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Tom Maurer
Director
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March 19, 2025

Abigail Emery
Acting Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604

Re: Docket No. 25-SCNT-346-MIS

Dear Ms. Emery:

Enclosed for filing in compliance with Commission Order in the above referenced docket are revisions to the following page of South Central Telephone Association's (SCNT) [LEC] General Exchange Tariff:

- Section 2, 1st Revised Sheet 20

Please return a stamped copy of the tariff sheet upon Commission approval. If you have any questions concerning this filing, please contact me on (785) 473-7337.

Sincerely,

/s/ Tom Maurer

Tom Maurer
Director

Enclosures

cc: Carla Shearer, South Central Telephone Assn.

I. Notice of Suspension/Disconnection of Service

- (T) 1. Time Requirement. The telecommunications provider shall give the subscriber seven (7) calendar days electronic written notice from the date the suspension or disconnection notice is provided electronically before suspending or disconnecting service. Suspension or disconnection may be immediate if it is at subscriber request or abandonment, involves a dangerous condition, adversely affects the safety of the subscribers or other persons, or involves unauthorized interference with or fraudulent use of services.
- (T) 2. Delivery of Notice. Service suspension or disconnection notices shall be provided electronically separately from bills, information or advertising, and shall be sent to the customer of record. Service of notice by electronic communication is complete after being provided by the Company to the customer's electronic mail address of record. The Company shall maintain an accurate record of the date of the electronic communication and the suspension/disconnection effective dates.
3. Notice Information Requirements. The suspension or disconnection notice shall contain the following information:
- a. The name, billing address and account number(s) of the subscriber being suspended.
 - b. A clear and concise statement of the reason for the proposed suspension or disconnection of service and terms under which suspension or disconnection may be avoided.
 - c. The date and time by which payment is required to avoid suspension or disconnection.
 - d. A clear and concise explanation of the charges and conditions for reconnection of service.
 - e. A statement that suspension/disconnection may be postponed or avoided if the subscriber makes payment arrangements with the provider for moneys not in dispute.
 - f. A clear concise statement to apprise the subscriber of the availability of an administrative procedure that may be utilized in the event of a bona fide dispute or under other circumstances. The address, telephone number and name of provider's office or personnel empowered to review disputed bills, rectify errors and prevent suspension/disconnection, shall be clearly set forth. The notice shall state that the subscriber may talk with an employee of the provider and may present his or her reasons for disputing a bill, requesting payment arrangements or requesting a postponement of suspension or disconnection. The notice shall also contain the telephone number of the Commission's Consumer Protection Office.

J. Restoration of Service

1. Upon the subscriber's request, a telecommunications provider shall promptly restore service when: