CC VIII, LLC

Telecommunications Relay Service (TRS) – TRS enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate with the hearing population not using text telephone and visa versa.

Telephone Set – A telephone instrument consisting of a transmitter, receiver, and associated apparatus connected to permit transmission and receipt of telephone messages.

Terminal Equipment – Equipment at the terminal of a communication circuit.

Terminal Equipment Accessories – Devices, apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which when connected to the telecommunications system of the Telephone Company, are connected electrically, acoustically or inductively.

Termination Charge – A charge applied under certain conditions when service is terminated by the customer before the expiration of the minimum commitment period.

Timely Payment – A payment on a customer's account made on or before the due date.

Underground Service Connection – A customer's "drop" wire that is run underground from a pole line or an underground distributing cable.

Underlying Carrier – A provider of telecommunications services from whom the Telephone Company acquires services that it resells to Customers.

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2. Rules and Regulations

The regulations set forth herein apply to intrastate Telecommunications services and facilities furnished within the State of Minnesota by Charter Fiberlink CCO, LLC and/or Charter Fiberlink CC VIII, LLC, hereinafter referred to as the Company, subject to the jurisdiction of the Minnesota Public Utilities Commission.

2.1 Obligation and Liability of the Telephone Company

2.1.1 Availability of Facilities and Equipment

The Telephone Company's obligation to furnish Services is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary facilities, pole lines, circuits and equipment. Products, services, features and functions will be available in accordance with this tariff, where technically and operationally feasible.

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The installation and restoration of Services shall be subject to the regulations set forth in this Tariff.

2.1.2 Interruptions of Service

In the event of an interruption to the service not due to the negligence or willful act of the customer or customer premises equipment, an allowance will be made if the interruption continues for more than twenty-four (24) hours from the time it is reported to or detected by the Telephone Company, upon customer request.

The customer is responsible for providing a suitable supply of commercial electrical power, including outlets, when and where required by the Company for the operation of any Company telecommunications equipment on the customer's premises. Failure to supply adequate commercial electrical power is considered negligence of the customer. A customer may be billed a service dispatch charge whenever a dispatch is made to correct a service interruption caused by customer negligence or failure on the customer's side of the demarcation point.

In the event the Customer is affected by such interruption, not due to customer negligence, for a period of less than twenty-four (24) hours, no adjustment will be made. No adjustments will be earned by accumulating non-continuous periods of interruption.

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2.1.3 Liability

In view of the possibility of errors and difficulties occurring in the transmission of messages by telephone, and the impossibility of fixing the cause thereof, the customer assumes all risks connected with the service except as follows:

If the initial installation is defective or if service is interrupted for more than twenty-four (24) hours otherwise than by the negligence or willful act of the customer or due to customer premises equipment, an allowance limited to the prorated portion of the monthly rate or guarantee for the service or portion thereof interrupted, shall be made after notice and demand to the Telephone Company. No allowance shall be made for interruptions due to the inside wiring or customer provided equipment.

The advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Telephone Company. The Telephone Company will assure, however, that its local exchange access lines meet standards.

The Customer indemnifies and saves the Company harmless (including costs and reasonable attorneys' fees) against the following:

Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.

Any defacement or damage to the Customer's premises resulting from the existence of the Company's instruments, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damage is not the result of the negligence of the Company, or its employees.

Any accident, injury, or death occasioned by its equipment or facilities when such is not due to the negligence of the Company.

Claims for libel, slander, or infringement of copyright arising directly or indirectly from the material transmitted or recorded over its facilities, claims or infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus, systems and their associated wiring of the Customer; and against all other claims arising out of any act or omission of the Customer in connection with facilities provided by the Company.

Liability for failure to provide service.

The Customer indemnifies and saves the Company harmless against any accident, injury or death caused through the use of apparatus which fail to meet the dielectric requirements as established by the Company when such apparatus is provided by the Customer. The Company has the right of refusing to, or ceasing to, render service to a Customer if at any time any of the telephones, appliances, lines or apparatus on the Customer's premises shall be considered unsafe by Company personnel, or if the use of the service shall be prohibited by or forbidden under any law, ordinance or regulation.

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2.1.3. Liability of the Company (cont'd)

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Upon request of Customer for trouble visit a charge will be made if trouble is found to be in customer-provided systems. The Company shall not be responsible for the installation, operation, or maintenance of any customer-provided systems. Exchange and message toll telephone services are not represented as adapted to the use of customer-provided systems where such systems are connected to the Company facilities. The responsibility of the Company shall be limited to the furnishing of facilities suitable for exchange and message toll services and to the maintenance and operation of such facilities in a manner proper for such services; subject to this responsibility the Company shall not be responsible for the through transmission of signals generated by the customer-provided systems or for the quality of, or defects in, such transmission or the reception of signals by customer-provided systems.

The Company shall not be responsible to the Customer or otherwise if changes in the criteria, or in any of the facilities, operations or procedures of the Company render any customer-provided facilities obsolete or require modification or alteration of such facilities or otherwise affect its use or performance. Where it is reasonably foreseeable to the Company that such changes may affect customer-provided facilities, the Company shall provide reasonable notice.

The Customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion to use E911 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including but not limited to, the identification of the telephone number, address or name associated with the telephone used by persons accessing 911 service thereunder, and which arises out of the negligence or other wrongful act of the Customer, its user, agencies or municipalities, or the employees or agents of any one of them.

To ensure 911 calls and emergency personnel are properly routed Telephone Company equipment must not be moved by the customer. Additionally, the Telephone Company recognizes one address for all lines on the same account and will not be responsible for multiple address location information. Therefore, the customer is responsible for directing emergency personnel to the specific location of the person in need and to any other physical location if all telephones are not located at the address on the account.

Customer will indemnify, defend, and hold the Telephone Company harmless from any claims or causes of action arising from the non-implementation of Private Switch/Automatic Locations Identification (PS/ALI), the enabling of station level 911 service, and/or the failure of PS/ALI or station level 911 service if enabled.

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The Customer also agrees to release, indemnify and hold harmless the Telephone Company in using a Multimedia Terminal Adaptor (MTA) or a telephone modem, that requires electrical power in the event of failure. The Telephone Company may provide battery backup for the MTA or modem to customers with the intent of providing telephone service in the event of a power outage. However, continued telephone service in the event of a power outage is not guaranteed.

Under no circumstances shall the Company or its officers, directors, employees or agents have any liability to the county, a person placing an emergency call on the system or to any other person or entity, for any loss, damage, injury or liability which they may suffer, sustain, incur or become subject to, arising out of, based upon or resulting from any negligence on the part of the Company or its officers, directors, employees or agents.

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Notwithstanding any other provision of any service agreement or this tariff, the telephone company's entire liability to customer, and customer's sole and exclusive remedy for any damages caused by any service defect or failure, or for other claims arising in connection with any service provided by the telephone company, shall be customer's proven direct damages not to exceed per claim (or in the aggregate during any 12-month period) an amount equal to the total net payments payable by customer for the applicable service during the three(3) months preceding the month in which the damage occurred. Under no circumstances shall the telephone company be liable to the customer for any indirect, consequential, exemplary, special, incidental, or punitive damages (including, without limitation, any damages for lost business, revenue, profits or goodwill) arising in connection with any service agreement or the provision or failure of any services (including, without limitation, any service implementation delays or failures). This limitation of liability shall survive failure of an exclusive remedy, and shall apply regardless of the form of action, whether in contract, tort, warranty, strict liability, misrepresentation, negligence (including without limitation, active and passive negligence) or other theory of recovery. Nothing in this section limits customer's responsibility for the payment of charges due or the telephone company's obligation to provide credits due as provided in this tariff.

2.1.4 Directory Errors and Omissions

The Telephone Company's liability for damages due to errors or omissions in directory listings will be limited to a credit of one month's basic service.

The customer indemnifies and holds the Telephone Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of the listing which the customer has requested to be omitted from the telephone directory or the disclosing of such a listing to any person.

Each customer shall be entitled, without charge, to a directory for their local calling service area within the State of Minnesota.

2.1.5 Transmitting Message

The Telephone Company does not transmit messages but offers the use of its facilities for communications between patrons. If because of transmission difficulties the operator, in order to accommodate the customer, repeats messages, the operator is deemed to be acting as the agent of the persons involved and no liability shall be attach to the Telephone Company because of any errors made by the operator or misunderstandings that may arise between customers because of such errors

2.1.6 Use of Connecting Telephone Company Lines

When suitable arrangements can be made, lines or other telephone companies may be used in establishing wire connections to points not reached by this Telephone Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company. Connection of the Telephone Company's lines to the lines of another telephone company shall be the sole discretion of the Telephone Company.

2.1.7 Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's facilities and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the direct result of the sole negligence of the Telephone Company. The customer sole remedy for such damage shall be repair of such damage.

2.1.8 Call Features

The Telephone Company shall not be liable for any loss of damages arising out of error, interruptions, defects, failure or malfunctions of Call Features associated with Telephone Company's Services. Damages arising out of such interruptions, defects, failures or malfunctions of the services after the Telephone Company has been notified, and has had a reasonable time for repair, shall in no event exceed an amount equivalent to the charges made for the service affected for the period following notice from the customer until service is restored.

2.1.9 900/976 and International Call Block

The Telephone Company blocks access to 900/976 and international chat lines. International Call Blocking will be provided, upon customer request, at no charge. The Telephone Company will initiate International Call Blocking if:

1. Excessive use of international toll has surpassed the threshold set by the Telephone Company;
and
2. The Customer's account is delinquent.

2.1.10 Preferred Carrier Freeze

At the request of an end user, the Telephone Company will provide a freeze on an end user's preferred local exchange, intraLATA and interLATA carrier. A preferred carrier freeze prevents a change in the end user's preferred carrier selection unless the end user gives the carrier from whom the freeze was requested their express consent. A Preferred Carrier Freeze is offered on a non-discriminatory basis to all end users, regardless of the carrier selection. This service is offered at no charge.

2.2 Practices and Procedures

Residential Service

2.2.1 Rights of the Telephone Company in Furnishing Service

Ownership and Use of Services

Facilities furnished by the Telephone Company to provide transmission Service on the premises of a Customer (except for inside wiring and inside jacks) are the property of the Telephone Company. Telephone numbers assigned to the Customer by the Telephone Company are portable and transferable with the Customer. The agents and employees of the Telephone Company shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or upon termination of the Service, for the purpose of removing such equipment, instruments and lines.

If the installation and maintenance of Service are requested at locations which are or may become hazardous or dangerous to the Telephone Company's employees or the public or property, the Telephone Company may refuse to install and maintain such Service, and, if such Service is furnished may require the Customer to install and maintain such Services and may also require the Customer to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of the installation and maintenance of such Service.

Service Use by Customer

The Service is furnished only for use by the Customer, the Customer's family, or persons residing in the Customer's household, except as the use of the Service may be extended to persons temporarily subleasing a Customer's residential premises. Use of the Services and all charges incurred therein shall be the sole responsibility of the Customer.

The Company may assign its rights or delegate its obligations under this Tariff to any affiliate or successor in interest. The Customer may not transfer or assign his or her rights or obligations associated with the Services hereunder without the Company's prior written consent.

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Use of Party Line Service

The Telephone Company does not accept applications for Party Line Service.

2.2.2 Establishment and Provision of Service

Applications for initial or additional Services may be made to the Telephone Company verbally or in writing. During the application process, the Telephone Company may only use credit reports that reflect the purchase of utility services unless the Company has permission in writing from the customer to use other reports. The Telephone Company will use past telephone account information in order to establish a credit risk assessment and/or use in establishing any advance payment/deposit amount that may be required.

Any change in rates or regulations prescribed by public authority having applicable jurisdiction, modifies all terms and regulations of the Services to the extent of such changes.

The Telephone Company reserves the right to refuse service to any applicant who is found to be indebted to the Telephone Company or its affiliates for service previously furnished until satisfactory arrangements have been made for the payment of all such indebtedness. The Telephone Company may also refuse to furnish service to any applicant desiring to establish service for former Customers of the Telephone Company or its affiliates who are indebted for previous service, regardless of the listing requested for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

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The Telephone Company may also decline to provide service to a minor whose principal place of abode is the home of minor's parent, guardian, or other person legally charged with the minor's care and custody.

2.2.3 Directory Listing Service

The rates and regulations for directory listings in this tariff apply only to the alphabetical directory containing the regular alphabetical list of names of Customers. These regulations also apply to Yellow Page listings for business customers.

The alphabetical list of names of Customers is for the purpose of informing interested parties of the telephone numbers of Customers and those entitled to use Customers' Service, and special position or arrangement of names is not contemplated.

The Telephone Company limits the length of any listing in the directory by the use of abbreviations when, in the opinion of the Telephone Company, the clearness of the listing or the identification of the Customer is not impaired thereby.

Listings shall conform to the incumbent telephone company's practices with respect to its directories.

Listings are regularly provided in connection with all classes of Exchange Service, unless the Customer subscribes to Non-Listed, Non-Published or Private Number Service. Ordinarily, listings are automatically included in the directory. A listing, however, may be omitted upon request of a Customer when, in the judgment of the Telephone Company, the omission of the listing is warranted by the circumstances of the particular case.

The Telephone Company will furnish upon request the name and address of the Customer when used to provide recorded announcements under the provisions of this Tariff.

One listing included with each subscriber's primary line service, termed the Primary Listing, is provided in accordance with the incumbent telephone company's directory practices.

One Yellow Page listing included with each Business Customer's primary line service is provided in accordance with the incumbent telephone company's directory practices.

At the request of the Customer, the primary listing may be omitted from both the directory and the directory assistance service records as a private telephone number. Private Number Service is furnished subject to the regulations and rates specified in this Tariff. The omission of the primary listing in the directory at the Customer's request does not entitle the Customer to an additional listing without charge in connection with other Services for which the Customer may be subscribing.

2.2.4 Priority of Service

In case of a shortage of facilities exists at any time, either for temporary or protracted periods, the establishment of network transmission service takes precedence in the furnishing of any service or facility.

2.2.5 Customer Premise Equipment (CPE)

Customer Premises Equipment ("CPE") is all terminal equipment normally used on the Customer's premises and owned by the Customer; owned by the Telephone Company or some other supplier and leased to the Customer; including the terminal equipment located or held in inventory on the Customer's premises.

The Telephone Company shall allow Customers to secure the provision, repair, and maintenance of CPE from any supplier, provided that such equipment shall be in compliance with applicable registration standards promulgated by the Federal Communications Commission.

2.2.6 Fees and Taxes Billed to Customer¹

When any municipality, other political subdivision or local agency of government, imposes upon the Telephone Company any license, occupation, or other similar charge or tax applicable to service by the Telephone Company to the Customer, or imposes a charge or tax based upon a percentage of gross receipts, net receipts, or revenues from sale of telephone service by the Telephone Company, the charges for local service to Customers within such municipality, other political subdivision or local agency of government, may be increased by an amount equal to each such Customer's proportionate part of any such charge or tax, and such amount shall be shown separately on the Customer's bill.

The Telephone Company will charge a State Regulatory Fee to recover the Public Utility Commission and Department of Commerce assessment as allowed by Minnesota Regulation 7812.2210 Subpart 15. The current State Regulatory Fee of .1842% will be applied to intrastate telecommunications charges.

2.2.7 Application of Residential Rates

Residential rates apply in the following instances:

- A. In private residences where business listings are not provided.
- B. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the Customer's use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business listings are not furnished.
- C. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, dentist, veterinary, surgeon or other medical practitioner, provided the Customer does not maintain an office in the residence.

The Company also reserves the right to reclassify residence rates to business rates due to misuse or excessive use by the customer.

¹ Effective 6/26/12 these specific taxes and fees may not be billed as a separate line item but included in the monthly charge for new Unlimited Long Distance Minutes package subscribers.

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Initial Contract Periods

- A. Unless otherwise specified herein or elsewhere in the Telephone Company's Local and Intrastate Interexchange Exchange Tariffs, the initial (or minimum) period for service is one (1) month from the date service is established and the minimum charge is the established rate for one (1) month.
- B. The length of period for directory listings where the listings have been published is the directory period. The directory period is from the day on which the directory is first distributed to the Customers to the day the succeeding directory is first distributed to Customers.
- C. The Telephone Company may require a Service period longer than one (1) month at the same location in connection with (nonstandard) types or arrangements of facilities, or for unusual construction, necessary to meet special demands, and involving extra costs.

2.2.8 Advance Payments, Deposits and Guarantee of Payment

Advance Payments

Customers, who are unable to satisfy or unwilling to provide information to establish credit worthiness or who have an unsatisfactory credit rating may be required to make an Advance Payment. The Advance Payment will be equal to the applicable installation charge and one month of recurring charges, excluding taxes and surcharges. The Advance Payment will appear as a credit and be applied to the first month bill. The Telephone Company reserves the right to refuse service if the customer fails to fulfill standard requirements. After service has been established, the Customer will be responsible for the payment of all applicable charges to avoid discontinuance of service.

For Customers required to make an advance payment, the Telephone Company may require proof of positive identification. Failure to provide acceptable forms of identification may result in denial of telephone service. The Telephone Company will provide a notification and information letter to those customers required to make an advance payment. The notification letter shall contain the reason for the advance payment and/or the credit bureau used to obtain a copy of the credit report.

Deposits

The Telephone Company may require from any existing or new customer, unless the customer has not had service disconnected for nonpayment within the last twelve months, a deposit intended to guarantee payment of bills for service, after explaining in writing why a deposit is required, if any of the following conditions exist:

- A. The customer's past payment record to a telecommunications company shows delinquent payment practice (i.e. customer has had two consecutive 30-day arrearages, or
- B. A new customer cannot furnish either a letter of good credit from a reliable source or an acceptable co-signer or guarantor to guarantee payment, or
- C. A customer has no deposit and presently is delinquent in payments (i.e., has had two consecutive 30-day arrears,), or
- D. A customer has had his service terminated by any telecommunications company for non-payment or fraudulent use.

