

WN U-2
CenturyTel of Washington, Inc. d/b/a CenturyLink

Preface
Second Revised Sheet No. 6
Cancels First Revised Sheet No. 6

SUBJECT INDEX

<u>Item</u>	<u>Schedule No.</u>	<u>Sheet No.</u>	
911 Service	32	1	
Access Lines	3	1	
Additional Listings	8	1	
Alternate Listings	8	1	
Basic Exchange Service	3	1	
Call Forwarding	15	1	
Call Waiting	15	1	
Channels, Intra-exchange	16	1	
Combination Main Station Service	9	1	
Connection with Customer-Provided Terminal Equipment and Communications Systems	19	1	
Connection with Miscellaneous or Radio Common Carriers	18	1	
Construction, Rural Line (Line Extension Charges)	13	1	
Convenience Fee Charge	2	10	(N)
Copy of Bill	12	1	
Custom Calling Service	15	1	
Definitions	1	1	
Digital Trunk Service - Channel Service (DTS-CS)	33	1	
Direct Inward Dial Service	24	1	
Directory Assistance Service	23	1	
Directory Service	8	1	
Exchange Services	3	1	
Foreign Exchange Service	14	1	
Groups, Rate	3	3	
Installation Charges (Non-Recurring Charges)	4	1	
Integrated Service Digital Network (ISDN)	35	1	
Intraexchange Loop Service	16	1	
Joint User Service	10	1	
Lifeline – Tribal	26	1	
Line Extension Charges	13	1	
Link Up – Tribal	26	2	
Listings, Directory	8	1	
Local Operator Service Charges	6	1	
Move and Change Charges	4	1	

RULE AND REGULATION
 No. 5

RENDITION AND PAYMENT OF BILLS

E. Prorating of Bills

Bills for telephone service are normally rendered on a monthly basis. Any bills rendered for periods in excess of, or less than, a billing month, except those involving the minimum billing period, will be prorated on the basis of the number of days in that current billing period.

F. Returned Check Charge

A service charge of \$15.00 will be billed to any subscriber whose check is returned to the Company by a bank because that subscriber's account is closed or does not have sufficient funds to cover such check. Should the Company, after having notified a subscriber of its intent to discontinue service for non-payment of an account, receive such check as payment, it may disconnect service in accordance with the provisions under WAC 480-120-172 of the Commission rules. The Company may require payment of the account before service is restored.

G. CONVENIENCE FEE CHARGE

A Convenience Fee Charge will apply to residential and business customers for one-time payments made with the assistance of a live customer representative using a debit card, a credit card or an electronic funds transfer. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to customers who are enrolled in automatic payment plans, who pay their bill by mail, who use the automatic voice response unit, who use their financial institution's bill payment service, or who pay their bills online at the Company's website.

	Non-Recurring Charge
Convenience Fee Charge, per occasion, utilizing a live customer representative	\$4.00

(N)

(N)

RULE AND REGULATION

No. 5

RENDITION AND PAYMENT OF BILLS**H.** Late Payment Charge

(T)

A late payment charge will be applied, subject to the following conditions:

- 1) A late payment charge of 1% will be applied to any amount on a customer's bill carried over to the next month's bill.
- 2) A credit will be applied against the late payment charge to recognize the advance billing of local service.
- 3) The late payment charge will be uniformly applied to all exchange customers.
- 4) For those billing amounts purchased from other carriers, the late payment charge will be applied by the billing Company. Duplication of late payment charges for billing amounts done on behalf of others is prohibited.
- 5) The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172. In the case of certified medical emergency under these rules, the company will waive the late payment charges for the length of time provided for in WAC 480-120-172.
- 6) The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-161. If payment is not made by the scheduled date, late payment charges will apply.
- 7) When the customer contacts the company to question certain charges made to the customer's billing and the customer and the company work together to resolve the concern, if the company agrees to credit the customer's account, the company will also credit the customer's account for any late payment charges associated with the credited amount.
- 8) When a complaint involving disputed charges is referred to the Commission for resolution, the company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172.
- 9) Nonpayment of late payment charges associated with billing made by the company on behalf of information providers shall not be grounds for discontinuance of service in whole or in part. Late payment charges associated with information provider services shall be treated the same as information providers service charges under WAC 480-120-172.
- 10) Nonpayment of late payment charges associated with interexchange carrier charges shall not be grounds for disconnection of local service. Late payments charges associated with interexchange carrier charges shall be treated the same as interexchange carrier charges under WAC 480-120-172.