

**5. EXCHANGE SERVICES**

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(M)

(M) Material moved to Section 105.11.3.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

The Company develops exchange service areas to establish service within a defined geographical area.

**5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
American Falls	American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park, and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Bancroft	Bancroft, American Falls, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Blackfoot	Blackfoot, American Falls, Bancroft, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Springfield (Citizen's Telephone Company); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Bliss	Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Boise	Boise, Caldwell, Emmett, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star, Glenns Ferry, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcres (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)

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<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Buhl	Buhl, Bliss, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Burley	Burley, Declo;  Albion, Almo, Elba, Malta, and Raft River (Albion Telephone Company); Minidoka, Norland, Oakley, Paul and Rupert (Project Mutual Telephone Cooperative Association, Inc.)
Caldwell	Caldwell, Boise, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Homedale, Marsing, Parma, Garden Valley, Horseshoe Bend, Sweet and Wilder (Citizens Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
Castleford	Castleford, Bliss, Buhl, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)

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## **5. EXCHANGE SERVICES**

### **5.1 EXCHANGE AREAS**

#### **5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Dietrich	Dietrich, Bliss, Buhl, Castleford, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Downey	Downey, American Falls, Bancroft, Blackfoot, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Eden-Hazelton	Eden-Hazelton, Bliss, Buhl, Castleford, Dietrich, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Emmett	Emmett, Boise, Caldwell, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star; and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
Glenns Ferry	Glenns Ferry, Boise, Caldwell, Emmett, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
Gooding	Gooding, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company);

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## **5. EXCHANGE SERVICES**

### **5.1 EXCHANGE AREAS**

#### **5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Grace	Grace, American Falls, Bancroft, Blackfoot, Downey, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Hagerman	Hagerman, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Hailey	Hailey and Ketchum
Idaho City	Idaho City, Boise, Caldwell, Emmett, Glenns Ferry, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)
Idaho Falls	Idaho Falls, American Falls, Bancroft, Blackfoot, Downey, Grace, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Jerome	Jerome, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Kimberly, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Ketchum	Ketchum and Hailey
Kimberly	Kimberly, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Murtaugh, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Kuna	Kuna, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Star, Payette, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcres (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)

EXCHANGE AREA	EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA
Lava Hot Springs	Lava Hot Springs, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
McCammon	McCammon, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Melba	Melba, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcres (Farmers Mutual Telephone Company)
Meridian	Meridian, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Middleton, Mountain Home, Nampa, New Plymouth, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcres (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)
Middleton	Middleton, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Mountain Home, Nampa, New Plymouth, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcres (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Montpelier	Montpelier, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Mountain Home	Mountain Home, Boise, Caldwell, Emmett, Glens Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Nampa, New Plymouth, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
Murtaugh	Murtaugh, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Shoshone, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Nampa	Nampa, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton Star, Mountain Home, New Plymouth, Payette, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, Homedale, Parma, Sweet and Wilder (Citizens Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
New Plymouth	New Plymouth, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, Payette, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company)
Payette	Payette, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Star, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company); Ontario and Oregon Slope, Oregon (Malheur Home Telephone Company); Cambridge, Council, Cuprum, Indian Valley (Cambridge Telephone Company); and Midvale (Midvale Telephone Company);

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Pocatello	Pocatello, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Preston, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Preston	Preston, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Rexburg, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)

EXCHANGE AREA	EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA
Rexburg	Rexburg, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rigby, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Rigby	Rigby, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Ririe, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Ririe	Ririe, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Roberts, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Roberts	Roberts, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Shelley and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Shelley	Shelley, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts and Soda Springs;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)
Shoshone	Shoshone, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Twin Falls and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Soda Springs	Soda Springs, American Falls, Bancroft, Blackfoot, Downey, Grace, Idaho Falls, Lava Hot Springs, McCammon, Montpelier, Pocatello, Preston, Rexburg, Rigby, Ririe, Roberts and Shelley;  Arco, Holbrook, Howe, Mackay, Malad, and Moore (Albion Telephone Company); Ashton, Island Park and St. Anthony (Fremont Telecom); Paris (Lakeside Communications, Inc.); Arbon and Rockland (Rockland Telephone Company); Irwin and Wayan (Silver Star Telephone Company); Driggs (including Tetonia and Victor - Teton Communications)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Star	Star, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton Mountain Home, Nampa, New Plymouth, Payette, and Weiser;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Bruneau, Grand View, Grasmere-Riddle (Century Telephone Company); Garden Valley, Horseshoe Bend, and Sweet (Citizens Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company); Lowman (Cambridge Telephone Company)
Twin Falls	Twin Falls, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone and Wendell;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)
Weiser	Weiser, Boise, Caldwell, Emmett, Glenns Ferry, Idaho City, Kuna, Melba, Meridian, Middleton, Mountain Home, Nampa, New Plymouth, Payette, and Star;  Boise River, Prairie, and Tipanuk (Rural Telephone Company); Fruitland and NuAcre (Farmers Mutual Telephone Company); Oregon Slope, Oregon (Malheur Home Telephone Company); Cambridge, Council, Cuprum, Indian Valley (Cambridge Telephone Company); and Midvale (Midvale Telephone Company)

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**5. EXCHANGE SERVICES****5.1 EXCHANGE AREAS****5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

EXCHANGE AREA	EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA
Wendell	Wendell, Bliss, Buhl, Castleford, Dietrich, Eden-Hazelton, Gooding, Hagerman, Jerome, Kimberly, Murtaugh, Shoshone and Twin Falls;  Richfield (Century Telephone Company); Filer and Hollister (Filer Mutual Telephone Company)

**5.1.2 EXCHANGE AREA RATE GROUPS**

Monthly rates for exchange access line service and certain other services vary depending on the local calling area and location of the exchange.

Rate Group 1 includes exchanges that are located outside of an Extended Area Service (EAS) region.

Rate Group 1-A includes the Burley - Declo region.

Rate Group 2 includes exchanges that have an expanded calling area and are located within an EAS region. The three EAS regions are: Boise Region, Eastern Region and Twin Falls Region.

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.2 EXCHANGE AREA RATE GROUPS (Cont'd)

##### 1. Exchanges

EXCHANGE AREA	RATE GROUP
Afton, Wyoming.....	1
American Falls .....	2
Bancroft.....	2
Blackfoot	
• Blackfoot Main.....	2
• Riverside.....	2
Bliss.....	2
Boise	
• Boise Main .....	2
• Boise Northwest .....	2
• Boise West.....	2
• Boise So. West .....	2
• Eagle.....	2
Buhl .....	2
Burley	
• Burley Main.....	1-A
• Declo (BRA) .....	1-A
Caldwell	
• Caldwell .....	2
• Greenleaf (BRA) .....	2
• Notus (BRA) .....	2

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.2 EXCHANGE AREA RATE GROUPS

##### 1. Exchanges (Cont'd)

EXCHANGE AREA	RATE GROUP
Castleford .....	2
Dietrich.....	2
Downey .....	2
Eden - Hazelton.....	2
Emmett .....	2
Glenns Ferry.....	2
Gooding.....	2
Grace	
• Grace Main.....	2
• Thatcher.....	2
Hagerman .....	2
Hailey	
• Hailey Main.....	1
• Bellevue (BRA).....	1
Idaho City.....	2
Idaho Falls	
• Idaho Falls Main.....	2
• Ucon (BRA) .....	2
Jerome .....	2
Ketchum .....	1
Kimberly	
• Kimberly Main .....	2
• Hansen (BRA).....	2
Kuna .....	2
Lava Hot Springs.....	2

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.2 EXCHANGE AREA RATE GROUPS

##### 1. Exchanges (Cont'd)

EXCHANGE AREA	RATE GROUP
McCammon	
• McCammon Main .....	2
• Arimo (BRA).....	2
Melba.....	2
Meridian .....	2
Middleton .....	2
Montpelier	
• Montpelier Main.....	2
• Bennington (BRA) .....	2
• Dingle (BRA) .....	2
• Georgetown (BRA) .....	2
Mountain Home	
• Mountain Home Main .....	2
• Mountain Home So. ....	2
Murtaugh .....	2
Nampa .....	2
New Plymouth.....	2
Payette .....	2
Pocatello	
• Pocatello Main.....	2
• Pocatello North.....	2
• Inkom (BRA).....	2
• Fort Hall (BRA) .....	2

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## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.2 EXCHANGE AREA RATE GROUPS

##### 1. Exchanges (Cont'd)

EXCHANGE AREA	RATE GROUP
Preston	
• Preston .....	2
• Clifton (BRA) .....	2
• Dayton (BRA) .....	2
• Franklin (BRA) .....	2
• Weston (BRA) .....	2
Rexburg	
• Rexburg .....	2
• Sugar City (BRA) .....	2
Rigby	
• Rigby Main .....	2
• Lewisville - Menan (BRA) .....	2
Ririe .....	2
Roberts .....	2
Shelley	
• Shelley (BRA) .....	2
• Firth (BRA) .....	2
Shoshone .....	2
Soda Springs .....	2
Star .....	2
Twin Falls .....	2
Weiser .....	2
Wendell .....	2

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (CONT'D)**

**5.1.3 CLASSES OF SERVICE OFFERED IN AN EXCHANGE AREA**

**A. General**

1. The following classes of service are offered in all Idaho exchanges:

**FLAT RATE SERVICE**

Individual line business  
Individual line residence

**MEASURED SERVICE**

Individual line business  
Individual line residence

**5.1.7 MAPS**

Maps, indicating each exchange area within the Company's operating territory, are in separate binders.

**5.1.8 BORDER EXCHANGES**

**Tygee Valley, Idaho is served by the Afton, Wyoming exchange. Southern Idaho rates, charges, terms and conditions for the Afton exchange apply to customers located in Tygee Valley, Idaho.**

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE**

2. The provision of local exchange service at the rates, charges and under the regulations shown is subject to the provision of other sections of this document.
3. The rates and local message unit and measured service charges as quoted herein for local exchange service, entitle the customers to local calls, without toll charges, to all local exchange access lines connected to a CO of the exchange, or to all telephones served by CO's of the extended local service area where comprised of more than one exchange.
4. Application of Business and Residence Rates
  - a. Service is classified as business service and business rates apply when any of the following conditions exist:
    - (1) When the service is furnished at a location where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
      - Service for social clubs (e.g., Elks, VFW, Eagles, etc.) will be considered business service.
    - (2) When the directory listing is to be a business listing.
    - (3) When the service is provided to or through a reseller of local exchange service. Rates, charges and terms and conditions specific to resellers are specified in 5.10, following.
  - b. Service is classified as residence service and residence rates apply when the following two conditions exist:
    - (1) When the service is furnished at a location used primarily for domestic purposes; a residence location typically contains cooking and sleeping facilities.
      - Residence service will be allowed for individual rooms at group homes. e.g., fraternities, sororities, patient rooms at retirement homes, boarding houses when service to the rooms is not provided through a reseller of local exchange service, if the listing is in an individual's name.

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **4.b.(1) (Cont'd)**

- Residence service will be allowed in church living quarters and the clergy person's private study if the listing is in an individual's name.
- (2) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.
- c. A residence service may not be part of a hunting sequence that contains business lines. When business and residence service both exist at the same location, no call forwarding, rollover-type services will be allowed between the business and residence line(s).
- d. Customers changing from business to residence service will be assigned different telephone number. Referral of calls to the new residence telephone number assigned will not be provided.

Customers may choose to retain the same telephone number but must continue to pay business rates until the next telephone directory is issued in which their telephone number does not appear as a business listing.

#### **5. Nonrecurring Charges**

The nonrecurring charge associated with a given service or item of equipment applies on a per-service and/or per-item basis each time the service or item of equipment is provided.

- a. Nonrecurring charges do not apply:
  - To change of grade, class or type of service as a result of held regrades;
  - To change a customer's mailing address;
  - To move a drop for maintenance reasons.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5. Nonrecurring Charges (Cont'd)**

**b. Nonrecurring Change Charges**

(1) The following nonrecurring charge applies for changes at the customer's request, unless otherwise specified.

- To each line when changing the type of service, flat rate to message or measured rate or vice versa.

**NON-  
RECURRING  
CHARGE**

- Per activity, per CO access line changed \$13.50

(2) The following nonrecurring charge for changes applies:

- When changing a grade of service within the categories of individual line or rural line service, at customer's request;
- For temporary transfer of calls, at customer's request;
- To changes in class of service from business to residence service or vice versa, not involving PBX service.

**NON-  
RECURRING  
CHARGE**

- Per activity, per CO access line changed \$25.50

6. Local calls alternately billed or operator handled will be assessed the following:

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

6. Local calls alternately billed or operator handled will be assessed the **same charges as are applicable for intraLATA operator-handled long distance messages as specified in Section 6.2.1 of this Catalog No. 1. These charges apply in addition to any local message charge that may apply.**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.1 MEASURED SERVICE**

**A. Description**

1. Measured service is an exchange service for which a regular monthly charge is billed to the customer for access to the local and toll networks. In addition to the monthly charge, local usage charges will apply for outgoing calls completed on a local basis.

**B. Terms and Conditions**

1. Measured service is available for customers on an individual line basis only.
2. Regular flat rate, and measured service will not be provided on the same customer premises.
3. The customer has no property rights to the continuance of service through any particular wire center and the Company may change the wire center designation of a customer whenever it deems it necessary in the conduct of its business. Wire center serving area transfers and wire center additions do not constitute a rate change.

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.1 MEASURED SERVICE****B. Terms and Conditions (Cont'd)**

4. The monthly rates for this service do not contemplate the provision of monthly billing detail. When billing detail is furnished, it must be arranged for in advance. The following charge per call will be assessed. In addition, the following nonrecurring charge will also apply.