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The Telephone Company shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a customer may establish his claim if this receipt is lost.

Deposits shall be returned, with accrued interest, after twelve (12) consecutive months of prompt payment. The rate of interest paid by the Telephone Company on any security deposit over twenty dollars (\$20) received from a customer for each calendar year shall be at a rate established by the Commissioner of Commerce. The deposit shall cease to draw interest on the date it is returned, on the date that service is terminated, or on the date that notice is sent to the customer's last known address that the deposit is no longer required. Upon termination of service, the deposit with accrued interest shall be credited to the final bill and the balance shall be returned within 45 days to the Customer.

A maximum deposit may be required up to an amount equal to an estimated two months (60 days) total bill (including toll and taxes) for a new customer. For an existing customer, a maximum deposit may be required up to an amount equal to the total actual bills of the highest consecutive months within the preceding six months.

Where a customer has been required to make a guaranteed deposit, that deposit shall not relieve the customer of the obligation to pay the service bill when due. If the Telephone Company discontinues the account, the utility shall apply the deposit of such customer toward the discharge of such account and shall refund to the customer any excess.

Guarantee of Payment

The Company may accept, in lieu of deposit, a Contract signed by a guarantor satisfactory to the Company whereby payment of a specified sum, not exceeding the deposit requirement is guaranteed. The term of such Contract shall be for no longer than 12 months, but shall automatically terminate after the Customer has closed and paid the account with the Company, or at the guarantor's request upon 60 days' written notice to the Company. Upon termination of a guarantee Contract or whenever the Company deems same insufficient as to amount or surety, a cash deposit or a new or additional guarantee may be required for good cause upon reasonable written notice to the Customer.

The service of any Customer who fails to comply with these requirements may be disconnected upon notice as prescribed in the Minnesota Rules. The Company shall mail the guarantor copies of all Disconnect Notices sent to the Customer whose account he has guaranteed unless the guarantor waives such notice in writing.

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2.2.9 Suspension or Termination of Service

Voluntary Suspension

Service may be terminated upon notice being given to the Telephone Company.

Upon customer dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial installation charge, presubscribed carrier change charge and one monthly recurring charge, applicable to all residential services, under the following conditions:

1. Customers who have not subscribed to service within the previous 30 days qualify to have all levels of telephone services refunded/credited for one month's charges;
2. Current customers adding a new level of service qualify to receive a credit for one month's charges on the newly added services only.

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This refund/credit is valid to Customers in good standing who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per household within any single 90-day period. The Customer must disconnect the service and request a refund/credit within 45 days of service installation. Additionally, any package termination fees will not be required.

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Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

Service may be suspended at the Customer's request to accommodate vacation or other extended absence needs. Please refer to Customer Initiated Temporary Suspension of Service (Seasonal Suspension).

Involuntary Termination

Service may be terminated for non-payment of a bill, provided that the Telephone Company has made a reasonable attempt to effect collection and has given written notice for the customer to make settlement on their account or have service disconnected. The Telephone Company will also provide the customer the opportunity to eliminate portions of the service before terminating service in its entirety. Written notice will be provided, with reasons specified, to the customer at least five (5) days, excluding Sundays and legal holidays, prior to the date of the proposed discontinuance. Notice will be sent to the customer via first class US Mail. Basic telecommunications service may not be suspended on any Friday, Saturday, Sunday, legal holiday or day before any legal holiday. Service also may not be suspended when the offices of the Telephone Company are not open to the public

The Telephone Company may disconnect, after five (5) business days notice, any service when the Customer has made payment of past due amounts with insufficient funds via check or credit card. The Customer may prevent disconnection by making payment of all amounts owed in guaranteed funds prior to the expiration of the insufficient funds notice.

Service may be refused or discontinued for any of the reasons listed below. Unless noted, service will be refused or discontinued with written notice provided at least five (5) days, excluding Sundays and legal holidays, prior to the date of the proposed discontinuance.

- A. Without notice, in the event of a condition determined by the Telephone Company to be hazardous or dangerous;
- B. Without notice, in the event of customer use of equipment in such a manner as to adversely affect the Telephone Company's service to other customers;
- C. Without notice, in the event the customer tampers with equipment furnished and owned by the Telephone Company;
- D. In the event of unauthorized use of telephone service;
- E. Failure of the customer to permit the Telephone Company reasonable access to its equipment;
- F. Failure of the customer to furnish permits, certificates, and/or right-of-ways, as necessary to obtain service, or in the event such permissions are withdrawn or terminated.
- G. Failure to comply with municipal ordinances and other laws;
- H. Failure of the customer to provide a deposit/advance payment to the Telephone Company, if required;
- I. In cases of extreme risk involving abnormal and excessive use of toll service, service may be denied two days after written notice is given to the customer, unless satisfactory arrangements for payments are made;
- J. Where there is probable cause to believe that there is illegal or willful misuse of the Telephone Company's service including but not limited to; the subscriber use or allowance of use of abusive, obscene, profane, lewd, lascivious or suggestive language or material otherwise not protected by law; subscriber use with intent to terrify, intimidate, threaten, harass, annoy, or offend another telephone user or Telephone Company employee; or subscriber use to impersonate or permit others to impersonate any other individual. **(C)**
- K. The Telephone Company may refuse to furnish Service and may also disconnect existing service for a Customer who demonstrates fraudulent means of obtaining, or attempting to obtain, or assisting another to obtain, service by any trick, scheme, false representation, false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the charge for such service. **(N)**
- L. The Telephone Company is not required to furnish its service or to continue its service; to any applicant who, at the time of application, is indebted under an undisputed bill to the Telephone Company for telephone service or service from its affiliates previously furnished to such applicant or any other member of the applicant's household. **(T)**
- M. For violation and/or non-compliance with the Minnesota Public Utility Commission's Orders or regulations governing service supplied by the Telephone Company; **(T)**
- N. Failure of a Customer to cooperate with the Telephone Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the Customer's right to continuance of service; **(T)**
- O. Failure of the Customer to fulfill his contractual obligations for service and/or facilities subject to regulation by the Minnesota Public Utility Commission. **(T)**

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2.2.10 Complaints

The Telephone Company will investigate customer complaints promptly and thoroughly in accordance with the rules established by the Minnesota Public Utilities Commission. Customers can file unresolved complaints with the following:

Minnesota Public Utilities Commission
Consumer Affairs Office
121 Seventh Place East, Suite 350
Saint Paul, Minnesota 55101-2147
Telephone (651) 296-0406
Toll Free (800) 657-3782
TTY (651) 297-1200
Fax (651) 297-7073
Email CAOstaff@pucgate.puc.state.mn.us

Telephone Company Contact: telgovtescalations@chartercom.com
Telephony Manager – Customer Care
941 Charter Commons
St. Louis, MO 63017
888-266-7571

2.2.11 Payment for Facilities and Services

The customer is held responsible for all charges for Services rendered and furnished to the Customer including any FCC-approved end user charge, billed monthly in advance. The Customer shall also pay for long distance service charges that may be billed by the Telephone Company, including charges for toll messages in which charges have been reversed and also nonrecurring service charges when billed. The Customer is also responsible for any charges transferred to the Customer's account from terminated accounts billed to the same Customer.

Payments, including partial payments, for Company Services rendered will be applied to basic line telephone service as a first priority, unless otherwise instructed by the customer, to ensure continued service and 911 accessibility.

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2.2.12 Construction, Installation and Maintenance Charges

Construction performed under this Section shall be at the sole discretion of the Telephone Company. The obligation to provide facilities-based services does not require the Telephone Company, as it is not an Eligible Telecommunications Carrier (ETC), to build out its facilities to customers if the Telephone Company cannot reasonably obtain access to the point of demarcation on the customer's premises.

Special charges in the form of installation charges, monthly charges, or both are applied in addition to the usual service charges and monthly rates, when, because of the sporadic or occasional nature of the service or an unusual investment or expense, the revenue does not reasonably compensate the Telephone Company, for example:

- A. The facilities are not presently available, and there is no other requirement for the facilities so constructed.
- B. The facilities are provided in remote or undeveloped sections or if the facilities are provided on a temporary basis.
- C. The facilities are of a type other than that which the Telephone Company would normally utilize in the furnishing of its services.
- D. The facilities would be deployed over a route other than that which the Telephone Company would normally utilize in the furnishing of its services.
- E. The facilities would be constructed on an expedited basis.
- F. The facilities would be in a quantity greater than that which the Telephone Company would normally construct.
- G. The facilities would be constructed on a temporary basis until permanent facilities are available.
- H. The facilities would be constructed in advance of Telephone Company's normal construction.
- I. The conditions require the provision of special facilities or unusual methods of plant construction, installation, or maintenance.
- J. The Customer's location requires the use of costly private right-of-way.

Title to all construction, provided wholly or partly at a Customer's expense, is vested in the Telephone Company.

Construction charges will include materials, contract services, and loaded labor. The Customer is required to bear unusual maintenance costs for special construction.

Overhead loading of labor is calculated with a composite allocation factor that is based on plant, construction, and engineering personnel salaries and expenses; supervision, pension expense, insurance, unemployment and social security taxes. This factor is developed annually by determining the relationship of the above expenses to the total payroll base. It is applied to expenses for construction, removals, plant and central office maintenance.

The Telephone Company will provide an estimate of actual charge to the Customer prior to the start of construction.

When attachments are made to poles or other companies, in lieu of providing construction for which the Customer would be charged under the provisions hereof, the cost to the Telephone Company for such attachments are borne by the Customer.

The Customer is required to pay construction charges as made by another company providing facilities connecting with the facilities of the Telephone Company.

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Construction charges will not apply to the Customer's station installation that includes the aerial drop that extends from the last pole to the demarcation point. Refer to Glossary of Definitions and Terms for explanation and examples of the term "Demarcation Point."

Installation of facilities within subdivisions shall be underground where underground treatment is the usual form of installation.

The following definitions are used with regard to facilities constructed and owned by the Telephone Company:

Applicant – The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law, applying for the construction of a telephone distribution system in a subdivision

Building – A single structure roofed and enclosed with exterior walls, built for permanent use, erected, frames or component structural parts and unified in its entirety both physically and in operations for single-family residential occupancy in a subdivision, excluding mobile homes. Subdivision – a lot, tract, or parcel of land divided into two or more lots, plots, sites or other divisions for use for new residential buildings or the land on which is constructed new multiple-occupancy buildings per a recorded plot thereof if such recordation is required by law. The Telephone Company, upon receipt of the applicant's proper application, will install underground facilities with suitable materials to assure that the applicant will receive reasonably safe and adequate telephone service. The provision of the underground facilities will be at no charge, except where a charge is permitted in this Tariff.

Rights-of-Way and Easements - Within the applicant's subdivision, the Telephone Company will construct, own, operate, and maintain underground facilities only along public streets, roads and highways which the Telephone Company has the legal right to occupy, and on public land and private property across which rights-of-way and easements satisfactory to the Telephone Company may be obtained without cost or need for condemnation by the Telephone Company. Rights-of-way and easements, within the subdivision, satisfactory to the Telephone Company, must be provided by the applicant within reasonable time to meet construction and service requirements before the Telephone Company required to commence its installation, such rights-of-way and easements must be provided by the applicant at no charge to the Telephone Company, be cleared of trees, tree stumps and other obstructions and be graded to within (6) inches of final grade. Such clearance and grading must be maintained by the applicant during construction by the Telephone Company.

Advances by the Applicant

- A. Where, due to the manner in which a subdivision is developed, the Telephone Company is required to construct an underground distribution system through a section or sections of the subdivision where service will not be connected for at least (2) years, then, the Telephone Company may require a reasonable advancement for the construction from the applicant before construction is commenced, to guarantee performance.
- B. Where the subdivision is developed in a uniform manner so that the Telephone Company may restrict the construction of its underground telephone distribution system to a section or sections in which buildings or multiple-occupancy buildings are being constructed, the Telephone Company may not require an advance.

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- C. If an advance is required under these rules, then the advance, without interest, shall be returned to the applicant on a pro rata basis as the permanent service connection is made to each building or multiple-occupancy building.
- D. Any portion of an advance remaining unrefunded ten (10) years from the date the Telephone Company is first ready to render service with the extension will be retained by the Telephone Company and credited to the appropriate construction account.

Temporary Facilities

- A. Temporary facilities may be installed to provide service, when necessary, for a maximum period of one (1) year.
- B. When it is necessary to place temporary facilities in advance of the permanent underground telephone system in order to provide telephone service, the Telephone Company may require the applicant to pay the estimated unrecoverable costs of the temporary facilities. If the required costs under the above-described conditions apply, the Telephone Company has the right to refuse installation of the temporary facilities until the required costs are paid to the Telephone Company.

Special Type of Construction

When underground service connections are desired by Customers as initial installation in places where aerial drop wires would ordinarily be used to reach the Customer's premises, or when aerial facilities are used to provide service to a customer and subsequently the Customer desires that such facilities be placed underground, the following regulations apply:

- A. Where cable is laid in conduit, the underground conduit shall be constructed and maintained by or at the expense of the Customer and in addition, the Customer shall pay the cost of the underground cable, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or are) required to furnish the same service. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Telephone Company.
- B. The duct or ducts required in the underground conduit by the Telephone Company to furnish service shall be reserved for its exclusive use.
- C. Where conductors are laid in a trench, the trench shall be constructed and backfilled by or at the expense of the Customer. In addition, the Customer shall pay the cost of the conductors, including the cost of installing, less the estimated cost to the Telephone Company of installing such aerial facilities as would be (or is) required to furnish the same service.
- D. Cable or wire installed in conduit will be maintained and replaced at the expense of the Telephone Company where the conduit has been inspected in place by the Telephone Company and approved, but repairs or replacements of cable or wire in conduit not so inspected and approved, or repairs or replacements of cable or wire in conduit or trench made necessary by damages caused by the Customer or his representative will be made only at the Customer's expense.
- E. Where facilities are changed from aerial to underground, in addition to the above, the Customer is charged the cost of dismantling and removing the aerial facilities.

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2.2.13 911/E-911 Emergency Services

The Telephone Company will make necessary facility additions in order to provide 911/E911 service to a basic local service provider. The Telephone Company will supply the 911/E-911 service provider in the Telephone Company's service area with accurate information necessary to update the 911/E-911 database at the time Telephone Company accepts Customer orders.

Database records provide customer-specific information that includes the customer name and service address. This information is made available to emergency service providers in the event that a call is placed to 911 from the end user's telephone. The Company will bill database charges based on the number of Telephone Company records residing in the 911/E911 database.

Database Charges:

Automatic Location Identification (ALI) Database monthly charge per record\$.07

The Telephone Company will bill the customer a monthly surcharge, per voice grade equivalent line, in order to fund the E-911 system.

2.2.14 Directory Assistance

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 the number is not in service. In such event of an error or omission in the name listing or a customer number such customer's correct name and telephone number shall be filed with directory assistance operators. The correct number shall 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.

Directory Assistance Direct-Dialed calls for the physically impaired customers are provided at no charge. Customers who are physically impaired, have been certified in writing by a licensed physician, and are unable to use the telephone directory will be exempt but must obtain an exemption from the telephone Company by completing an exemption form supplied by the Telephone Company. Free directory assistance calling is not applicable to Charter Business® Voice Trunk service.

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Charges associated with obtaining Directory Assistance information are detailed in Section 4.3 Other Services and Charges for residential subscribers and Section 6.7.3 Other Services and Charges for business subscribers.

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2.2.15 Telecommunications Relay Service

Telecommunications Relay Service (TRS) enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone or similar devices to communicate with the hearing population not using TT. It also allows the hearing population not using a TT to communicate with deaf, hard-of-hearing or speech-impaired persons who do use a TT. A Customer will be able to access the state provider to complete such calls by either dialing the applicable telephone number directly or by dialing the number 711, where available.

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2.2.16 Telephone Access Minnesota (TAM)

Definition

This Tariff provides for a surcharge to establish and administer a program to distribute communications devices to eligible communication-impaired persons and to create and maintain a message relay service.

Eligibility for Communications Devices

To be eligible to obtain a communication device a person must be:

- a. At least five years of age;
- b. Communication impaired;
- c. A resident of the state;
- d. A resident in a household that has a median income at or below the applicable median household income in the state except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and
- e. A resident in a house that has service or that has made Application for service and has been assigned a telephone number.

Eligibility for Wiring Installation

If a communication-impaired person does not have telephone service and is subject to economic hardship as determined by the TAM board, the Company providing service shall at the direction of the administrator of the program install necessary outside wiring without charge.

Regulations

Service Charges shall not apply to eligible persons to establish this program on existing service.

Funding

This program shall be funded through a surcharge on residence and business Access Lines which pay the 911 surcharge, pursuant to Minn. Rules, part 7817.0300.

Rates

The TAM surcharge rate is the effective rate ordered by the Minnesota Public Utilities Commission. The Company is responsible for billing, collecting and remitting the surcharge to the appropriate government agency.

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2.2.17 Minnesota Telephone Assistance Plan (TAP)

Definitions

The Telephone Assistance Plan (TAP) is a state program that provides for credits against the recurring monthly rates for the provision of local residential service for eligible residential Customers.

Eligibility for the Minnesota TAP Credit

The TAP credit is only available to residential Customers who meet the eligibility criteria established by Minn. Rule, part 7817.0400, as follows:

- (1) The household must not be receiving assistance for telephone service under any other state public assistance program.
- (2) The Customer must reside in Minnesota or have moved to Minnesota and intend to remain; and
- (3) The applicant must be currently eligible for:

Medicaid (Medical Assistance);
Food support (food stamps);
Minnesota Family Investment Program (MFIP);
Supplemental Security Income (SSI);
Federal Public Housing Assistance;
Low-Income Home Energy Assistance Program (LIHEAP);
National School Free Lunch Program;
Individuals that do not qualify under the above criteria but live on a federally recognized reservation may qualify if the applicant receives benefits from one of the following programs: Bureau of Indian Affairs General Assistance; Tribally administered Temporary Assistance for Needy Families; Head Start (only for those meeting its income qualifying standard); or the National School Lunch Program's free lunch program.;
If you are not on one of the above programs, but your income is at or below 135% of the Federal Poverty Guidelines, you may also apply for and receive the discount.

Eligibility will be assured through verification by the Minnesota Department of Human Services as provided for in Minn. Rules, part 7817.0400.

When the Company is notified by the Minnesota Department of Human Services that a Customer enrolled to receive the state credit no longer meets the state credit eligibility requirements, state credits to that Customer's monthly residential service charges shall cease. When so notified, the state credit ends with the next billing cycle after the notification is received.

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Minnesota Telephone Assistance Plan (Continued)

Regulations

The state TAP credit will begin at the Customer's earliest possible billing cycle but no later than the second billing cycle after the date the Application for the state TAP credit is received by the Company.

A Service Charge shall not be billed to establish the state TAP credit.

When a Customer enrolls for the state TAP credit, the Company is reimbursed for the cost of the service order activity.

Funding

The TAP credit shall be funded through the state Telephone Assistance Plan Surcharge on residence and business Access Lines which pay the 911 surcharge.

Rates

	Monthly Rate	
Credit	\$ 3.50 ¹	(I)
Minnesota TAP Surcharge	\$.03 ¹	(R)

¹ Effective October 1, 2013 per Order in Docket No. P-999/CI-13-213.

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2.2.18 Reserved for Future Use

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3. Exchange Areas

3.1 Charter Fiberlink CC VIII, LLC

The Telephone Company will offer service in the following exchanges and mirror the local calling areas as filed by the Incumbent Local Exchange Carriers.

Exchange		Rate Center		Exchange		Rate Center
Aitkin		Aitkin		Nisswa		Nisswa
Albert Lea		Albert Lea		Northfield		Northfield
Alexandria		Alexandria		Osseo		Osseo
Apple Valley		Twin Cities		Owatonna		Owatonna
Austin		Austin		Park Rapids		Park Rapids
Bennettville		Bennettville		Red Wing		Red Wing
Benson		Benson		Rochester		Rochester
Big Lake	(N)	Big Lake	(N)	Rolling Stone		Rolling Stone
Maple Lake	(N)	Maple Lake	(N)	Sauk Centre		Sauk Centre
Brainerd		Brinerd		Spicer		Spicer
Browerville		Browerville		St. Cloud		St. Cloud
Byron		Byron		St. Joseph		St. Joseph
Cokato		Cokato		Staples		Staples
Cottonwood		Cottonwood		Stewartville		Stewartville
Crosby		Crosby		Tracy		Tracy
Dassel		Dassel		Minneapolis/St. Paul Metro		Twin Cities
Deerwood		Deerwood		Wadena		Wadena
Duluth		Duluth		Willmar		Willmar
Eagle Lake		Eagle Lake		Winona		Winona
Eyota		Eyota				
Faribault		Faribault				
Fergus Falls		Fergus Falls				
Glenwood		Glenwood				
Kasson		Kasson				
LaCrescent	(N)	LaCrescent	(N)			
Lewiston		Lewiston				
Little Falls		Little Falls				
Long Prairie		Long Prairie				
Mankato		Mankato				
Marshall		Marshall				
Montevideo		Montevideo				
Monticello		Monticello				
Mound		Twin Cities				
New London		New London				

3. Exchange Areas (Cont'd)

3.2 Charter Fiberlink CCO, LLC

The Telephone Company will offer service in the following exchanges and mirror the local calling areas as filed by the Incumbent Local Exchange Carriers.

Exchange	Rate Center
Apple Valley	Twin Cities
Byron	Byron
Fairbault	Fairbault
Lewiston	Lewiston
Mankato	Mankato
Mound	Twin Cities
Northfield	Northfield
Red Wing	Red Wing
Rolling Stone	Rolling Stone
Minneapolis/St Pau Metro	Twin Cities
Winona	Winona

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4. Residential Service

The following services are furnished or made available by the Telephone Company to residential customers in the State of Minnesota. Residential service customers must reside in a serviceable area (Refer to 3. Exchange Areas) of the Telephone Company to subscribe to the services outlined in this Tariff. The charges quoted are for a period of one (1) month unless otherwise noted and are payable monthly in advance. Services are provided where technically feasible.

4.1 Basic Service

Description

Basic local exchange service will be provided as outlined below. Basic local exchange service is defined as “two-way switched voice service” for unlimited calls placed within the local calling areas and comprised of any of the following features and services and their recurring and nonrecurring charges:

- A. Basic local dial tone and Touchtone Service
- B. E911 Emergency Service
- C. One standard white page Directory Listing
- D. Access to Operator Services
- E. Access to Directory Assistance
- F. Access to Customer Service and Repair Services
- G. Access to Line Intercept Services
- H. Access to Telecom Relay Service; (using 711, where available)
- I. Access to Interexchange Carriers for Intrastate InterLATA, Intrastate IntraLATA, Interstate InterLATA and Interstate IntraLATA (if exists) toll calling.
- J. Free standard intercept service for 30 days
- K. Free unlimited local calling within the local exchange area of the end-user.
- L. Toll and information service blocking capability
- M. Caller ID blocking
- N. Call Tracing capability

Note: Basic local telecommunications service does not include optional toll free calling outside a local calling area.

Rates

Service Name

Monthly Recurring Rate

Basic Line	\$ 24.99	(C)
Additional Basic Line ¹	\$ 8.99 (limit one additional line per residential account)	(T)

Please refer to Section 5.13 Long Distance Residential Service Packages for other access line offerings.

¹ Effective 6/26/12 the Additional Basic Service Line offering is unavailable to new subscribers as an a la carte offering. Existing customers will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service

4.2 Custom Calling Features

The following services are offered where technically feasible and may not be available in all areas.

Name	Description	Monthly Rate	
Block Anonymous Calls	Allows subscribers to reject calls from numbers that have private or anonymous designation and route to an announcement	(1)	(T)
Call Forwarding	Provides four types of forwarding capabilities:		(T)
Selective	Forwards list up to 12 selected incoming calls to a designated number	(1)	
All Call	Forwards all incoming calls to a designated number	(1)	(T)
Busy	Forwards all incoming calls when line is busy	\$ 2.75 ⁽²⁾	
No Answer	Forwards all incoming calls when line is busy or unanswered	\$ 2.75 ⁽²⁾	(T)
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) or \$.90 per use \$ 9.00 Maximum per mo	
Block Call Return	Inactivate the callback option	No Charge	
Block Unwanted Callers	Provides the customer with the ability to route 12 selected incoming calls to a recorded message stating calls are not being accepted at this time.	(1)	(T)

¹ This service is available with Unlimited Long Distance Minutes packages

² Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

³ Effective March 23, 2008 the monthly rate for this feature has been grandfathered. Effective 6/25/12 this services per use rate is unavailable to new subscribers on an individual basis. Existing customers who subscribe to these features on an individual basis will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

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Name	Description	Monthly Rate	NonRecurring Charge
Call Trace (Customer Originated)	Allows the subscriber to initiate a trace of the most recent incoming call		\$ 20.00 per trace
Block Call Trace	Blocks the ability to initiate the Call Trace feature	No Charge	
Call Waiting/Cancel Call Waiting	Identifies incoming calls via an audible signal while on a call and allows the Call Waiting feature to be temporarily Disabled	(*)	
Caller ID (Name & Number)	Displays incoming telephone number and listed name on a customer display device or telephone. (Customer must have a Caller ID capable telephone or display unit)	(*)	
Call Waiting With Caller ID	Identifies incoming calls via an audible signal while on a call and displays incoming caller information (Must have a Caller ID capable phone or display unit) (Customer must subscribe to Call Waiting and Caller ID)	No Charge	
Block Caller ID	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)
Per line blocking	Allows residential customers to block calls on a per line basis.	No Charge	
Per call unblocking	Allows customers to remove blocking On a per call basis.	No Charge	

(*) This service is available with Unlimited Long Distance Minutes packages.

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Name	Description	Monthly Rate	
VIP Ringing	Provides the customer the ability to have a list of up to twelve telephone numbers in order to differentiate the callers on the list from other callers	(1)	(T)
Distinctive Ring	Allows for two distinct phone numbers on one telephone line. Private Number Service may apply at tariff rates.	\$ 3.50 ²	
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.	(³) or \$.90 per use \$9.00 Maximum per mo	
Block Repeat Dialing	Blocks the ability to initiate the Repeat Dialing feature	No Charge	
Accept Selected Callers	Limits incoming calls up to 12 designated numbers and auto-routes all other incoming calls to a recorded message	(1)	(T)
Speed Dial	Allows one-digit keypad dialing for up to 8 frequently dialed numbers	(1)	(T)
Speed Dial 30	Allows two-digit keypad dialing for up to 30 frequently dialed numbers	\$ 6.00 ²	
3-Way Calling	Allows the customer to add a third party to an existing call and talk to two different parties simultaneously	\$ 2.75 ⁴	

¹ This service is available with Unlimited Long Distance Minutes packages.

² Effective 5/20/15 this service is no longer offered to new subscribers. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions of Terms regarding Grandfathered Service.

³ Effective March 23, 2008 the monthly rate for this feature has been grandfathered. Effective 6/25/12 this services per use rate is unavailable to new subscribers on an individual basis. Existing customers who subscribe to these features on an individual basis will be grandfathered. Please refer to Definitions of Terms for Grandfathered Service.

⁴ Effective 6/26/12 this service is unavailable to new subscribers on an a la carte basis. Existing customers who subscribe to this feature on an individual basis will be grandfathered. Please refer to Section 1-definitions and Terms regarding Grandfathered Service.

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4.3 Other Services and Charges

Name	Description	Charge
Block Collect Calls	Prevent the acceptance of collect calls	No Charge
Block Third Party Calling	Prevent third party calling	No Charge
Block Third Party/Collect Calling	Prevents the acceptance of collect calls and billing to a third party	No Charge
Directory Assistance ¹	Directory 411 Operator Assisted Calls	\$ 1.99 per use
(See Section 2.2.14)	Directory Assistance for certified physically impaired customers.	No Charge
Extended Referral Message	Extends the length of disconnect intercept message from 30 to 60 days	\$ 2.00 per number
Block International Calls	Block originating international calls	No Charge
Non-Listed Number	Number listed with Directory Assistance but not in the telephone directory	\$ 5.00, per number, per month
Non-Published Number ²	Number not listed with Directory Assistance or in the telephone directory	\$ 5.00, per number, per month
Operator Services ³	Operator assisted calls for calling card, collect, 3 rd party, busy line verify and busy line interrupt	
Private Number Service ⁴	Number not listed with Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$ 5.00, per number, per month

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¹ Effective 6/26/12 this service will be at no charge, for the first 1000 calls per month, to new subscribers of Unlimited Long Distance calling packages.

² Effective 3/16/09, this service will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered.

³ 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.

⁴ Effective 6/26/12 this service is provided to new service package customers upon customer request and at no charge. Existing subscribers to this feature on an individual basis will be grandfathered. Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

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Charter Fiberlink CCO, LLC
Charter Fiberlink CC VIII, LLC
 Within the State of Minnesota

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Name	Description	Charge
Add/Change Feature	Add or change a feature(s)	No Charge
Bill Copy	Assessment for additional copy of customer bill	\$ 1.99 per copy
Directory Listing Change	Change to Directory Listing	\$ 5.00 (per order)
Downgrade Feature	To downgrade a feature within the first 30 days of install	\$ 10.00
Late Payment Fee	Fee assessed to accounts having an unpaid balance from prior billing period.	No Charge
Non-Sufficient Fund Charge	Fee Assessed on returned payment	\$ 25.00
Preferred Carrier Freeze	Local and Long Distance carrier freeze	No Charge
Seasonal Service	Allows a telephone account to remain active while suspending service. Refer to Section 4.6	
Telephone Number Change	Change telephone number	\$ 20.00
Toll Restriction	Block long distance calling originating from a specified telephone line	No Charge

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4.4 Service and Equipment Charges - Residence

Name	Description	Nonrecurring Charge	
Installation	Residential service connection per truck roll required. (Up to two lines, including one jack per line.)	\$ 49.99	(C) (C) (D) (D)
Move Equipment	Relocation of Company equipment per Customer request.	\$ 29.99	
Service Dispatch	Dispatch for trouble visit calls.	\$ 45.00	
Reconnection	Restore service after disconnection (voluntary or nonpayment disconnection, not temporary suspension)	\$ 49.99	
Repair/Maintenance	Charges to repair customer caused incidents		
	Regular Time: Mon. – Sat. 8a.m. – 8p.m.	\$115.00 per visit	
	Overtime: Mon. – Sat. 8p.m. – 8a.m.	\$175.00 per visit	
	Premium: Sundays and Holidays	\$230.00 per visit	
Transfer of Service	Applicable to transfer of existing phone only service from one location to another.	No Charge	

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4.5 Promotions

The Telephone Company may offer promotions for a limited period of time in the Telephone Company's exchanges subject to the availability of facilities. All promotional service offerings will be filed with the Public Utility Commission for tariff approval.

Trials

Services may be offered periodically on a trial basis by the Company for technical and/or marketing purposes. These trials shall be for the purpose of evaluating, in an operating environment, the performance and pricing of the specific service in conjunction with other marketing and environmental factors that can influence customer demand.

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4.6 Customer Initiated Temporary Suspension of Service (Seasonal Service)

A residential customer may request a temporary suspension of service to accommodate extended absence needs (e.g. vacation, etc.). This service is not intended for use in a regularly occupied residence. Requests for Seasonal Service may be up to six (6) consecutive month increments to be taken no sooner than August 1, and no later than January 15. This service can be applied to the Telephone company customer's account one (1) time per rolling twelve month period. To start Seasonal Service the subscriber must begin the suspension in the August through January timeframe. 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.

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.

A subscriber must provide a company – accepted “bill to” address to receive this service.

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

If rates are to increase for the subscribed services during the suspension period appropriate notification will be sent to the customer.

Service

Monthly Rate

• Basic Access Line ¹	\$ 9.00 per number	
• Local Plus Package ¹	Available at Regular Rate	
• Charter Loyalty Unlimited ¹	Available at Regular Rate	
• Long Distance Package – Unlimited Minutes Standalone	\$19.99 per number	
• Long Distance Package – Unlimited Minutes Double Play Package	\$15.99	(C)
• Long Distance Package – Unlimited Minutes Triple Play Package rate	\$14.00 per number	
• Unlimited In State Package- Standalone ¹ and Double Pak ¹	\$15.99 per number	
• Unlimited In State Package- Triple Pak ¹	\$14.00 per number	
• Charter Duo ¹	\$15.99 per number	

¹ Effective 6/26/12 this service is unavailable to new subscribers, however, existing customers who subscribe to this service will be grandfathered. These customers will have Seasonal Service and rate available to them.

4.7 Number Intercept Treatment

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 rate specified below:

Rates

First thirty (30) days requested.
Up to thirty (30) additional days available

N/C
See Extended Referral
Message, 4.3 Other
Services and Charges

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

4.8 Operator Services

The Telephone Company furnishes operator assistance to its customers via a third-party provider in accordance with that provider's tariff on file with the Public Service Commission. This service provides Customers with assistance using operators or the automated Interactive Voice System (IVS) whereby Customers may request assistance in: dialing a local and intrastate number, billing a local and intrastate call to a calling card, a third party number or a collect call. Operator services also include providing line status verification and busy line interrupt. Collect calls from correctional institutions may not be permitted.

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4.9 Reserved for Future Use

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4.11 Call Trace Service (Customer Originated)

Call Trace Service allows for customer initiated identification, by the subscriber pressing a system code (*##), and storage of telephone number data from incoming calls to the telephone line of a Customer.

Call Trace Service information will be provided when requested by both a Customer and an Investigative or Law Enforcement Agency and the Customer has provided consent. Normally written consent will be required.

Information regarding the originating telephone numbers will be disclosed only to Investigative or Law Enforcement Officers, not to Customers receiving call tracing services.

Refer to Section 4.2 for charges.

4.12 Employees Telephone Service

Employees' Telephone Service is offered to all active employees of Charter Communications, Inc., affiliated agencies or of companies where reciprocal agreements are provided and where Charter telephone residential service is available. Discounts will be applicable to the employee's residential service only. Current promotions are applicable.

4.13 School Classroom Service

One party flat rate local exchange access line service will be offered to public schools that conduct classes within the range of kindergarten through 12th grade pursuant to Minnesota Statute Section 237.065.

4.14 Individual Case Basis (ICB)

For each product or service subject to special pricing pursuant to a contract or other pricing arrangement, Charter Fiberlink CCO, LLC and Charter Fiberlink CC VIII, LLC will file a revision to the page on which the tariffed individual case based (ICB) rates for that product or service are published only the first time an ICB is offered for the product or service. The revision to the ICB rates will be filed in the Special Pricing Arrangements Section of this tariff.

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5. Long Distance Services – Residential

5.1 Rules and Regulations

The Telephone Company undertakes to provide intrastate interexchange telecommunications services within the State of Minnesota on the terms and conditions and at the rates and charges specified herein.

The Telephone Company installs, operates and maintains the communication Services provided hereunder in accordance with the terms and conditions set forth under this Tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entitles when authorized by the Customer to allow connection of a Customer's location to the Telephone Company's network. The Customer shall be responsible for all charges due for such service arrangements.

The Telephone Company's Services and facilities are available twenty-four (24) hours per day, seven (7) days per week.

5.2 Use of Service

Services provided under this Tariff may be used only for the transmission of communications in a manner consistent with the terms of this Tariff and regulations of the Federal Communications Commission.

5.3 Limitations

Service is offered subject to the availability of the necessary facilities or equipment, or both facilities and equipment, and subject to the provisions of this Tariff. The obligation of the Telephone Company to provide Service is dependent upon its ability to procure, construct, and maintain facilities that are required to meet the Customer's order for Service. The Telephone Company will make all reasonable efforts to secure the necessary facilities.