	<b>USOC</b>	<b>CHARGE</b>
• Detail billing, per call	N/A	\$0.01
		<b>NON- RECURRING CHARGE</b>
	<b>USOC</b>	
• Each service order required		
- Residence	OMD	\$4.00
- Business	OMD	7.50

**5. Timing of Local Messages**

- Chargeable time begins when connection is established between the calling station and the called station.
- Chargeable time ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up, but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.
- Chargeable time does not include time lost because of faults or defects in the connection.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.1 MEASURED SERVICE (Cont'd)**

**C. Rates and Charges**

**1. Measured Service Usage Charges**

- a. Measured service usage charges accumulate on a monthly basis commencing on the billing date.
- b. Measured service usage charges do not apply to messages completed to official numbers located on Company premises within the local calling area, that the general public calls to transact Company business.
- c. Calls to directory assistance are not subject to measured service usage charges.
- d. Measured service usage charges are based upon the rate shown and are applicable to local messages completed on a dial station-to-station basis.

**PER  
MINUTE  
RATE**

- Measured Service Usage Charge \$0.02

**2. Measured Service Access Line Rates and Charges**

- a. The nonrecurring charge associated with provision of measured service CO access line applies:
  - To install each CO line;
  - For connecting a CO line when changing a grade of service to or from PBX service.

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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.1 MEASURED SERVICE

C.2. (Cont'd)

	USOC	NON- RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Business					
- Individual line	LMB	\$52.00	\$23.50 (I)	\$23.50 (I)	\$27.00 (I)
- Additional individual line	ALM	52.00	23.50 (I)	23.50 (I)	27.00 (I)
• Residence[1]					
- Individual line	RWV	30.00	19.50 (I)	19.50 (I)	19.50 (I)
- Additional individual line	AWV	30.00	19.50 (I)	19.50 (I)	19.50 (I)

3. See 5.2.5.b., following, for applicable nonrecurring change charges.

#### 5.2.4 FLAT RATE SERVICE

##### A. Description

This service entitles customers to an unlimited number of calls within the local calling area.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 FLAT RATE SERVICE (CONT'D)**

**B. Rates and Charges**

1. The nonrecurring charge associated with provision of flat rate service access line applies:
  - To install a CO line;
  - For connecting a CO line when changing a grade of service to or from PBX Service.
2. See 5.2.5.b., following, for applicable nonrecurring change charges.
3. Residence Flat Rate Service

	USOC	NON- RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Individual line, each	1FR	\$30.00	\$21.00 (I)	\$21.00 (I)	\$23.50 (I)
• Additional individual line, each	AFH	30.00	21.00 (I)	21.00 (I)	23.50 (I)

4. Business Flat Rate Service

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Individual line, each	1FB	\$52.00	\$35.00 (I)
• Additional individual line, each	AFK	52.00	35.00 (I)

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.5 LOCAL SERVICE OPTIONS**

[1] Pages 34 through 37 were previously canceled.

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.5 LOCAL SERVICE OPTIONS (Cont'd)****A. Computer Port Access**

1. The following rates and charges will apply to CO access lines connected to customer-provided computer and/or computer systems equipment capable of information processing and/or storage.
2. Foreign Central Office, FX, Exchange Service Extension, or other incremental charges will be applied in addition to the following rates and charges.
3. The following rates and charges are in addition to the equipment with which the lines are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Flat rate access line, each	1FA	[1]	[1]
• Additional flat rate access line, each	AFV	[1]	[2]
• Measured rate access line, each	B4Q	[3]	[3]
• Additional measured rate access line, each	A4Q	[3]	[3]
• Centrex CO station line, each[4]	RJC	\$22.50	[2]

[1] Rates and charges same as (1FB) in 5.2.4, preceding.

[2] Rates same as 1FB in 5.2.4, preceding.

[3] Monthly rate, nonrecurring charge and measured usage charge same as LMB in 5.2.1, preceding.

[4] Rates and charges also apply to Airport Intercommunicating Service.

[5] This page cancels the following page: Page 39, Release 3.

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.5 LOCAL SERVICE OPTIONS (Cont'd)**

##### **B. *STAND-BY* Line Service**

(T)

###### **1. Description**

*STAND-BY* Line service is an additional line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

###### **2. Terms and Conditions**

- a. *STAND-BY* Line service is available to business customers.
- b. *STAND-BY* Line service cannot be used as the primary business line. Customers must have flat business individual line or trunk service at the location for which they are ordering *STAND-BY* Line service.
- c. *STAND-BY* Line service provides an additional line which measures both incoming and outgoing calls on a per minute of use basis. The incoming and outgoing call capability is always active.
- d. This service is offered subject to the availability of existing central office facilities.
- e. A directory listing will not be provided with *STAND-BY* Line service.
- f. The nonrecurring charge will not apply to customers who change from *STAND-BY* Line service to an individual business line.
- g. *STAND-BY* Line service is eligible for Temporary Suspend and restore only if one or more business lines in the account has been placed on a suspended status. If all lines in the account are temporarily suspended, a *STAND-BY* Line cannot remain active.