The Telephone Company reserves the right to limit or to allocate the use of existing facilities, or additional facilities offered by the Telephone Company, when necessary because of lack of facilities, relevant resources, or due to causes beyond the Telephone Company's control. In addition, the Telephone Company reserves the right to discontinue Service when the Customer is using the Service in violation of law or the provisions of this Tariff. The Telephone Company also reserves the right to block international calls when usage surpasses the threshold set by the Company and/or the account is delinquent.

The Telephone Company does not undertake to transmit message, but offers the use of its facilities when available, and will not be liable for errors in transmission nor for failure to establish connections.

The Telephone Company reserves the right to refuse service to Customers due to insufficient or invalid charging information.

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The Telephone Company may block calls that are made to certain cities or central office exchanges, or use certain Authorization Codes as the Telephone Company, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Service. The Telephone Company will use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Telephone Company may substitute, change, or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer. The Telephone Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Telephone Company will give the Customers who may be affected reasonable notice thereof as circumstances will permit, and will prosecute the work with reasonable diligence, and if practicable at time that will cause the least inconvenience. When the Telephone Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of Customer's service.

5.4 Liabilities of the Telephone Company

The Telephone Company's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in the installation, provision, termination, maintenance, repair, or restoration occurring in the course of furnishing service, channels, or other facilities, and not caused by the negligence of the subscribers, commences upon activation of service. In no event does the Telephone Company's liability exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistakes, omissions, interruptions, delays, errors or defects occur.

When the facilities of other carriers are used in establishing connections to points not reached by the Telephone Company's facilities, the Telephone Company is not liable for any act or omission of the other carrier(s). The Customer will indemnify and save harmless the Telephone Company from any third-party claims for such damages referred to in this Section.

In no event will the Telephone Company be responsible for consequential damages or lost profits suffered by a Customer as a result of interrupted or unsatisfactory service. The Telephone Company will not be liable for claims or damages resulting from or caused by:

- A. Customer's fault, negligence or failure to perform Customer's responsibilities;
- B. Claims against Customer by another party;
- C. Any act or omission of any other party; or
- D. Equipment or service furnished by a third party.

The Telephone Company does not guarantee or make any warranty with respect to any equipment provided by it or leased on the Customer's behalf where such equipment is used in locations containing an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. The Customer shall indemnify and hold the Telephone Company harmless from any and all loss, damage or destruction of any property, whether owned by the Customer or others, cause or claimed to have been caused directly or indirectly by the installation, operations, failure to operate, maintenance, removal, presence, condition, location or use of such equipment so used.

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The Telephone Company is not liable for any defacement of, or damage to, the premises of a Customer resulting from the furnishing of services or the attachment of equipment, instruments, apparatus, and associated wiring furnished by the Telephone Company on such Customer's premises or by the installation or removal thereof, when such defacement or damage is not the result of the Telephone Company negligence. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Telephone Company without written authorization. The Customer will indemnify and save harmless the Telephone Company from any claims of the owner of the Customer's premises or other third party claims for such damages.

The Telephone Company and Customer shall be excused from performance under this Tariff and under the application for service for any period, and to the extent that the party is prevented from performing any service pursuant hereto, in whole or in part, as a result of delays caused by the other party or an Act of God, governmental agency, war, civil disturbance, court order, lockouts or work stoppages or other labor difficulties, third party nonperformance (including the failure of performance for reasons beyond the control of common carriers, interexchange carriers, local exchange carriers, suppliers and subcontractors), or other cause beyond its reasonable control, including failures or fluctuations in electrical equipment, and such nonperformance shall not be deemed a violation of this Tariff or of the application of service or grounds for termination of service. Both parties retain all rights of recourse against any third parties for any failures that may create a *force majeure* condition for the other party.

The Telephone Company is not liable for any damages, including toll usage charges, the Customer may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the Customer's facilities includes, but is not limited to, the placement of calls from the Customer's premises, and the placement of calls through Customer-Provided Equipment that are transmitted or carried on the Telephone Company network.

Where there is a connection via Customer-provided terminal equipment or Customer-provided communications systems, the point of demarcation shall be defined as the Telephone Company facility that provides interconnection. The Telephone Company shall not be held liable for Customer-provided access media or equipment. Any maintenance service or equipment arrangements shall be addressed on an individual case basis.

The Telephone Company will not be responsible if any changes in its service cause hardware or software not provided by the Telephone Company to become obsolete, require modification or alternation, or otherwise affect the performance of such hardware or software.

The Telephone Company shall use reasonable efforts to make services available by the estimated service date. The Telephone Company shall not be liable for any damages whatsoever resulting from delays in meeting the estimated service date due to delays resulting from normal installation procedures. Such delays shall include, but not be limited to delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals, delays in actual construction work being done by our vendor(s), and any delays due to any LEC where the Telephone Company is relying solely upon such LEC to meet such estimated due date which is beyond the Telephone Company's control.

With respect to the services, materials and equipment provided hereunder, the Telephone Company makes no promises, agreements, understandings, representations or warranties, expressed or implied, and hereby expressly disclaims all warranties, expressed or implied, not stated in this Tariff, and in particular disclaims all warranties of merchantability and fitness for a particular purpose.

Issued Date: December 10, 2009

Effective Date: January 1, 2010

5.5 Responsibilities of the Customer

The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Telephone Company, except upon the written consent of the Telephone Company. The equipment the Telephone Company provides or installs at the Customer premises for use in connection with the service the Telephone Company offers shall not be used for any purpose other than for which it was provided.

The Customer shall ensure that the equipment and/or system is properly interfaced with the Telephone Company's facilities or service. If the FCC or some other appropriate certifying body certifies terminal equipment as being technically acceptable for direct electrical connection with interstate communications service, the Telephone Company will permit such equipment to be connected with it channels without the use of protective interface devices.

The Customer shall be responsible for securing its telephone equipment against being used to place fraudulent calls using the Telephone Company's service. The Customer shall be responsible for payment of all applicable charges for services provided by the Telephone Company and charged to the Customer's accounts, even where those calls are originated by fraudulent means either from Customer's premises or from remote locations.

The Telephone Company shall be indemnified and held harmless by the Customer against claims of liable, slander, or the infringement of copyright, or for unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over the Telephone Company's service, against claims for infringement of patents arising from, combining with, or using in connection with, service, the Telephone Company's apparatus and systems of the Customer; against all other claims arising out of any act or omission of the member in connection with the Telephone Company's service. The Customer shall be liable for:

- A. Loss due to theft, fire, flood, or other destruction of the Telephone Company's equipment or facilities on Customer's premises.
- B. Reimbursing the Telephone Company for damages to facilities or equipment caused by the negligence or willful acts of the Customer.

Charges incurred with interconnect or local operating companies for service or service calls made to the Customer's premises or on the Customer's leased or owned telephonic equipment unless the Telephone Company specifically authorizes said visit or repairs in advance of the occurrence and the Telephone Company agrees in advance to accept the liability for said repairs or visit.

Payment for all the Telephone Company service charges incurred through usage or direct action on the part of the Customer.

5.6 Payment of Charges

The Customer is responsible for the payment of all charges for facilities and services furnished by the Telephone Company to the Customer, and to all users authorized by the Customer, regardless of whether those services are used by the Customer itself or shared with other persons.

For billing of monthly charges, service is considered to be established upon the confirmation of third party verification processes.

Issued Date: December 10, 2009

Effective Date: January 1, 2010

5.6 Payment of Charges (cont'd)

Usage charges will be billed monthly in arrears. Customer will be billed for all usage accrued beginning immediately upon access to the service. Customers will be billed for usage occurring during their specific 30-day billing cycle, which for purposes of computing charges shall be considered a month. The rates charged to a Customer will be the rates in effect on the first day of the Customer's billing cycle.

Monthly charges for all access service components, provided hereunder, are billed in advance of service and reflect the rates in effect as of the date of the invoice.

Bills are due and payable as specified on the bill. Bills may be paid by mail or in person at the business office of the Telephone Company or an agency authorized to receive such payment. All charges for service are payable only in United State currency. Payment may be made by cash, check, money order, cashier's check or certain major credit cards. Customers shall have thirty (30) days from the receipt (normally three days after rendition of bill) of bill to pay the charges stated before charges are considered delinquent.

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The Telephone Company may assess up to a twenty-five dollar (\$25) charge for each returned check or credit card chargeback.

The Customer is responsible to pay the Telephone Company for all toll calls or other third party charges resulting from the origination of calls to points outside the local exchange and for charges or calls billed to the Customer's number.

If service is suspended/disconnected by the Telephone Company in accordance with the provisions of the Tariff and later restored, restoration of service will be subject to all applicable reconnection charges.

5.7 Billing Disputes

Any disputed charge may be brought to the Telephone Company's attention by verbal or written notification. In the case of a billing dispute between the Customer and the Telephone Company that cannot be settled to their mutual satisfaction, the undisputed portion and subsequent bills must be paid on a timely basis, or the service may be subject to disconnection.

The Customer may request investigation into the disputed amount by the Telephone Company. During the period that the disputed amount is under investigation, the Telephone Company shall not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill, and if not paid, the Telephone Company may discontinue service. In the event the dispute is not resolved, the Telephone Company shall inform the customer that the customer has the option to pursue the matter with the Commission.

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5.8 Disconnection of Service by Customer

By giving notice, Customer may disconnect service at any time following its minimum service requirement(s). The monthly service charge, plus associated taxes, shall be pro-rated for the actual number of days in which service has been provided, with non-used portion being refunded to the Customer.

5.9 Cancellation for Cause

The Telephone Company may discontinue service or cancel an application for service, pursuant to applicable Commission rules, without incurring any liability for any of the reasons as listed under 2.2.9 Suspension or Termination of Service – Involuntary Termination.

Service shall not be discontinued 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 a day.

Service shall not be disconnected unless written notice shall be sent or delivered to the Customer at least five (5) days prior to the date of the proposed discontinuance. Notices will be sent via First Class U.S. Mail.

5.10 Conditions of Services

The Telephone Company provides intrastate interexchange services, including direct dialed message telecommunications services, to residential customers who subscribe to the Telephone Company's Local Exchange Service, as described in this tariff. The Customer must choose the Telephone Company as both their intraLATA and interLATA intrastate and interstate carrier in order to subscribe to the packaged service.

No substitutions on service packages are allowed. Rates (package or per minute) for long distance calls include only direct-dialed (1+) intrastate calls & interstate calls. All other calls including international calls and operator assisted (0+) calls are excluded from the stated package. The Telephone Company reserves the right to review usage of any long distance service (package or per minute services) and discontinue or block long distance services without further notice if Customer is utilizing the service for non- residential purposes or is exceeding normal usage.

Calls are measured in duration increments of sixty (60) seconds. All calls which are a fraction of a measurement increment are rounded up to the next whole unit. Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing terminates on all calls when the calling party hangs up or the Telephone Company's network receives an on-hook signal from the terminating carrier.

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5.11 Product Description - Switched Outbound (1+)

Service provides the Telephone Company's customers with the ability to originate calls from a Telephone Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office exchanges outside the Customer's local calling area. This service is available on a switched basis only.

These services are available to Local Exchange Telecommunications Service customers of the Telephone Company pursuant to the terms and conditions of this tariff.

5.12 Charter Basic Long Distance Residential Rates and Charges

The following rates and charges are applicable to Residential Customers:

For all customers who choose the Telephone Company as their intraLATA toll and interLATA long distance provider:

Charter Basic Long Distance

Rate Per Minute	\$ 0.07
<ul style="list-style-type: none">• No peak or off-peak rates• Intrastate includes intraLATA/local toll and interLATA calls	

Charter Basic Long Distance (Buy Up) Plan

Monthly Recurring Charge (MRC) Per Line	\$ 2.50
Rate Per Minute	\$ 0.07
<ul style="list-style-type: none">• No peak or off-peak rates• Intrastate includes intraLATA/local toll and interLATA calls• Includes discounted interstate minutes of use	

The per minute of use rates apply to 1+ calls only (i.e. direct dialed) and not 0+ (i.e. operator assisted).

The MRC of \$2.50 is applied to each customer line and not per account. Also, this charge will be pro-rated for the first month and will be billed in advance. Per minute of use rates for interstate calling also apply.

5.13 Long Distance Residential Service Packages

Long Distance Unlimited Minutes Packages – General

The following packages are for residential, non-business use. The Company reserves the right to discontinue the use of packages for customer abuse (i.e. exceeding normal usage) or utilizing these packages for business purposes.

The Long Distance Unlimited Minutes Packages include Company basic local service, Company long distance and Company calling features. No substitutions within these packages are permitted.

The following packages may consist of regulated and non-regulated services (e.g. Voice Mail service is not under regulation by the Commission). Included services are offered where technically feasible and may not be available in all areas.

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5.13 Long Distance Residential Service Packages (cont'd)

**Unlimited Long Distance Package (“All In Pricing”) \$29.99 per month (Months 1-12),
 \$19.99 per month (After 12 Months)**

This package offering includes Charter Basic Service (as described in Section 4.1) Charter Long Distance unlimited calling (intrastate and interstate) and Charter Calling Features as listed following (as defined in Section 4.2):

Block Anonymous Calls	Repeat Dialing	Call Forwarding-Selective	(T) (T)
Call Forwarding-All Call	Call Return	Call Waiting	
Cancel Call waiting	Caller ID	Call Waiting/Caller ID	
Block Unwanted Callers	VIP Ringing	Speed Dial	
Accept Selective Callers	3-Way Calling	Do Not Disturb	
Backup Phone	Simultaneous Ring		

Unlimited long distance calling includes calls within the fifty (50) United States, Canada, Puerto Rico, Guam and the US Virgin Islands. This package is applicable to primary lines. The Customer must subscribe to the following affiliate services of Charter Communications Company:

- 1) Charter Video Service and/or
- 2) Charter High Speed Internet Service

**Unlimited Long Distance Package –Additional Line \$19.99 per month,
 (“All In Pricing”) per additional line**

This package offering includes Charter Basic Service on an additional line (as described in Section 4.1) Charter Long Distance unlimited calling (intrastate and interstate) and Charter Calling Features as listed following (as defined in Section 4.2):

Block Anonymous Calls	Repeat Dialing	Call Forwarding-Selective	(T) (T)
Call Forwarding-All Call	Call Return	Call Waiting	
Cancel Call waiting	Caller ID	Call Waiting/Caller ID	
Block Unwanted Callers	VIP Ringing	Speed Dial	
Accept Selective Callers	3-Way Calling	Do Not Disturb	
Backup Phone	Simultaneous Ring		

Unlimited long distance calling includes calls within the fifty (50) United States, Canada, Puerto Rico, Guam and the US Virgin Islands. The Customer must subscribe to the following affiliate services of Charter Communications Company:

- 1) Charter Video Service and/or;
- 2) Charter High Speed Internet Service

The Customer must also subscribe to:

- 1) Telephone Company’s local exchange telecommunications service on the additional line and the primary line;
- 2) Unlimited Long Distance Package as described prior in this section on the primary line.

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5.13 Long Distance Residential Service Packages (cont'd)

Long Distance Package – Unlimited Minutes (Stand Alone)¹ \$ 44.99 per month (T)

This package includes basic service for one primary line as well as the following features: Anonymous Call Rejection, Caller ID, Call Forwarding – Selective, Call Forwarding – Variable, Call Screening, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, Custom Ring, Selective Call Acceptance and Speed Dial 8.

No feature substitution will be permitted for this package.

This package also includes unlimited minutes for interstate and intrastate calls. Interstate calls include calls within the Continental United States including Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls include local and IntraLATA/InterLATA calls.

This package is not applicable to Additional lines. Individual Custom Calling features may be purchased at the individual rates for Additional lines.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

Long Distance Package – Basic Unlimited Minutes (Additional Line)¹ \$ 23.99 per month

(T)

This package includes basic service for one additional line as well as the following features: Anonymous Call Rejection, Caller ID, Call Forwarding – Selective, Call Forwarding – Variable, Call Screening, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, Custom Ring, Selective Call Acceptance and Speed Dial 8.

No feature substitution will be permitted for this package. Limit one additional line package per residential account.

This package also includes unlimited minutes for interstate and intrastate calls. Interstate calls include calls within the Continental United States including Alaska, Hawaii, Canada and Puerto Rico. Interstate calls include calls within the Continental United States, (excluding Alaska, Hawaii, Canada and Puerto Rico) Intrastate calls include local and IntraLATA/InterLATA calls.

Customer must subscribe to the following in order to have this package:

- A. Telephone Company's local exchange telecommunications service on the additional line and the primary line;
- B. Long Distance Unlimited Minutes Package as described above on the primary line.

Unlimited Long Distance – Double Play Package¹ \$ 39.99 per month

(T)

This package includes basic service for one primary line as well as the following features: Anonymous Call Rejection, Caller ID, Call Forwarding – Selective, Call Forwarding Variable, Call Screening, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, Custom Ring, Selective Call Acceptance and Speed Dial 8.

No feature substitution will be permitted for this package.

This package also includes unlimited minutes for interstate and intrastate calls. Interstate calls include calls within the Continental United States including Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls include local and IntraLATA/InterLATA calls.

The customer must subscribe to **one** of the affiliate services of Charter Communications Company to qualify for the discounted monthly rate. Customer's discontinuance of a required service will result in a conversion to the current non-discounted rate for the Unlimited Long Distance Minutes Package.

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¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

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Unlimited Long Distance – Triple Play Package¹

\$ 34.99 per month

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This package includes basic service for one primary line as well as the following features: Anonymous Call Rejection, Caller ID, Call Forwarding – Selective, Call Forwarding Variable, Call Screening, Call Waiting with Caller ID, Call Waiting/Cancel Call Waiting, Custom Ring, Selective Call Acceptance and Speed Dial 8.

No feature substitution will be permitted for this package.