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**Qwest Corporation d/b/a CenturyLink QC**  
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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**B. *STAND-BY* Line Service (Cont'd)**

3. *STAND-BY* Line service will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line	A2Y/1TM	\$52.00	<b>\$22.00 (I)</b>

4. Usage Charge

**PER MINUTE  
OF USE[1]**

• Incoming and outgoing	\$0.05
-------------------------	--------

5. Nonrecurring CO Change Charge

a. The following nonrecurring charge for changes applies:

- To each line when changing from flat rate to *STAND-BY* Line at customer's request unless otherwise specified.

**NONRECURRING  
CHARGE**

• Per activity, per CO access line changed	\$13.50
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[1] Applies to connections of one minute or any fraction thereof.

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.5 LOCAL SERVICE OPTIONS (Cont'd)****C. Public Response Calling Service (PRCS)****(T)****1. Description**

Public Response Calling Service, also known as Choke Network, provides facilities for call-in programs, including but not limited to radio, television, or internet promotional activities that result in mass calling by the general public to a telephone number.

**2. Terms and Conditions**

- a. Public Response Calling Service is offered to customers where the conditions listed below exist. The services offered are subject to the availability of the existing network facilities. The Company may revise or withdraw the service at any time with appropriate notice.
- b. In order to maintain the safety, continuity, and reliability of telephone service to the general public and 911 Service, those customers who solicit large volumes of incoming calls resulting in any of the conditions listed below, will be required to subscribe to PRCS, or modify or discontinue the call-in activity. Existing customers found to be using a business service inappropriately, generating large volumes of incoming calls that may adversely affect the service of other customers, may also be required to purchase PRCS.
  - The number of incoming calls being directed to a specified telephone number exceeds 200 in a given hour of time,
  - More than 15 percent of the calls to the specified telephone number reach a busy signal in any given hour,
  - The number of busy signals to a specific telephone number exceeds 1,000 per week.
- c. PRCS may not hunt or Call Forward-Busy to a non-PRCS line.
- d. Customers may not utilize *MARKET EXPANSION LINE* Service as a PRCS telephone number.
- e. PRCS is available only with incoming calling. Outgoing calling is not provided as a feature of this service. Callers to the PRCS telephone number from outside the local calling area will incur the appropriate toll charges.

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Release 3

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.5 LOCAL SERVICE OPTIONS**

C.2. (Cont'd)

(T)

- f. Central Office prefixes for PRCS will be specified by the Company.
- g. Terms, conditions, rates and charges described elsewhere in the Company's tariffs, apply as appropriate.
- h. The telephone number assigned to PRCS may be listed in the Company directory and Directory Assistance records of the exchange from which the associated PRCS lines are furnished. Additional listings as specified in 5.7.1, following, may also be purchased.

**3. Rates and Charges**

- a. Where unusual quantities of facilities are needed to meet a customer's service requirements and such facilities are considered by the Company to be beyond the normal scope of the service then special construction charges based upon cost may apply in addition to the charges below.
- b. Where applicable, incremental charges specified elsewhere, apply.
- c. The Service Establishment Charge applies when PRCS is established.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Service Establishment Charge	NRC83	\$100.00	—
• PRCS, incoming only	1MN	[1]	[1]
• Traffic Load Protector	GE6	—	\$150.00

[1] Rates and charges for a 1FB specified in 5.2.4, preceding, or other business services specified elsewhere apply.

NOTICE

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**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE (Cont'd)****5.2.6 LIFELINE ASSISTANCE PROGRAMS**

Except as otherwise indicated below, Qwest Corporation d/b/a CenturyLink QC (Southern Idaho) concurs in Section 5.2.6 of the [Qwest Corporation d/b/a CenturyLink QC \(Northern Idaho\) Exchange and Network Services Catalog No. 3](#), together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program, Idaho Telephone Service Assistance Program (ITSAP), and Tribal Lands Lifeline Program within its Southern Idaho serving area.

- A. Federal Lifeline Program Credit: The Federal Lifeline Program Credit is applied as follows: USOC ASGFX (\$6.50) + USOC ASGF2 (\$2.75) = \$9.25
- B. Idaho Telephone Service Assistance Program (ITSAP): No exceptions.
- C. Tribal Lands Lifeline Program Credit: Tribal Lands in CenturyLink QC's Southern Idaho serving area are solely located in Rate Group 2 exchanges. The applicable Tribal Lifeline credit of **\$20.75\*** (ASGFT) for CenturyLink QC's Southern Idaho serving area is calculated as follows: Rate Group 2 1FR \$23.50 + \$6.50 = **\$30.00\*** - \$9.25 = **\$20.75\***. (C)
- D. Link-Up/Tribal Link-Up Program (C)
- Link-Up assistance for non-Tribal and Tribal Lifeline customers was eliminated as of April 1, 2012 in CenturyLink QC's Southern Idaho serving area, pursuant to the FCC's Lifeline and Link Up Reform and Modernization, Report and Order and Further Notice of Proposed Rulemaking, WC Docket No. 11-42, FCC 12-11 (rel. Feb. 6, 2012).
- E. Application of Lifeline Assistance Programs to Concession Accounts: No exceptions.

**\* Effective September 1, 2018**

**Qwest Corporation d/b/a CenturyLink QC**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.6 LIFELINE ASSISTANCE PROGRAMS**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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**5. EXCHANGE SERVICES**

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**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

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**5. EXCHANGE SERVICES**

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**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

**A. High Rise Office Buildings, Shopping Malls, and Office Parks**

**1. Description**

Tenant Solutions is a full service offering for tenants of designated multi-tenant high rise office buildings, shopping malls and office parks. Tenants will be able to choose from a menu of services and receive discounts or waivers of monthly rates and/or nonrecurring charges.

**2. Products and Services**

Menu of Services includes:

- Flat Rated Exchange Access Lines
- Trunks
- *STAND-BY LINE* Service
- *MARKET EXPANSION LINE* Service
- Premium Listings; includes all but listed name
- Caller Identification-Name & Number
- Caller Identification-Number
- Call Forwarding
  - Busy Line (expanded)
  - Busy Line (external)
  - Busy Line (programmable)
  - Don't Answer
  - Don't Answer (expanded)
  - Don't Answer (programmable)
  - Busy Line/Don't Answer (expanded)
  - Busy Line (external)/Don't Answer
- Digital Data Service[1]
- Tenant Calling Connection
- Business Voice Messaging Service (BVMS)
- BVMS optional features as follows:
  - Extension Mailbox
  - Message Notification
  - Scheduled Greeting
  - Optional Feature Packages, per mailbox (Two Feature only)

[1] Description and rates found in the Private Line Transport Services Catalog.

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.10 TENANT SOLUTIONS**

##### **A.2. (Cont'd)**

- Single Line ISDN Service
- Primary Rate Service (PRS) ISDN
- High Capacity DS1 and DS3 Services[1]
- Digital Switched Services
- Uniform Access Solution Service

### **3. Terms and Conditions**

- a. Tenant Solutions will be offered in designated multi-tenant office buildings, shopping malls, and office parks in which the owner/manager agrees via contractual agreement to endorse the Company as the preferred telecommunications provider.
- b. At the end of the contract period or if the contract is terminated, the rates will revert to regular rates. Existing 30 day waivers will be honored.
- c. The property owner shall not preclude the tenant from selecting another service provider as a condition of the agreement.
- d. The Company will provide tenants equal notice of the termination of the agreement as provided to the building or mall owner.

### **4. Rates and Charges**

- a. Tenant Solutions customers subscribing to Flat Rated Lines, *STAND-BY LINE*, Trunks, Digital Data Service will receive discounts or waivers of monthly rates and/or nonrecurring charges when subscribing to features and products as follows:
  - Waiver of nonrecurring charges and 30 days of service free per line with tenants choice of:
    - Caller Identification-Name and Number or Caller Identification-Number only.

[1] Offered under contract.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.10 TENANT SOLUTIONS**

##### **A.4.a. (Cont'd)**

- Waiver of nonrecurring charges and 30 days of service free per line:
  - Call Forwarding Busy Line/Don't Answer features as detailed in 2., preceding
  - BVMS with Message Send or Call Routing (includes required mailboxes)
  - BVMS Optional Features
    - Extension Mailbox
    - Scheduled Greetings
    - Message Notification
    - Optional Feature Packages, per mailbox (Two Feature only)
- Waiver of nonrecurring charges:
  - *MARKET EXPANSION LINE* Service
- 50% discount off the nonrecurring charge:
  - Subscribing to 6 lines or more (any combination)
    - Flat Rated
    - *STAND-BY LINE*
    - Trunks
    - Digital Data Service
    - Single Line ISDN Service
  - Premium Listings
  - Single Line ISDN Service
  - Primary Rate Service (PRS) ISDN
  - High Capacity DS1 and DS3 Services
- 36 months contract rate for:
  - DS1 Service
  - DS3 Service