This package also includes unlimited minutes for interstate and intrastate calls. Interstate calls include calls within the Continental United States including Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls include local and IntraLATA/InterLATA calls.

The customer qualifies for the discounted monthly rate under the following condition: Customer must subscribe to the Unlimited Long Distance Minutes Package and **two** affiliate services of Charter Communications Company:

1. Digital Big Video Service or;
2. Digital Bigger Video Service or;
3. Digital Biggest Video Service and
4. High Speed Internet Service (3Mbps) or Higher

Customer's discontinuance of one of the required affiliate services will result in a conversion to the current rate for the Unlimited Long Distance – Double Play. The customer's discontinuance of both of the required affiliate services will result in a conversion to the current non-discounted rate for the Unlimited Long Distance Minutes Package.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

Long Distance Unlimited Minutes Package-Double or Triple Pak
Price Guarantee¹

\$29.99, per month

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Residential customers are eligible to receive the Unlimited Long Distance – Double or Triple Pak at a discounted monthly rate of \$29.99 when the customer subscribes to a 24 month term commitment. This offering must consist of the customer subscribing to:

Long Distance Unlimited Minutes Package – Double Pak

- Unlimited Long Distance Minutes Primary Line service (primary lines only),
- Digital Video Service (specific tier and service determined at the discretion of the Company), Or,

Long Distance Unlimited Minutes Package – Triple Pak

- Unlimited Long Distance Minutes Primary Line service (primary lines only),
- Digital Video Service (specific tier and service determined at the discretion of the Company),
- High Speed Internet (HSI) Service (specific speed determined at the discretion of the Company).

The Unlimited Long Distance Minutes Primary Line service includes telephone service consisting of basic service for one primary line as well as the following features: Anonymous Call Rejection; Caller ID; Call Forwarding – Selective; Call Forwarding – Variable; Call Screening; Call Waiting with Caller ID; Call Waiting/Cancel Call Waiting; Custom Ring; Selective Call Acceptance; Speed Dial 8. Service also includes Company unlimited long distance (Includes continental US, Alaska, Hawaii, Canada and Puerto Rico). No substitution of any service within this package is allowed.

The \$29.99 rate will apply for the entire 24 month term from the date it is implemented on the customer's account. At the conclusion of the 24 month term, the customer may renew participation in this discount plan at the rate and terms then in effect. Discontinuance of one

or all of the services in a customer's package listed above will result in immediate termination of the Price Guarantee agreement and non-discounted rates will go into effect. The customer may opt out of the contract at any time in the first thirty (30) days.

For a customer who terminates a Price Guarantee package, after the first thirty (30) days and prior to the expiration date of the commitment period and without re-signing another 24 month term agreement, the customer will owe the Telephone Company an early termination liability fee. For a customer who downgrades a Price Guarantee package, without signing a new 24 month term agreement, an early termination liability fee will be required. Additionally, an upgrade into a higher-level Price Guarantee package will require the customer to re-sign a new 24 month term agreement. A customer, during and at any time prior to the expiration of their commitment period, may upgrade any video or internet service within the agreed to Price Guarantee package and the termination liability fee will not apply. The termination liability fee will be \$150 to be reduced on monthly sliding scale.

Customers are limited to one Unlimited Long Distance Minutes Double or Triple Pak term commitment discount at any given time. Customers may combine other discounts if the promotion will be additive to the products and services in this offer.

Availability of this offer is limited to where service is technically feasible.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

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Charter Duo¹

\$25.00 per month

This package includes Basic Local Service, Anonymous Call Rejection, Call Forward-Selective, Call Forward-Variable, Call Screening, Call Waiting/Cancel Call Waiting, Caller ID, Call Waiting with Caller ID, Custom Ring, Selective Call Acceptance, and Unlimited intrastate and interstate Long Distance calling at a discounted monthly charge. Interstate calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico. Intrastate calls includes IntraLATA/local toll and interLATA calls.

A Charter Duo package customer must also subscribe to a Charter High Speed Internet Service as offered by the Company. No feature substitution is allowed. Additional features may be purchased at the individual rates.

Charter Loyalty Unlimited Plan²

\$ 4.99 primary line, per month
\$19.99 additional line, per month

The Charter Loyalty Unlimited Plan package consists of Charter Basic Local Service, Charter Unlimited Intrastate and Interstate Long Distance usage plus the following Charter Calling Features: Anonymous Call Rejection, Call Forward-Variable, Call Waiting/Cancel Call Waiting, Caller ID, Caller ID with Call Waiting.

To receive the Charter Loyalty Unlimited Plan package and rate an existing residential customer of Charter Video and Charter High Speed Internet Service must be a new telephone subscriber and in good standing for at least a two year period or be an existing residential customer of Charter Video and in good standing for at least a four year period.

Intrastate Long Distance calling includes IntraLATA/local toll and interLATA calls. Interstate Long Distance calls include calls within the continental United States, Alaska, Hawaii, Canada and Puerto Rico.

No feature substitution is allowed in this package. Additional features and other ancillary services may be purchased at their individual rates.

A customer's discontinuance of the required affiliate services may result in a conversion to the current regular rate for an Unlimited Long Distance package.

Promotional discounts are not applicable to this product.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

² Effective 4/17/12 this service will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered and allowed to retain this service until: 1) service is terminated/changed per customer's request, 2) non pay disconnection of telephone service or 3) the Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

5.13 Long Distance Residential Service Packages (cont'd)

Unlimited In State Calling Packages - General

Service is for residential, non-business use. The Telephone Company has the right to discontinue service for customer abuse (i.e. exceeding normal usage) or utilizing this package for business purposes.

The Unlimited In State Calling Packages include Company basic local service, Company long distance and Company calling features. No substitutions within these packages are permitted.

Intrastate calls include IntraLATA/local toll and InterLATA calls.

Interstate calling will be rated at \$.10 per minute and includes calls within the Continental United States, Alaska, Hawaii, Canada and Puerto Rico.

Unlimited In State Calling Packages – Standalone¹ \$ 34.99 per month (T)

This package includes basic local service as described in Section 4, and unlimited intrastate long distance calling. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding -Variable and Anonymous Call Rejection.

No feature substitution will be permitted for this package. This package is applicable to primary lines.

Unlimited In State Calling Package – Double Play¹ \$ 29.99 per month (T)

The package includes basic local service as described in Section 4, and unlimited intrastate long distance calling. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding-Variable and Anonymous Call Rejection.

The customer must subscribe to one of the affiliate services of Charter Communications Company below:

- Digital Big Video Service or
- Digital Bigger Video Service or
- Digital Biggest Video Service and,
- High Speed Internet Service (3Mbps) or higher
-

No feature substitution will be permitted for this package. This package is applicable to primary lines.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

Unlimited In State Calling Package – Triple Play¹ \$ 24.99 per month (T)

The package includes basic local service as described in Section 4, and unlimited intrastate long distance calling. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding-Variable and Anonymous Call Rejection.

The customer must subscribe to two of the affiliate services of Charter Communications Company below:

- Digital Big Video Service or
- Digital Bigger Video Service or
- Digital Biggest Video Service and,
- High Speed Internet Service (3Mbps) or higher

No feature substitution will be permitted for this package. This package is applicable to primary lines.

Unlimited In State Calling Package – Additional Lines¹ \$ 14.99 per month (T)

The package includes basic local service as described in Section 4, and unlimited intrastate long distance calling for additional lines only. Limit one additional line package per residential account. This package also includes the following calling features: Caller ID, Call Waiting/Cancel Call Waiting, Caller ID with Call Waiting, Call Forwarding-Variable and Anonymous Call Rejection.

Customer must subscribe to the following in order to have this package:

- Telephone Company's local exchange telecommunications service on the additional line and the primary line;
- Unlimited In State Calling Package as described above on the primary line.

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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5.13 Long Distance Residential Service Packages (cont'd)

Local Plus Package¹

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The Company will offer a discounted package of services to new residential telephone customers that includes Charter Basic Service, Charter Long Distance and Charter Calling Features. This package includes regulated and non-regulated services.

The customer is required to have, or acquire at the time of order, Charter High Speed Internet Service and/or Charter Digital Cable Service. This package will consist of Charter unlimited basic service local calling and the Charter Speed Dial 8 calling feature. Charter intrastate and interstate long distance service will be rated separately on a per minute of use basis. No substitution within this package is permitted.

An optional five feature package may be purchased in conjunction with the Local Plus Package. This feature package will consist of: Caller ID, Call Waiting, Call Waiting with Caller ID, Call Forward and Anonymous Call Rejection. No other calling feature utilizing a monthly recurring charge is allowed in conjunction with this package.

Standard installation charges apply.

Charges

Local Plus Package Recurring Charge	\$ 14.99 Per Month
Local Plus Intrastate or Interstate Long Distance Rate	\$.10 Per Minute of Use
Optional Five Feature Package Recurring Charge	\$ 5.00 Per Month

¹ Effective 6/26/12 this Service Package will be unavailable to new subscribers. Existing customers who subscribe to this service will be grandfathered. Please refer to Section 1-Definitions and Terms for Grandfathered Service.

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6. Business Services

6.1. Rules and Regulations

The regulations specified herein are in addition to the rules contained throughout this Tariff and other tariffs of the Telephone Company. Failure on the part of customers to observe these rules and regulations of the Telephone Company automatically gives the Telephone Company the right to cancel the contract and discontinue the furnishing of service.

The Telephone Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

Products and Services are available as stated herein, where technically feasible. The quantity of business lines, per customer location, is dependent on the technical feasibility at that specific location. Additional construction and facilities may be required at the customer's expense. The customer must pay for any special construction prior to the activation of service and/or cancellation of contract. All charges are due and payable upon receipt of the bill.

Customer agrees to pay any sales, use, property, excise or other taxes, franchise fees, and governmental charges (excluding income taxes), including, without limitation, applicable state property taxes. A copy of the Customer's tax exemption document, if applicable, must be provided to Charter to certify tax-exempt status. Tax-exempt status shall not relieve Customer of its obligation to pay any applicable franchise fees or mandated federal and state surcharges.

The Customer is responsible for any fraudulent or misuse of service that occurs through Customer's account whether by a member of Customer's business or an authorized or unauthorized third-party. Misuse of service could include PBX Hacking, modem hijacking, excessive usage of international calling, and 411 directory assistance calls and other per-use charges. The Customer is responsible for payment of the fraudulent calls, whether originated from the customer's premises or from remote locations.

Customers who purchase only Charter Business local exchange and long distance services and do not purchase any other Charter Business services, including affiliate services, will be required to sign up for automatic payment prior to installation of local and long distance services. The customer must maintain a valid account with automatic payment for not less than six (6) months from the date the Business Telephone Service is installed or be subject to disconnection.

6.2. Rights of the Telephone Company

No express or implied waiver by the Telephone Company of any event of default shall in any way be a waiver of any further subsequent event of default. Nothing herein, including, but, not limited to Termination, shall relieve the Customers of its obligation to pay the Telephone Company all amounts due.

The Customer shall be in default in the event that the Customer does one (1) or more of the following (each individually to be considered a separate event of default) and the Customers fails to correct each noncompliance within twenty (20) days of receipt of written notice in cases involving non-payment or within thirty (30) days of receipt of written notice in cases involving any other noncompliance:

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6.2. Rights of the Telephone Company (Cont'd)

1. Customer is more than thirty (30) days past due with respect to any payment;
2. Customer has failed to comply with the terms of this tariff or contract;
3. Customer files or initiates proceeding or has proceedings filed or initiated against it, seeking liquidation, reorganization or other relief (such as appointment of a trustee, receiver, liquidator, custodian or such other official) under any bankruptcy, insolvency or other similar law and such proceedings are not dismissed within sixty (60) days

In the event Customer is in default, the Telephone Company shall have at its discretion, and in addition to any other remedies it may have herein, to:

1. Suspend Services to the Customer immediately until such time the noncompliance has been corrected with affecting Customer's on-going obligation to pay the Telephone Company any amounts due (i.e. monthly charges) as if such suspension of Services had not taken place;
2. Termination of Services; or
3. After the occurrence of two (2) such events of Customer default in any twelve (12) month period of time, terminate contractual agreement and/or all of the applicable service orders

If termination is due to noncompliance by the Customer, Customer must pay the Telephone Company a Termination Charge. The Termination Charge shall be equal to fifty percent (50%) of the unpaid balance of the Monthly Service charges that would have been due throughout the remainder of the applicable service period plus one hundred percent (100%) of (a) the outstanding balance of any and all one-time charges and (b) any and all previously waived one-time charges.

Customer shall not use or permit any third party to use the Services in any manner that violates applicable law or causes the Telephone Company to violate applicable law.

Customer represents to the Telephone Company that the Customer has the authority to execute, deliver and carry out the terms of this Tariff and/or individual contract for such telephone services. It is the responsibility of the Customer to ensure that any person who accesses any telephone service through the Customer's equipment or through the Telephone Company's facilities on the Customer's premises will be an authorized user.

The Customer may not assign or transfer (directly or indirectly by any means, his or her individual contract or services to any other entity without first obtaining written consent from the Telephone Company. Contracts may not be amended, supplemented or changed without the written consent of the Customer and the Telephone Company.

The Company may assign its rights or delegate its obligations under this Tariff to any affiliate or successor in interest.

(N)
(N)

Charter may perform an installation review of each service location prior to the installation of services at each service location. At its own expense, the Customer shall be responsible for all site preparation activities necessary for delivery and installation of the equipment and the installation and ongoing provision of Services. All equipment and materials installed or provided by the Telephone Company shall remain the property of the Telephone Company.

Customer is required to provide commercial electrical power or other utility service for the proper function of telephone services.

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6.3. Rights of Customer

Customers may cancel without termination fees or penalties any new tariffed service or any new contract for service within thirty (30) days after the new service is initiated. This does not relieve the customer from payment for per use and normal recurring charges applicable to the service incurred before canceling, or for the reasonable cost of work done on the customer's premises (such as wiring or equipment installation) before the customer canceled.

The Telephone Company shall be in default if one (1) or more of the following occur and the Telephone Company fails to remedy each noncompliance or occurrence within thirty (30) days of receipt of written notice from Customer:

1. The Telephone Company fails to comply with the terms of this Tariff or individual contract and/or any or all of the applicable service orders;
2. The Telephone Company files or initiates proceedings or has proceedings filed or initiated against it, seeking liquidation, reorganization or other relief or proceedings not dismissed within sixty (60) days.

If termination is due to noncompliance by the Telephone Company, the Telephone Company shall reimburse the Customer for any pre-paid, unused monthly service charges attributed to such terminated service. In addition, if termination is due to noncompliance by the Telephone Company within one (1) year of the applicable turn-up (installation) date, the Telephone Company shall waive the termination charge, equal to a portion of any one time charge has been paid by the Customer to the Telephone Company relative to the services covered by the terminated service order and/or individual contract.

Money Back Guarantee

Upon customer dissatisfaction and disconnection of service, and at the customer's request, the Telephone Company will provide a refund/credit for any initial standard installation charge and one monthly recurring charge, applicable to Charter Business telephone services, under the following conditions:

1. New Charter Business telephone customers qualify to have all levels of telephone services refunded for one month's charges.
2. Current Charter Business telephone customers adding a new level/upgrade of service qualify to receive a credit for one month's charges on the newly added services only.
3. Voice Trunk, Bulk Accounts, Multi-Dwelling Unit Accounts and National Accounts are not eligible for this offer.
4. The maximum refund allowable is \$500 per account.

This refund/credit is valid for customers who pay the first month's charges for the new or upgraded service and is limited to one refund/credit per customer account. The customer must disconnect the service and request a refund/credit within 45 days of service installation.

Taxes, surcharges, and any other fees or charges that may apply will not be credited or refunded. This guarantee does not apply to per unit long distance charges (domestic or international) incurred beyond that provided for in the monthly recurring charge. Services purchased on a pay per use basis (i.e. Directory Assistance, Operator Services, etc.) are not eligible for this program.

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6.4. Exchange Service

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Telephone Company will provide local exchange service via Telephone Company's facilities to business customers within its local service areas. Local exchange service includes the following:

- Basic Local Touchtone Service
- E911 Emergency Service
- One white page and/or blue** page directory listing, per account
- One yellow page directory listing, per account*
- Access to Operator Services
- Access to Directory Assistance
- Access to Customer Service and Repair Services
- Access to Line Intercept Services
- Access to services for the physically impaired
- Free unlimited local calling within the local exchange area of the end user
- Free standard intercept service for thirty (30) days

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6.5. Local Exchange Service Areas

The Telephone Company will provide local exchange service to business customers in the same exchanges as residential customers where technically feasible. The local calling area will be the same as residential customers. The exchanges and local calling areas can be found in Section 3 Local Exchange Areas, of this tariff.

6.6. Application of Business Service

Business Services apply at the following locations:

1. In offices, stores, factories and all other places of a strictly business nature
2. In offices of hotels, halls and offices of apartment buildings, quarters occupied by clubs or lodges, public, private or parochial schools or colleges, hospitals, libraries, churches and other similar institutions, except churches and boarding houses as specified below.

At residence locations when use of the service either by the customer, members or his household, his guests or parties calling him can be considered as more of a business than of a residence nature, which might be indicated via advertising, business cards, newspapers, handbills, circular, etc.

3. At residence locations, where the service or an extension line is located in a shop, office or other place of business
4. In college fraternity houses where the members lodge within the premises
5. Any location where the listing of service at that location indicates a business, trade or profession.

*Yellow Page listing will be provided where technically feasible

**Blue page directory listings are available for government entities, schools, and libraries

(M)

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6.7. Rates - Business Service

6.7.1. Recurring Rates

Various pricing plans, including month to month and term discount pricing, will be available to business customers within the local serving areas of the Telephone Company. Rates that are listed in this section are monthly recurring charges, unless otherwise noted. All rates shown are on a per line basis and require purchase of a Charter Long Distance Service.

Services that are terminated by the customer prior to the contract expiration date may be assessed a termination liability of fifty (50%) of the monthly service charges for the remaining months of the contract term plus one hundred percent (100%) of (a) the outstanding balance of any and all One-Time Charges and (b) any and all previously waived One-Time Charges.

	<u>Month-To-Month (MTM)</u>	<u>Contract</u>			
		<u>12 Months or Longer</u>	<u>24 Months</u>	<u>36 Months or Longer</u>	
Business Line¹	\$29.99 ²	\$19.99 ²	\$18.99 ³	\$17.99 ³	(C)(T)
Business Access Line⁴	\$34.99	\$34.99	\$34.99	\$34.99	(T)
Business Line	\$24.99				(N)

The following per line/per month prices for business lines are available through our National Accounts Channel based on the number of lines purchased.

	<u>12 Month</u>	<u>24 Months or Longer</u>
0 – 99 Lines	\$19.99	\$18.99
100-499 Lines	\$17.99	\$17.09
500-999 Lines	\$15.99	\$15.19
1000 or More Lines	\$13.99	\$13.29

¹ Effective 2/01/11 existing customers who subscribe to the Business Line-Month to Month for \$21.99 will be “grandfathered.”

² Effective 12/22/12 this rate will be unavailable to customers who don’t currently subscribe. See below for conditions.

³ As of 3/26/12 these rates will be unavailable to customers who don’t currently subscribe. See below for conditions.

⁴ Purchase of Charter Long Distance Service is not required.

Conditions

Existing customers who currently subscribe to these rates will be “grandfathered” and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer’s request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the “grandfathered” rates have been discontinued.

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6.7. Rates - Business Service

6.7.1. Recurring Rates

Charter Business® Voice Trunk Service

This is a local exchange private, dedicated access service. The T1 Primary Rate Interface (PRI) or Integrated Services Digital Network (ISDN) service will be provided over fiber facilities only and configured with up to 23 voice and 1 signaling channel. Session Initiated Protocol (SIP) Trunking is configured with 4 channels. Services are available to business customers within the local service area of the Telephone Company and who subscribe to the local exchange service of the Telephone Company. The quantity of services provided is dependent on the technical feasibility at the specific location. The rates for this service will be determined on an Individual Case Basis.

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Local exchange service as described in this tariff with the exception of Line Intercept Services, will be provided for Charter Business® Voice Trunk Service. Also included is Caller Identification, upon request up to ten Toll Free numbers for PRI and up to Two Toll Free numbers for SIP Trunking, and logical grouping of the channels across voice trunks. Service Charges as described in section 6.7.4 for business will be applicable to this service. Additional construction and facilities may be required at the customer's expense and will be determined on an Individual Case Basis.

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If Customer requires location-specific Automatic Location Information (such as floor and room number within a building) delivery to the Public Safety Answering Point, or otherwise desires E-911 service to be provided for multiple user configurations, Customer must implement Private Switch/Automatic Locations Identification (PS/ALI). Customer must obtain the software and support that enable PS/ALI from a third-party provider.

Direct Inward Dial (DID) numbers are available for purchase with Charter Business® Voice Trunk only. DID numbers come in 10, 20 and 100 blocks.

(C)

DID 10 Block	\$ 3.00 per month
DID 20 Block	\$ 5.00 per month
DID 100 Block	\$20.00 per month

(N)

The following services as described and priced in this tariff for business services are also available with Charter Business® Voice Trunk.

Additional White/Blue Page Listing
Directory Assistance
Private Number Service
Toll Restriction
Block International
Additional Yellow Page Listing
Operator Services
Block 3rd Party and Collect
Remote Number Forwarding
Direct Inward Dial
Voice Trunk Overflow
Automatic DID Overflow

(C)
(N)

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6.7.2. Custom Calling Features

The following is a description and rate for a la carte features. The monthly recurring charge will apply unless specified on a per use basis. These services will be offered where technically and operationally feasible.

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<u>Name</u>	<u>Description</u>	<u>Monthly Recurring Charge (MRC)</u>
Anonymous Call Rejection	Allows subscribers to reject calls from numbers that have blocked identification of their line on Caller ID display devices.	\$2.00
Caller ID	Displays incoming caller information. Customer must have a Caller ID capable phone or display unit	\$6.00(*)
Call Waiting/Cancel Call Waiting	Identifies incoming calls via and an audible signal while on a call	\$6.00(*)
Call Waiting with Caller ID	Identifies incoming calls via an audible signal while on a call and displays incoming caller information. Subscriber must have a Call Waiting ID capable phone and/or display unit.	N/C
Call Forward	Forwards up to 12 selected Incoming calls to a designated number	\$4.00
Call Forward Busy Line	Forwards all incoming calls when telephone line is busy	\$3.00
Call Forward No Answer	Forwards all incoming calls when the line is unanswered	\$4.00
Call Forward Busy/No Answer	Forwards all incoming calls when the line is busy or unanswered	\$4.00
Call Forward Variable	Forwards all incoming calls to a designation number	\$4.00

(*) Refer also to Section 8 – Grandfathered Services.

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<u>Name</u>	<u>Description</u>	<u>Monthly Recurring Charge (MRC)</u>	<u>Nonrecurring Charge</u>
Call Forward Variable Remote Access	Enables subscribers to make changes to their Call Forward service from other locations	\$2.00	
Call Return	Provides the telephone number of the most recent incoming call or provides an automatic 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 to 900 numbers. Not available in some areas or on some calls. Works only within your service area.	\$4.00 or	\$.90 per use \$9.00 Maximum
Block Call Return	Prevent the ability to call return	N/C	
Caller ID Blocking	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.)	N/C	
Per line blocking	Allows business customers such as law enforcement agencies and domestic violence shelters that prove demonstrated need to block calls on a per line basis. Available upon request.	N/C	
Per call unblocking	Allows customers to remove blocking On a per call basis.	N/C	
Call Screening	Auto routes up to 12 selected incoming calls to a polite message stating calls are not being accepted	\$5.00	
Call Trace	Allows the subscriber to initiate a trace of the most recent incoming call		\$20.00 per trace
Block Call Trace	Contact Telephone Company to activate	N/C	

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<u>Name</u>	<u>Description</u>	<u>Monthly Charge</u>	
Call Transfer	Allows the subscriber to transfer incoming calls to another phone	\$4.00	
Custom Ring	Identifies 12 selected incoming calls with a custom ring	\$4.00	
Distinctive Ring	Allows for 2 telephone numbers on 1 telephone line with a different ring for each number	\$4.00	
Make Set Busy	Allows a line to become unavailable for incoming calls	\$.50	(D)
Hot Line	Allows set-up of a telephone line which automatically rings to a number specified by the customer	\$.50	
Hunt Group	Allows multiple telephone lines to all act as a single group. Will find an available line in a set of lines Also includes Make Set Busy ¹	\$1.50 per line	(T)
Repeat Dialing	Auto redials a busy telephone number when the first attempt reaches a busy number. 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.	\$4.00 or \$.90 per use \$9.00 Maximum	
Block Repeat Dialing	Prevents the use of Repeat Dialing	N/C	
Selective Call Acceptance	Limits incoming calls up to 12 designated numbers and auto routes incoming calls to a recorded message stating calls are not being accepted at this time.	\$4.00	
Speed Dial 8	Allows one-digit keypad dialing for up to 8 frequently dialed numbers	\$2.00	

¹ Available to new customers as of September 18, 2007. This feature will also be available to existing customers who make changes to their existing account.

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<u>Name</u>	<u>Description</u>	<u>Monthly Charge</u>	
Speed Dial 30	Allows two-digit keypad dialing for up to 30 frequently dialed numbers	\$3.00	
Three Way Calling	Allows subscribers to talk with 2 different parties simultaneously	\$4.00	
Toll Restriction	Blocks outbound long distance calls: 1+, 0+, 10-10-xxx calls, 900#s, 976#	N/C	
Block International	Blocks international calls collect calls	N/C	
Block Collect	Blocks the ability to receive collect calls	N/C	
Block 3 rd Party Calls	Blocks all 3 rd number billed calls to a specific telephone number	N/C	
Block 3 rd Party and Block Collect	Blocks the ability to receive collect calls and blocks the ability to allow 3 rd parties to bill charges to the subscriber's account	N/C	
Remote Number ¹ Forwarding	Allows a telephone number which, when called will automatically transfer the call to another telephone number. Paths allowing for simultaneous incoming calls are available at the rates indicated. Rates for this feature are in addition to applicable rates for the service used. Applicable long distance charges will be at the Basic Long Distance Plan rate only. This feature cannot be seasonally suspended.		(N)
	<ul style="list-style-type: none"> • Single Path (one simultaneous call) \$15.00 per number • Multiple Paths (maximum five simultaneous calls-single occurrence per telephone number) \$25.00 per number • Additional Paths (five additional simultaneous calls) \$25.00 per number 		(N)

¹Remote Number Forwarding (RNF) numbers cannot be forwarded to Coin, 900, 976, 700, 911, 411, 611, 511, 211, or other RNF numbers.

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6.7.2. Custom Calling Features (cont'd)

Name	Description	Monthly Recurring Charge, per line	
Auto Attendant	The Auto Attendant serves as an automated receptionist that answers the phone and provides a personalized message to callers with options for connecting to the operator, dialing by name or extension, or connecting to up to nine configurable extensions.	\$15.00 ¹	(C) (C)
Alternate Numbers with Primary Line Service	Alternate numbers enable users to add up to ten phone numbers and /or extensions assigned to them. The ten phone numbers must be from a Telephone Company serviceable rate center of the customer's physical location. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for each number. For outgoing calls from the user, the user's primary phone number is the calling line identity.	\$5.00 ²	(C) (C)
Remote Number Forwarding - Advanced	Allows a telephone number which, when called will automatically transfer the call to another telephone number. Paths allowing for simultaneous incoming calls are included. The rate for this feature is in addition to applicable rates for the services used. Applicable long distance charges will be at the Basic Long Distance Plan rate only.	\$15.00	
Automatic Direct Inward Dial (DID) Overflow	Allows calls to automatically overflow from one or more DIDs at one location to another number. DID Overflow is only available with Charter Business® Voice Trunk Service with a maximum of 20 DIDs.	\$25.00	

¹ Effective 12/22/12 existing customers who subscribe to the Auto Attendant for \$14.99 will be "grandfathered." See conditions below.

² Effective 12/22/12 existing customers who subscribe to Alternate Numbers with Primary Line Service for \$4.99 will be "grandfathered." See conditions below.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until; 1) the service is discontinued and/or moved at the 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.

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(C)

6.7.3. Other Services and Charges

Name	Description	Monthly Recurring Charge	
Additional White and/or Blue Page Listing ¹	Additional white and/or blue page listings for telephone numbers on the same account.	\$ 5.00, per number, per month	(T)
Additional Yellow Page Listing	Additional directory listing in yellow pages for additional telephone numbers on the same account. Limit one listing per telephone number.	\$ 5.00, per line, per month	
Directory Assistance (See Section 2.2.14)	Charges to obtain telephone numbers from operator	\$ 1.79, per use	
	Physically Impaired Customers	No Charge	(T)
Late Payment Charge	Fee assessed to accounts having an unpaid balance from prior billing period.	No Charge	(N) (N)
Non-Listed Number	Number not listed in directory but available via 411 information	\$ 5.00, per number, per month	
Non-Published Number ²	Number not listed in directory or available for 411 information	\$ 5.00, per number, per month	
Operator Services ³	Operator assisted calls for calling card, collect, 3 rd party, busy line verify and busy line interrupt.		
Private Number Service	Number not listed with Directory Assistance or in the telephone directory. Records secured by Company and not provided to other carriers or publishers.	\$ 5.00, per number, per month	
Block Operator Services and DA	Blocks outbound calls to Operator Services and Directory Assistance	No Charge	(T)

¹ Blue page directory listings are available for government entities, schools, and libraries.

² Effective 3/16/09, this service will be unavailable to new customers. Existing customers who subscribe to this service will be grandfathered and allowed to retain this service until: 1) service is terminated per customer's request, 2) non pay disconnection of telephone service or 3) the Customer is notified by the Telephone Company that the grandfathered service has been discontinued.

³ 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.

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6.7.3. Other Services and Charges (cont'd)

<u>Name</u>	<u>Description</u>	<u>Monthly Recurring Charge</u>	
Seasonal Suspension	Allows a telephone account to remain active while suspending Service for up to 3, 4, 5 or 6 consecutive months. Only 1 allowed per calendar year.	\$10.00 per line per month	
Voice Trunk Overflow	Allows calls to automatically overflow from one or more Voice Trunks at one location to one or more Voice Trunks at another location.	\$25.00 per Voice Trunk per month	(C)

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6.7.3 Other Services and Charges (cont'd)

Customer Initiated Temporary Suspension of Service (Seasonal Suspension)

A customer may request a temporary suspension of service to accommodate extended absence needs for vacation, etc. Requests for suspension may be requested for up to six (6) months per calendar year. The restored service will be the same and will reflect the same features as the service prior to the suspension.

Seasonal suspension of services will result in availability of dial tone with access only to 911 or Charter customer care service. No other services or features will be active or operational during a seasonal suspension period. Seasonal suspension shall apply to any or all lines (any or all telephone numbers) of an account and is billed on a per line basis.

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 during the suspended period.

Seasonal Suspension Service Rate – see page 66

(C)

(C)

6.7.3 Other Services and Charges (cont'd)

Refer-A-Business Program

The Charter Business® Refer-A-Business program allows existing business customers in good standing to earn credits toward their account by referring new customers to Charter Business®. The new customer being referred must not have been a Charter Business® customer for any service within 120 days of the referral. If the referred customer signs up for Charter Business® services, the existing referring customer will receive a one-time \$50 non-transferable credit toward their account within 90 days of installation of the new service. If the referred customer has services of \$500 monthly recurring revenues or more, the existing customer making the referral will earn an additional non-transferrable one-time credit of \$500 toward their account within 90 days of installation.

The referred customer will also receive a \$50.00 non-transferrable one-time credit on their account. The referred customer is not eligible for the \$500 credit based on monthly recurring revenues and cannot earn multiple credits for being referred multiple times.

Upon cancellation of service for any reason, any unused credits will automatically expire and may not be transferred, assigned or redeemed for cash. All credits will only apply to monthly recurring charges. No credits are applicable to installation or other one-time charges. Any referrals that have not activated service within 120 days of initial contact will not be eligible for this program.

The referrals must be made through the use of the Charter Business® online Refer-A-Business submission form.

6.7.4. Service and Equipment Charges

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

<u>Description</u>	<u>Charge</u>	
Business Service Connection -Includes the installation of up to 2 lines, one jack per line	\$50.00	(I)
Business Service Connection For 3 or more lines – per line	\$25.00	
Additional New Phone Jack with new installation	\$30.00	
Additional Phone Jack to an existing, active account (Service Dispatch Charge must be added)	\$30.00	
Reconfigure an Existing Jack (Service Dispatch Charge must be added, If requested after initial installation)	\$30.00	
Service Dispatch Charge Charge applies for service after initial installation for actual dispatch, except subsequent business line connections. Also applies to transfer of service from one location to another.	\$45.00	
Directory Listing Change Charge to change directory listing, per order	\$10.00	
Extended Referral Message Charge to extend the length of the Disconnect intercept message from the Standard 30 days to 60 days. (One time extension only)	\$ 2.00	
Telephone Number Change Charge to change telephone number	\$20.00	
Non Pay Reconnection Reconnection charge after non pay disconnect	\$30.00	
Reconnection Restore service at same location after customer-initiated (voluntary) disconnection	\$30.00	
Non Sufficient Fund Charge Charge for returned or declined payment	\$25.00	

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6.7.4. Service and Equipment Charges (Cont'd)

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

<u>Description</u>	<u>Charge</u>	
Remote Number Forwarding One time installation charge per telephone number	\$25.00	
Voice Trunk Disaster Recovery One time charge to manually transfer numbers from a Voice Trunk and point them to another number temporarily.	\$150.00	(C)
Repair Maintenance Labor Associated with the repair of customer caused incidents		
-Regular Time: Mon-Sat 8 a.m. to 8 p.m.	\$115.00	
-Overtime: Mon-Sat 8 p.m. to 8 a.m.	\$175.00	
-Premium: Sundays and National Holidays	\$230.00	

Issued Date: January 11, 2012

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Issued By: Betty Sanders, Director Regulatory Affairs
12405 Powerscourt Drive, St. Louis, MO 63131

6.7.5 Feature Packages

The following are descriptions and rates for features packages. These packages will be offered where technically and operationally feasible. Rates shown are on a per line per month basis unless otherwise noted.

Solution Package is an optional feature package, including Anonymous Call Rejection, Caller ID, Call Waiting/Cancel Call Waiting, Call Waiting/Caller ID, Call Forwarding - Selective, Call Forwarding – Variable, Call Return Call Screening, Call Transfer, Repeat Dialing, Selective Call Acceptance, Speed Dial 30 and Three-Way Calling. This package may be combined with any business line.

	<u>Month-To-Month</u>	<u>12 Months or Longer</u>	<u>Contract 24 Months</u>	<u>36 Months or Longer</u>	
Business Line	\$15.99	\$13.99 ¹	\$12.99 ²	\$11.99 ²	(C)(T)

Solution Plus Package is an optional feature package, including Anonymous Call Rejection, Caller ID, Call Forwarding- Selective, Call Forwarding – Variable, Call Return, Call Screening, Call Transfer, Repeat Dialing, Selective Call Acceptance, Speed Dial 30, Three-Way Calling and Hunting. This package may be combined with any business line.

	<u>Month-To-Month</u>	<u>12 Months or Longer</u>	<u>Contract 24 Months</u>	<u>36 Months or Longer</u>	
Business Line	\$15.99	\$13.99 ¹	\$12.99 ²	\$11.99 ²	(C)(T)

Select Package - \$ 5.00 per month

This is an optional feature package, including Hunt Group and Caller ID. No substitution of features is permitted.

¹ Effective 12/22/12 this rate will be unavailable to customers who don't currently subscribe. See below for conditions.