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

**A.4.a. (Cont'd)**

- Waiver of 1 month recurring charge:
  - Digital Switched Services (minimum 3 year contract)  
Facility and Common Equipment  
Advanced Trunks
  - Uniform Access Solution Service (minimum 3 year contract)  
DS1 Facility with Common Equipment  
Network Connection per DS1 facility
- Waiver of 2 months recurring charges:
  - Digital Switched Services (minimum 5 year contract)  
Facility and Common Equipment  
Advanced Trunks
  - Uniform Access Solution Service (minimum 5 year contract)  
DS1 facility with Common Equipment  
Network Connection per DS1 facility
- Building owners or property managers who have space much like a tenant, at the same location, will receive a waiver of monthly service on their main business line and a waiver of the nonrecurring charge for:
  - BVMS/Message Send or Call Routing (includes required mailboxes), and one of each of the following optional features;
    - Extension Mailbox
    - Message Notification
    - Scheduled Greetings
- b. Customers of Tenant Solutions who make changes, additions or moves of menu services within the same location or office building/shopping mall, will receive waivers, etc., as shown preceding.

**NOTICE**

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# **Qwest Corporation d/b/a CenturyLink QC**

## **Exchange and Network Services Catalog No. 1**

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.10 TENANT SOLUTIONS (Cont'd)**

#### **B. Multi-Tenant Residential Properties Offer**

##### **1. Description**

- a. The Multi-Tenant Residential Properties offer is an offering to residents of apartment complexes, where the owner/manager has terminated their preferred provider agreement with their current telecommunications provider, and now subscribes to service from Qwest Corporation.
- b. In accordance with the terms of this Multi-Tenant Residential Properties Offer, the Company may waive charges to residential tenants of such apartment complexes.

##### **2. Terms and Conditions**

- a. The Multi-Tenant Residential Properties Offer is available only to residents of properties where the owner/manager has a preferred provider agreement with Qwest Corporation.
- b. The Qwest Corporation preferred provider agreement may be established when owners/managers are terminating their current agreement with their current telecommunications provider.
- c. Multi-Tenant Residential Properties must have a minimum of 125 living units per apartment complex. Apartment complexes with less than 125 living units per building will qualify as long as the owner/manager has at least one complex with 125 living units under agreement with Qwest Corporation.

##### **3. Rates and Charges**

- a. Nonrecurring charges will be waived for those services the residents subscribed to at the time the owner/manager switched to Qwest Corporation as their telecommunications provider.

#### **NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

#### **5.2.11 COMPETITIVE RESPONSE**

##### **A. Residence Customer Incentive Program**

###### **1. Description**

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence customers to induce the retention or continuation of existing services by those customers.

###### **2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new Qwest residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- b. For potential new residence customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, residence customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.
- d. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- e. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular residence customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

**A.2. (Cont'd)**

f. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- (1) The sales channel through which the products are sold.
- (2) A specific geographic area.
- (3) Existing customers who request to have one or more products disconnected.
- (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Catalog.
- (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

g. The Company reserves the right to discontinue this offer.

**3. Rates and Charges**

a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
- (2) A waiver of up to three months of the recurring rates, or
- (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to three months of the recurring rate(s), or
- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.

b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.11 COMPETITIVE RESPONSE**

##### **A.3. (Cont'd)**

- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Catalog and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

#### **B. Business Customer Incentive Program**

##### **1. Description**

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business customers to induce the retention or continuation of existing services by those customers.

##### **2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new Qwest business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- b. For potential new business customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE (Cont'd)**

**B.2. (Cont'd)**

- d. For potential new business customers, the Company will condition its offers upon a business customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program.
- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular business customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of this program in conjunction with another offer being marketed by the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (1) The sales channel through which the products are sold.
  - (2) A specific geographic area.
  - (3) Existing customers who request to have one or more products disconnected.
  - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Catalog.
  - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- h. The Company reserves the right to discontinue this offer.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

**B. Business Customer Incentive Program (Cont'd)**

**3. Rates and Charges**

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
  - (2) A waiver of up to three months of the recurring rate(s), or
  - (3) A waiver of an amount up to 100% of the current business nonrecurring charge(s) and up to three months of the recurring rate(s), or
  - (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3), above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Catalog and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.13 RESERVED FOR FUTURE USE**

[1] Pages 60 through 62 were previously canceled.

(C)

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.14 RESERVED FOR FUTURE USE**

[1] Page 64 was previously canceled.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.15 RESERVED FOR FUTURE USE**

[1] Pages 64.2 through 64.4 were previously canceled.