² As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. See below for conditions.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

Issued Date: December 4, 2012

Effective Date: December 22, 2012

(N)
 (N)
 (C)
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 (C)

6.7.5. Feature Packages (cont'd)

Basic Package is an optional feature package including External Calling Line ID Delivery (inbound), Internal Calling Line ID Delivery (inbound), Calling Name Delivery, Hunt Group, Call Forwarding Busy, Call Forwarding No Answer and Do Not Disturb.

	<u>Month-To-Month</u>	<u>12 Months</u>	<u>Contract 24 Months</u>	<u>36 Months or Longer</u>	
Per Line ¹	\$5.99	\$5.99	\$5.99	\$5.99	
	<u>Month To Month</u>	<u>Contract 12 Months or Longer</u>			
Per Line ²	\$6.99	\$5.54			(C)
Per Line	\$5.54				(N)

The following per line/per month prices for the Basic Package are available through our National Accounts Channel only and are based on the number of lines purchased.

	<u>12 Month or Longer</u>
0-99 Lines	\$5.99
100-499 Lines	\$4.79
500-999 Lines	\$4.19
1000 or More Lines	\$3.59

¹ As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. See conditions below.

² Effective 12/22/12 this rate will be unavailable to customers who don't currently subscribe. See conditions below.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

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(C)
(C)

6.7.5. Feature Packages (cont'd)

Advanced Package is an optional feature package including External Calling Line ID Delivery (inbound), Internal Calling Line ID Delivery (inbound), Calling Name Delivery, Hunt Group, Call Forwarding Busy, Call Forwarding No Answer, Do Not Disturb, Call Waiting, Cancel Call Waiting per Call, Anonymous Call Rejection, Call Return – Unlimited, Last Number redial, Auto Call Back, Three-Way Call, Flash Call Hold and Consultation Hold, Call Forwarding Ring Splash, Call Forwarding Always, Call Forwarding Selective, Selective Call Acceptance, Selective Call Rejection, Call Screening by Digit Patterns, Call Transfer, Call Transfer with Third Party Consultation, Call Transfer with Three-Way Consultation, Flash Call Hold, Speed Call 100 and Cancel Call Waiting - all calls.

	<u>Month-To-Month</u>	<u>12 Months</u>	<u>Contract 24 Months</u>	<u>36 Months or Longer</u>	
Per Line	\$15.99 ²	\$13.99 ¹	\$12.99 ¹	\$11.99 ¹	(C)(T)
Per Line	\$11.10				(N)
			<u>Contract 12 Months or Longer</u>		
Per Line			\$11.10 ²		(C)

The following per line/per month prices for the Advanced Package are available through our National Accounts Channel only and are based on the number of lines purchased.

	<u>12 Month</u>	<u>24 Month or Greater</u>
0-99 Lines	\$13.99	\$12.99
100-499 Lines	\$11.19	\$10.39
500-999 Lines	\$ 9.79	\$.9.09
1000 or More Lines	\$ 8.39	\$ 7.79

¹ As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. See below for conditions.

² Effective 12/22/12 this rate will be unavailable to customers who don't currently subscribe. See below for conditions.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

Issued Date: December 4, 2012

Effective Date: December 22, 2012

(C)
 (C)
 (N)
 (N)
 (C)
 |
 (C)

6.7.5. Feature Packages (cont'd)

Complete Package is an optional feature package including External Calling Line ID Delivery (inbound), Internal Calling Line ID Delivery (inbound), Calling Name Delivery, Hunt Group, Call Forwarding Busy, Call Forwarding No Answer, Do Not Disturb, Call Waiting, Cancel Call Waiting per Call, Anonymous Call Rejection, Call Return – Unlimited, Last Number redial, Auto Call Back, Three-Way Call, Flash Call Hold and Consultation Hold, Call Forwarding Ring Splash, Call Forwarding Always, Call Forwarding Selective, Selective Call Acceptance, Selective Call Rejection, Call Screening by Digit Patterns, Call Transfer, Call Transfer with Third Party Consultation, Call Transfer with Three-Way Consultation, Flash Call Hold, Speed Call 100 and Cancel Call Waiting - all calls, CommPilot Call Manager, Outlook Integration, Priority Alert/Ringing, Simultaneous Ring Personal, Directed Call Pickup, Remote Office, Sequential Ring, Diversion Inhibitor, Distinctive Alert/Ring, Call Notify and Voice Mail

	<u>Month-To-Month</u>	<u>12 Months</u>	<u>Contract 24 Months</u>	<u>36 Months or Longer</u>	
Per Line ¹	\$26.99	\$24.99	\$23.99	\$22.99	
			<u>Contract 12 Months or Longer</u>		
Per Line ²	\$25.99		\$17.77		(C)
Per Line	\$17.77				(N)

The following per line/per month prices for the Complete Package are available through our National Accounts Channel only and are based on the number of lines purchased.

	<u>12 Month</u>	<u>24 Month or Longer</u>
0-99 Lines	\$24.99	\$23.99
100-499 Lines	\$19.99	\$19.19
500-999 Lines	\$17.49	\$16.79
1000 or More Lines	\$14.99	\$14.39

¹ As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. See conditions below.

² Effective 12/22/12 this rate will be unavailable to customers who don't currently subscribe. See conditions below.

Conditions

Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

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 12405 Powerscourt Drive, St. Louis, MO 63131

(C)
 (C)
 (N)
 (N)
 (C)
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 (C)

6.8. Long Distance Services - Business

General Description

The following Long Distance Services and associate rates are applicable to business customers who choose the Telephone Company as their intraLATA toll and InterLATA long distance provider. Services are available to business customers within the local service area of the Telephone Company and subscribe to the local exchange service of the Telephone Company. The following Long Distance Plans can be combined with the Charter Business Basic Local Service line on an account basis. The amount of long distance provided in each long distance plan will be shared by the total number of lines, per account, per location and not on a per line basis

The Long Distance Service/Plans include interstate and intrastate calls as described below:

- Interstate includes Continental United States (including Alaska and Hawaii), Canada and Puerto Rico
- Intrastate includes IntraLATA/local toll and InterLATA calls.

Customer's Long Distance minutes to Alaska, Hawaii, Canada, Puerto Rico, intrastate long distance or calls to local access providers charging higher than the four then-current largest ILECs within the U.S., or Toll Free (800/888/877/866) minutes shall not exceed 10% of its total Long Distance from Charter within a one-month billing cycle. In the event Customer's Long Distance usage exceeds the 10% limitation in any one-month billing cycle, Charter shall have the right to suspend, upon twenty-four (24) hours notice (via telephone and/or email), the affected Service(s). Customer shall have (7) days to notify Charter it has modified its assignment of long distance traffic before Charter restores Service(s). In the event Customer violates this provision more than two (2) times within twelve (12) months Charter will have the right to terminate the respective Service Order and/or the Agreement.

(N)

(N)

Calls are measured in duration increments of six (6) seconds. Usage that results in a fraction of a cent will be rounded to the nearest cent.

Charter Business® Long Distance - \$.07 per minute

Charter Business® Long Distance 100 Minutes Plan

\$5.98 per month

\$.06 per minute over 100 minutes

Charter Business® Long Distance 300 Minutes Plan

\$14.99 per month

\$.05 per minute over 300 minutes

Charter Business® Long Distance 600 Minutes Plan

\$26.98 per month

\$.045 per minute over 600 minutes

Charter Business® Long Distance 1000 Minutes Plan

\$39.99 per month

\$.04 per minute over 1000 minutes

Charter Business® Long Distance 2,500 Minutes Plan

\$98.00 per month

\$.035 per minute over 2,500 minutes

(M)

(M)

Issued Date: October 7, 2010

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6.8. Long Distance Services – Business (cont'd)

- Charter Business® Long Distance 5,000 Minutes Plan**
 \$180.00 per month
 \$.03 per minute over 5,000 minutes
- Charter Business® Long Distance 10,000 Minutes Plan**
 \$320.00 per month
 \$.027 per minute over 10,000 minutes
- Charter Business® Long Distance 20,000 Minutes Plan**
 \$500.00 per month
 \$.021 per minute over 20,000 minutes
- Charter Business® Long Distance 40,000 Minutes Plan**
 \$900.00 per month
 \$.018 per minute over 40,000 minutes
- Charter Business® Long Distance 75,000 Minutes Plan**
 \$1,687.50 per month
 \$.018 per minute over 75,000 minutes
- Charter Business® Long Distance 100,000 Minutes Plan**
 \$2,215.00 per month
 \$.017 per minute over 100,000 minutes

(N)
 |
 (N)

The following monthly prices for long distance plans are available through our National Accounts Channel only and are based on number of lines purchased.

	Number of Lines for 12 Months or Longer			
	<u>0-99</u>	<u>100-499</u>	<u>500-999</u>	<u>1000+</u>
100 Minutes	\$ 5.98	\$ 5.38	\$ 4.78	\$ 4.19
300 Minutes	\$ 14.99	\$ 13.49	\$ 11.99	\$ 10.49
600 Minutes	\$ 26.98	\$ 24.28	\$ 21.58	\$ 18.89
1,000 Minutes	\$ 39.99	\$ 35.99	\$ 31.99	\$ 27.99
2,500 Minutes	\$ 98.00	\$ 88.20	\$ 78.40	\$ 68.60
5,000 Minutes	\$180.00	\$162.00	\$144.00	\$126.00
10,000 Minutes	\$320.00	\$288.00	\$256.00	\$224.00
20,000 Minutes	\$500.00	\$450.00	\$400.00	\$350.00
40,000 Minutes	\$900.00	\$810.00	\$720.00	\$630.00

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6.8. Long Distance Services – Business (cont'd)

(N)

Charter Business® Unlimited Long Distance Plan

(M)

The Charter Business® Unlimited Long Distance service includes unlimited minutes for interstate and intrastate calls. This service is only available to Business Customers using Charter basic business lines on a single account at a single location. The Customer must select Charter as the IntraLATA and InterLATA toll carrier and subscribe to Charter Business® Unlimited Long Distance on each line of the account. This service may not be combined with any other Long Distance Minute Plan on the same account. Early termination fees may apply to package discount offerings. Charter Business® Unlimited Long Distance applies to calls within the US (including Alaska and Hawaii), Puerto Rico and Canada. International calling is not included with this plan. Taxes, fees and other charges will apply. Prices do not include local line or feature charges.

Callers must dial 1 + telephone number for a domestic call to be included without an additional charge. The Charter Business® Unlimited Long Distance service does not include calls to directory assistance, calling card, or operator services. Auto-dialing (including automatic outbound dialing systems or call distribution systems), broadcast fax, long distance internet or intranet access, call center and certain switching applications are not included. Usage may be monitored for compliance/abnormal usage and the Customer may be required to demonstrate compliance with these restrictions where monitoring indicates non-compliance. If Charter determines that Customer's use of the Service violates any of these and other restrictions, Charter, at its sole option, may move the Customer to another long distance plan or may suspend, restrict or cancel the Customer's service.

\$19.97 per line, per month

(M)

The following per line/per month prices for the Unlimited Long Distance Plan are available through our National Accounts Channel only and are based on the number of lines purchased.

(N)
(N)

	<u>12 Months</u> <u>or Longer</u>
0-99 Lines	\$19.97
100-499 Lines	\$17.97
500-599 Lines	\$15.98
1000+ Lines	\$13.98

(N)

(N)

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12405 Powerscourt Drive, St. Louis, MO 63131

Charter Business® Toll Free/800 Services

This service provides the Customer with a telephone number within the 800, 888, 877 and 866 NPA, enabling the Customer to receive incoming calls to that number which originate from any station. Services are available to business customers within the local service area of the Telephone Company where technically feasible. Customers must subscribe to the local exchange service of the Telephone Company. All charges for incoming Toll Free/800 Service calls are billed to the customer. Calls are measured in duration increments of six (6) seconds. Usage that results in a fraction of a cent will be rounded to the nearest cent.

Toll Free/800 rate per number per month **\$2.00**

The following rate plans, described elsewhere in this tariff, may be utilized for the long distance minutes applicable to this service.

- Charter Business® Basic Long Distance**
- Charter Business® Long Distance 100 Minutes Plan**
- Charter Business® Long Distance 300 Minutes Plan**
- Charter Business® Long Distance 600 Minutes Plan**
- Charter Business® Long Distance 1,000 Minutes Plan**
- Charter Business® Long Distance 2,500 Minutes Plan**
- Charter Business® Long Distance 5,000 Minutes Plan**
- Charter Business® Long Distance 10,000 Minutes Plan**
- Charter Business® Long Distance 20,000 Minutes Plan**
- Charter Business® Long Distance 40,000 Minutes Plan**
- Charter Business® Long Distance 75,000 Minutes Plan**
- Charter Business® Long Distance 100,000 Minutes Plan**

(N)
(N)

The following Enhanced Toll Free/800 Routing capabilities will also be available to the business customer:

Point of Origin Routing allows a customer to route incoming calls to a different destination number based on the origin area code (NPA), exchange (NXX), or state.

Point of Origin Routing rate per Toll Free/800 number per month **\$ 5.00**
One time installation rate for Point of Origin Routing per number **\$25.00**
One time change rate for Point of Origin Routing per number **\$25.00**

Time of Day Routing allows a customer to route incoming calls to different destination numbers based on the time of day, day of week, or based on a holiday schedule.

Time of Day Routing rate per Toll Free/800 number per month **\$15.00**
One time installation rate for Time of Day Routing per number **\$50.00**
One time change rate for Time of Day Routing per number **\$50.00**

Charter Business® Toll Free/800 Services (cont'd)

Day of Week Routing allows a customer to route incoming calls to different destination numbers based on the day of the week.

Day of Week Routing rate per Toll Free/800 number per month	\$15.00
One time installation rate for Day of Week Routing per number	\$50.00
One time change rate for Day of Week Routing per number	\$50.00

Day of Year Routing allows a customer to route incoming calls to different destination numbers based on the day of the year.

Day of Year Routing rate per Toll Free/800 number per month	\$15.00
One time installation rate for Day of Year Routing per number	\$50.00
One time change rate for Day of Year Routing per number	\$50.00

Holiday Routing allows a customer to route incoming calls to different destination numbers based on a holiday schedule.

Holiday Routing rate per Toll Free/800 number per month	\$15.00
One time installation rate for Holiday Routing per number	\$50.00
One time change rate for Holiday Routing per number	\$50.00

Percent Allocation allows a customer to route incoming calls to different destination numbers based on a customer provided percentage. The number of destination locations will be limited based on the technical capabilities of the Telephone Company.

Percent Allocation rate per Toll Free/800 number per month	\$15.00
One time installation rate for Percent Allocation per number	\$50.00
One time change rate for Percent Allocation per number	\$50.00

The Telephone Company will offer one directory listing in the National Toll Free Directory Assistance Database for each Toll Free/800 at the rates shown below:

Directory listing per Toll Free/800 number per month	\$20.00
One time installation rate per number	\$20.00

Call Referral Recording, an option that allows customers to put a referral message on Toll Free/800 numbers that have been changed or disconnected, will be offered at the rates shown below:

Call Referral Recording rate per Toll Free/800 number per month	\$15.00
One time installation rate per number	\$50.00

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Charter Business® Voice Trunk Long Distance and Toll Free/800 (cont'd)

The following long distance plans as described in this tariff are available with Charter Business® Voice Trunk. The amount of minutes provided with each plan will be shared across all voice trunks on the same account.

Long Distance Plans	Rate	Rates Over Plan Minutes
Basic Long Distance Plan	\$.07 per minute	NA
Long Distance 100 Minutes Plan	\$ 4.78 per month	\$.06 per minute
Long Distance 300 Minutes Plan	\$ 11.99 per month	\$.05 per minute
Long Distance 600 Minutes Plan	\$ 21.59 per month	\$.045 per minute
Long Distance 1,000 Minutes Plan	\$ 31.99 per month	\$.04 per minute
Long Distance 2,500 Minutes Plan	\$ 78.40 per month	\$.035 per minute
Long Distance 5,000 Minutes Plan	\$ 144.00 per month	\$.03 per minute
Long Distance 10,000 Minutes Plan	\$ 256.00 per month	\$.027 per minute
Long Distance 20,000 Minutes Plan	\$ 400.00 per month	\$.021 per minute
Long Distance 40,000 Minutes Plan	\$ 720.00 per month	\$.018 per minute
Long Distance 75,000 Minutes Plan	\$1,350.00 per month	\$.018 per minute
Long Distance 100,000 Minutes Plan	\$1,700.00 per month	\$.017 per minute
Long Distance 200,000 Minutes Plan	\$3,200.00 per month	\$.016 per minute
Long Distance 500,000 Minutes Plan	\$7,500.00 per month	\$.015 per minute
Long Distance 750,000 Minutes Plan	\$11,100.00 per month	\$.015 per minute
Long Distance 1,000,000 Minutes Plan	\$14,600.00 per month	\$.015 per minute

(N)
(N)

Charter Business Voice Trunk Toll Free/800 service will be provided as described in this tariff for Toll Free/800 with the following exceptions:

Toll Free/800 rate per number per month	\$ 1.00
Point of Origin Routing rate per Toll Free/800 number per month	\$ 3.00
One time installation rate for Point of Origin Routing per number	\$20.00
One time change rate for Point of Origin Routing per number	\$20.00
Time of Day Routing rate per Toll Free/800 number per month	\$10.00
One time installation rate for Time of Day Routing per number	\$40.00
One time change rate for Time of Day Routing per number	\$40.00
Day of Week Routing rate per Toll Free/800 number per month	\$10.00
One time installation rate for Day of Week Routing per number	\$40.00
One time change rate for Day of Week Routing per number	\$40.00
Day of Year Routing rate per Toll Free/800 number per month	\$10.00
One time installation rate for Day of Year Routing per number	\$40.00
One time change rate for Day of Year Routing per number	\$40.00
Holiday Routing rate per Toll Free/800 number per month	\$10.00
One time installation rate for Holiday Routing per number	\$40.00
One time change rate for Holiday Routing per number	\$40.00
Percent Allocation rate per Toll Free/800 number per month	\$10.00
One time installation rate for Percent Allocation per number	\$40.00
One time change rate for Percent Allocation per number	\$40.00

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 12405 Powerscourt Drive, St. Louis, MO 63131

6.9. Business Bundles

The following bundles consist of regulated and non-regulated services (e.g. Charter Business® Video and Internet is not under regulation by the Commission). Regulated services are offered as described in this tariff. The discounts shown are based on actual purchase and continuation of the bundle throughout the specified time period. No feature or product substitutions are allowed.

Services and rates shown/listed under Charter Business Bundle® are not eligible to be combined with Charter Business® Voice Trunk Service unless specifically noted nor with Private Line Services (as defined in Section 6.10.) nor with Charter Business Fiber Internet.

(C)
(C)

Charter Business Bundle® - regulated service and one non-regulated service

The customer must purchase the regulated service shown and either Charter Business® Video or Charter Business® Internet to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current "non-discounted" rate.

	Month to Month	12 Month or Longer Contract	24 Month Contract	36 Month or Longer Contract
Business Line	\$26.99 ¹	\$17.99 ¹	\$17.09 ²	\$16.19 ²
Solution Package	\$14.39	\$12.59 ¹	\$11.69 ²	10.79 ²
Solution Plus Package	\$14.39	\$12.59 ¹	\$11.69 ²	\$10.79 ²
Select Package	\$4.50	\$4.50 ¹	\$4.50 ²	\$4.50 ²
Business Line	\$18.99			
Basic Package ²	\$5.39	\$5.39	\$5.39	\$5.39
Advanced Package ²	\$14.39	\$12.59	\$11.69	\$10.79
Complete Package ²	\$24.29	\$22.49	\$21.59	\$20.69
	Month to Month	12 Month or Longer		
Basic Package ¹	\$6.29	\$4.99		
Advanced Package ¹	\$14.39	\$9.99		
Complete Package ¹	\$23.39	\$15.99		
Basic Package	\$4.99			
Advanced Package	\$11.10			
Complete Package	\$15.99			

¹ Effective 12/22/12 these rates will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

² As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe to these rates will be "grandfathered". Please refer to Section 1-Definitions and Terms regarding Grandfathered Service.

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6.9 Business Bundles (cont'd)

Long Distance Plans	Rate	Rates Over Plan Minutes	(M)	
Long Distance 100 Minutes Plan	\$5.38	\$.06 per minute		
Long Distance 300 Minutes Plan	\$13.49	\$.05 per minute		
Long Distance 600 Minutes Plan	\$24.28	\$.045 per minute		
Long Distance 1,000 Minutes Plan	\$35.99	\$.04 per minute		
Long Distance 2,500 Minutes Plan	\$88.20	\$.035 per minute		
Long Distance 5,000 Minutes Plan	\$162.00	\$.03 per minute		
Long Distance 10,000 Minutes Plan	\$288.00	\$.027 per minute		
Long Distance 20,000 Minutes Plan	\$450.00	\$.021 per minute		
Long Distance 40,000 Minutes Plan	\$810.00	\$.018 per minute		
Long Distance 75,000 Minutes Plan	\$1,518.75	\$.018 per minute		
Long Distance 100,000 Minutes Plan	\$1912.50	\$.017 per minute		
Unlimited Long Distance Plan	\$17.97	N/A		(M)

The following per line/per month prices for the Charter Business Bundle Business Line are available through our National Accounts Channel only and are based on the number of lines purchased.

	<u>12 Months</u>	<u>24 Months or Longer</u>
0-99 Lines	\$17.99	\$17.09
100-499 Lines	\$16.19	\$15.38
500-999 Lines	\$14.39	\$13.67
1000 or More Lines	\$12.59	\$11.96

The following per line/per month Charter Business Bundle Feature Packages are available through our National Accounts Channel based on the number of lines purchased.

	<u>12 Month</u>	<u>24 Month</u>
<u>Basic</u>		
0-99 Lines	\$ 5.39	\$ 5.39
100-499 Lines	\$ 4.31	\$ 4.31
500-999 Lines	\$ 3.77	\$ 3.77
1000+ Lines	\$ 3.23	\$ 3.23
<u>Advanced</u>		
0-99 Lines	\$12.59	\$11.69
100-499 Lines	\$ 10.07	\$ 9.35
500-999 Lines	\$ 8.81	\$ 8.18
1000+ Lines	\$ 7.55	\$ 7.01
<u>Complete</u>		
0-99 Lines	\$22.49	\$21.59
100-499 Lines	\$17.99	\$17.27
500-999 Lines	\$15.74	\$15.11
1000+ Lines	\$13.49	\$12.95

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 12405 Powerscourt Drive, St. Louis, MO 63131

6.9 Business Bundles (cont'd)

The following monthly Charter Business Bundle long distance plans are available through our National Accounts Channel based on the number of lines purchased.

	Number of Lines for 12 Months or Longer			
	<u>0-99</u>	<u>100-499</u>	<u>500-999</u>	<u>1000+</u>
100 Minutes	\$5.38	\$4.84	\$4.30	\$3.77
300 Minutes	\$13.49	\$12.14	\$10.79	\$9.44
600 Minutes	\$24.28	\$21.85	\$19.42	\$17.00
1,000 Minutes	\$35.99	\$32.39	\$28.79	\$25.19
2,500 Minutes	\$88.20	\$79.38	\$70.56	\$61.74
5,000 Minutes	\$162.00	\$145.80	\$129.60	\$113.40
10,000 Minutes	\$288.00	\$259.20	\$230.40	\$201.60
20,000 Minutes	\$450.00	\$405.00	\$360.00	\$315.00
40,000 Minutes	\$810.00	\$729.00	\$648.00	\$567.00
Unlimited LD	\$17.97	\$16.17	\$14.38	\$12.58

(M)

(M)

Effective 2/01/11 existing customer s who subscribe to the rates listed below will be “grandfathered” and allowed to retain this rate until: 1) service 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” rate has been discontinued.

	Month to Month	12 Month Contract	24 Month Contract	36 Month or Longer Contract
Business Line	\$18.69	\$16.99	\$16.14	\$15.29
Solution Package	\$13.59	\$11.89	\$11.04	\$10.19
Solution Plus Package	\$13.59	\$11.89	\$11.04	\$10.19
Select Package	\$4.25	\$4.25	\$4.25	\$4.25

Long Distance Plans	Rate	Rates Over Plan Minutes
Long Distance 100 Minutes Plan	\$5.08	\$.06 per minute
Long Distance 300 Minutes Plan	\$12.74	\$.05 per minute
Long Distance 600 Minutes Plan	\$22.93	\$.045 per minute
Long Distance 1,000 Minutes Plan	\$33.99	\$.04 per minute
Long Distance 2,500 Minutes Plan	\$83.30	\$.035 per minute
Long Distance 5,000 Minutes Plan	\$153.00	\$.03 per minute
Long Distance 10,000 Minutes Plan	\$272.00	\$.027 per minute
Long Distance 20,000 Minutes Plan	\$425.00	\$.021 per minute
Long Distance 40,000 Minutes Plan	\$765.00	\$.018 per minute
Unlimited Long Distance Plan	\$16.97	N/A

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6.9 Business Bundles (cont'd)

Charter Business Bundle® - regulated service and two non-regulated services

The customer must purchase the regulated service shown and both Charter Business® Video and Charter Business® Internet Plus to qualify for the following rates. Customer's discontinuance of the non-regulated service will result in a conversion to the current rate for the remaining services.

	Month to Month	12 Month Contract	24 Month Contract	36 Month or Longer Contract	
Business Line ^{1 2}	\$23.99	\$15.99	\$15.19	\$14.39	(T)(C)
Solution Package ¹	\$12.79	\$11.19	\$10.39	\$9.59	
Solution Plus Package ¹	\$12.79	\$11.19	\$10.39	\$9.59	
Select Package ¹	\$4.00	\$4.00	\$4.00	\$4.00	
Basic Package ¹	\$4.79	\$4.79	\$4.79	\$4.79	
Advanced Package ¹	\$12.79	\$11.19	\$10.39	\$9.59	
Complete Package ¹	\$21.59	\$19.99	\$19.19	\$18.39	
Long Distance Plans ¹	Rate	Rates Over Plan Minutes			(C)
Long Distance 100 Minutes Plan	\$4.78	\$.06 per minute			
Long Distance 300 Minutes Plan	\$11.99	\$.05 per minute			
Long Distance 600 Minutes Plan	\$21.58	\$.045 per minute			
Long Distance 1,000 Minutes Plan	\$31.99	\$.04 per minute			
Long Distance 2,500 Minutes Plan	\$78.40	\$.035 per minute			
Long Distance 5,000 Minutes Plan	\$144.00	\$.03 per minute			
Long Distance 10,000 Minutes Plan	\$256.00	\$.027 per minute			
Long Distance 20,000 Minutes Plan	\$400.00	\$.021 per minute			
Long Distance 40,000 Minutes Plan	\$720.00	\$.018 per minute			
Unlimited Long Distance Plan	\$15.98	N/A			
					(M)
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¹ As of 3/26/12 these rates will be unavailable to customers who don't currently subscribe. Existing customers who currently subscribe to these rates will be "grandfathered" and allowed to retain these rates until: 1) the service is discontinued and/or moved at the customer's request; 2) non-pay disconnection of telephone service; or 3) Customer is notified by the Telephone Company that the "grandfathered" rates have been discontinued.

² Effective 2/01/11 existing customers who subscribe to the Business Line-Month to Month for \$17.59 will be allowed to retain this rate until 1) Service is disconnected due to customer's request 2) non pay disconnect of telephone service or 3) Customer is notified by the Telephone Company that the grandfathered rate has been discontinued.

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6.9 Business Bundles (cont'd)

The following per line/per month prices for Charter Business Bundle Business Lines are available through our National Accounts Channel only and are based on the number of lines purchased.

Business Line	<u>12 Months</u>	<u>24 Months</u> <u>or Longer</u>
0-99 Lines	\$15.99	\$15.19
100-499 Lines	\$14.39	\$13.67
500-999 Lines	\$12.79	\$12.15
1000 or More Lines	\$11.19	\$10.63

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The following per line/per month Charter Business Bundle Feature Packages are available through our National Accounts Channel based on the number of lines purchased.

	<u>12 Month</u>	<u>24 Month</u> <u>Or Longer</u>
<u>Basic</u>		
0-99 Lines	\$ 4.79	\$ 4.79
100-499 Lines	\$ 3.83	\$ 3.83
500-999 Lines	\$ 3.35	\$ 3.35
1000+ Lines	\$ 2.87	\$ 2.87
<u>Advanced</u>		
0-99 Lines	\$11.19	\$10.39
100-499 Lines	\$ 8.95	\$ 8.31
500-999 Lines	\$ 7.83	\$ 7.27
1000+ Lines	\$ 6.71	\$ 6.23
<u>Complete</u>		
0-99 Lines	\$19.99	\$19.19
100-499 Lines	\$15.99	\$15.35
500-999 Lines	\$13.99	\$13.43
1000+ Lines	\$11.99	\$11.51

The following monthly Charter Business Bundle long distance plans are available through Our National Accounts Channel based on the number of lines purchased.

	Number of Lines for 12 Months or Longer			
	<u>0-99</u>	<u>100-499</u>	<u>500-999</u>	<u>1000+</u>
100 Minutes	\$ 4.78	\$ 4.30	\$ 3.82	\$ 3.35
300 Minutes	\$ 11.99	\$ 10.79	\$ 9.59	\$ 8.39
600 Minutes	\$ 21.58	\$ 19.42	\$ 17.26	\$ 15.11
1,000 Minutes	\$ 31.99	\$ 28.79	\$ 25.59	\$ 22.39
2,500 Minutes	\$ 78.40	\$ 70.56	\$ 62.72	\$ 54.88
5,000 Minutes	\$144.00	\$129.60	\$115.20	\$100.80
10,000 Minutes	\$256.00	\$230.40	\$204.80	\$179.20
20,000 Minutes	\$400.00	\$360.00	\$320.00	\$280.00
40,000 Minutes	\$720.00	\$648.00	\$576.00	\$504.00
Unlimited LD	\$ 15.98	\$ 14.38	\$ 12.78	\$ 11.19

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6.9 Business Bundles (cont'd)

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The Telephone Company will provide a retention offer of a Business Line, Solutions or Solutions Plus and Unlimited Long Distance for \$35 per month and free standard installation to existing Charter Business® customers. This offer is limited to existing customers of affiliate services who have had the affiliate service for a minimum of 60 days and the account is in current status.

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The customer must retain the telephone service and affiliate services on a 12, 24 or 36 month or longer term. Additional packages of the Business Line, Solutions or Solutions Plus and Unlimited Long Distance for \$35 along with free standard installation may be purchased on the same order for the same term.

This offer will be available in all exchange areas where the Telephone Company provides service under the terms and conditions of this tariff.

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6.10 Business Services

6.10.1. High Capacity Transmission Services

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The following services are offered where technically and operationally feasible.

A. General Description of Service

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High Capacity Transmission Services provides a point-to-point, point-to-multipoint and multipoint-to-multipoint dedicated connection between one or more customer-defined locations and/or the Company. The service, which may utilize Ethernet interfaces, optical fiber and/or coaxial cable facilities, is scalable from 1 Mbps to 100 Gbps and will be designed and provisioned on an Individual Case Basis (ICB) pursuant to contracts with Customers. All requesting Customers shall have non-discriminatory access to ICB Services and facilities at non-discriminatory rates, terms and conditions.

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12405 Powerscourt Drive, St. Louis, MO 63131

Charter Fiberlink CCO, LLC
Charter Fiberlink CC VIII, LLC
Within the State of Minnesota

General Exchange Tariff
Original Page 82.4

Issued Date: March 14, 2013

Effective Date: March 23, 2013

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7. Promotional Offerings

7.1. Residential Promotions

Unlimited Long Distance Package Retention Offer

The Telephone Company will offer the Unlimited Long Distance Package at \$19.99 per month for twelve months to existing residential voice customers also having Charter Video and Charter Internet services who wish to downgrade service. This promotion applies to a single primary line as a retention offer. Additional services may be purchased ala carte at standard rates. The Company reserves the right to change or discontinue offer of this promotion at any time. This sales promotion will begin September 30, 2015 and will expire ninety days thereafter.

Standard Installation and Relocation of Equipment Discount

The Telephone Company will offer standard telephone service installation for residential customers for \$34.99. The promotional service installation discount may be given to new residential telephone customers who currently have video and/or internet services.

Relocation of Company equipment per Customer request may also be done at the promotional offering of \$9.99.

This offer is made to residential customers in areas where Telephone Company service is technically and operationally feasible from December 15, 2015 to March 13, 2016.

The Company reserves the right to cancel or discontinue the offer of this promotion at any time.

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7. Promotional Offerings (Cont'd)

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7. Promotional Offerings (Cont'd)

Promotional information previously found on Pages 85.1 - 85.3 is obsolete. The pages listed below are for historical reference.

15th Revised Page 85.1

7th Revised Page 85.2

4th Revised Page 85.3

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Issued Date: September 29, 2015

Effective Date: September 30, 2015

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7. Promotional Offerings (Cont'd)

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7. Promotional Offerings (Cont'd)

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7. Promotional Offerings (Cont'd)

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7. Promotional Offerings (Cont'd)

Promotional information previously found on Pages 89.1 - 89.2 is obsolete. The pages listed below are for historical reference.

11th Revised Page 89.1

1st Revised Page 89.2

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8. Grandfathered Services

The following services and rates have been grandfathered to existing customers at their existing locations. Existing customers will be allowed to retain the following services, where services are technically feasible, until the customer:

- 1) submits a request to the Telephone Company to change existing service or
- 2) is voluntarily or involuntarily terminated as outlined in section 2.2.9. or
- 3) is notified by the Telephone Company the service is being discontinued.

Former customers which have been voluntarily or involuntarily terminated and re-apply for telephone service will be re-established at the rates as outlined in Sections 4 - 6 of this Tariff.

CUSTOM CALLING FEATURES

MONTHLY RATE

Anonymous Call Rejection	\$ 1.50	(N)
Call Forward – Variable	\$ 2.75	
Call Forward – Selective	\$ 2.75	
Call Forward – Busy Line	\$ 2.75	
Call Forward – Busy No Answer	\$ 2.75	
Caller ID	\$ 6.75	(N)
Call Return	\$ 3.25	
Call Screening	\$ 4.00	(N)
Call Waiting with Caller ID	No Charge	
Call Waiting/Cancel Call Waiting	\$ 7.25	
Custom Ring	\$ 3.50	(N)
Repeat Dialing	\$ 1.75	
Selective Call Acceptance	\$ 4.00	(N)
Speed Dial 8	\$ 2.75	(N)
Speed Dial 30	\$ 6.00	
3-Way Calling	\$ 2.75	(N)

LONG DISTANCE SERVICES

Long Distance Package – Unlimited Minutes Standalone	\$44.99	(N)
Unlimited Long Distance - Double Play Package	\$39.99	
Unlimited Long Distance - Triple Play Package	\$34.99	
Long Distance Package – Unlimited Minutes Additional Lines	\$23.99	
Long Distance Package – Unlimited Minutes Price Guarantee	\$29.99	
Charter Duo	\$25.00	
Charter Loyalty Plan	\$ 4.99 primary line \$19.99 additional line	
Unlimited In State Calling Packages Standalone	\$34.99	
Unlimited In State Calling Packages -Double Play	\$29.99	
Unlimited In State Calling Packages - Triple Play	\$24.99	
Unlimited In State Calling Packages for Additional Lines	\$14.99	
Local Plus Package	\$14.99	(N)

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9. Special Pricing Arrangements

This page is reserved for the first time filing of a product or service on an Individual Case Basis (ICB) with the commission.

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