(C)

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## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

1. PBX Service is not provided on a one-way basis. Therefore, in-only, out-only, or two-way trunks must be used in combinations which provide for two-way service for the PBX system.
2. See 5.4.11, following, for terms, conditions, rates and charges applicable to Hunting Service.
3. Nonrecurring Change Charge

The following nonrecurring change charge applies to each trunk when changing the types of trunks within the categories of in-only, out-only or both-way at the customer's request.

#### **NONRECURRING CHARGE**

- PBX trunks, each \$41.00

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)****5.3.1 MEASURED TRUNKS**

1. Trunks are offered at the following rates and charges.
2. The following nonrecurring charge applies to install a trunk and to connect a trunk when changing a grade of service to or from PBX service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business			
- 2-Way[1]	TV1	\$117.50	\$18.00
- 1-Way In	TV4	117.50	18.00
- Hotel, LD Terminal	TTT	117.50	18.00
- 1-Way In, with hunting, for DID[1,2,3]	TDV	117.50	26.00

3. See 5.3, preceding, for applicable nonrecurring change charge.

[1] Usage charges specified in 5.2.1, preceding, also apply.

[2] Monthly rate includes rate for Hunting Service (USOC HTG).

[3] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4, following.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)****5.3.2 MESSAGE TRUNKS**

1. Trunks are offered only to semipublic customers at the following rates and charges. Also, see message unit charge.
2. The following nonrecurring charge applies to install a trunk and to connect a trunk when changing a grade of service to or from PBX service.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Business			
- Hotel, first	TMB	\$117.50	\$18.00
- Hotel, additional	TM2	117.50	18.00
- In-only	TMN	117.50	18.00
- Out-only	TMU	117.50	18.00
- 1-Way in, with hunting, for <i>DID</i> [1,2]	TZZ	117.50	26.00

3. See 5.3, preceding, for applicable nonrecurring change charge.

	NONRECURRING CHARGE
• PBX trunks, each	\$41.00

4. Trunk Message Unit Charge

	CHARGE
• Charge for each unit	\$0.096

[1] Monthly rate includes rate for Hunting Service (USOC HTG).

[2] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4, following.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.2 MESSAGE TRUNKS (Cont'd)**

5. Semipublic Message Trunk Service is available to hotels, motels, and clubs to meet the telephone service requirements of their transient guests. Where warranted, in the opinion of the Company, this service arrangement may also be provided for hospitals, apartment houses, condominium complexes, courts and trailer parks where a considerable portion of the rooms or other units are regularly occupied by guests, patients or tenants for relatively short periods of time so that it is impracticable to provide regular exchange-type telephone service.
6. Any class, grade or type of business service regularly offered may be furnished to such locations in addition to the Semipublic Service, provided the use of the business service is confined to the management of the particular business establishment. Regular residence service may also be furnished in the quarters of guests, tenants, and/or patients in addition to Semipublic Service.
7. Under special circumstances, where in the opinion of the Company, it is practical to provide the necessary facilities, the tenants in separate motels, hotels, apartment houses, etc., may be served by one System. Under this arrangement all of the establishments must be under one ownership and operated as a single property. In such cases, the regular mileage charge treatment is applicable. Should one or more of the establishments cease to be under the same ownership, this service arrangement will be discontinued and separate service provided, as required for the establishments no longer under the same ownership.
8. Where regular flat rate or Centrex Service is provided to hospitals, regular residence service may also be furnished in the quarters of guests and tenants.

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## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

#### **5.3.2 MESSAGE TRUNKS (Cont'd)**

9. Residence additional listings may be furnished to permanent guests, tenants, etc., at regular additional listing rates.
10. The customer receiving Semipublic Service is responsible to the Company for all charges at the regularly quoted rates for telephone messages, telegrams, cablegrams, and radiograms sent-paid from or received-collect at telephones of the system, whether sent or received by the customer for his own account or by or for others.
11. A single Semipublic PBX System may be arranged to provide flat or message trunk service to the administrative portion of the service and either flat or message trunk service to the guest portion of the Service; providing, where both flat and message trunk services are used, one trunk service will not supplement the other. A special charge may be made to the customer to cover the cost of modifying the service, if required, to provide such service. The Company will furnish message indications from the serving CO on message trunk service where facilities permit.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)****5.3.3 FLAT RATE TRUNKS**

1. Trunks are offered at the following rates and charges.
2. Two-way four-wire trunk with E&M signaling and *DID* service is not available to Joint User Service customers. This service will be provided where facilities permit.
3. The following nonrecurring charge applies per trunk to install and to connect a trunk when changing a grade of service to or from PBX service.

	USOC	NON- RECURRING CHARGE	1	MONTHLY RATE PER RATE GROUP 1-A	2
• Business					
- 2-Way	TFB	\$117.50	\$37.20	\$37.20	\$37.20
- 2-Way, 4-wire with E&M signaling and DID service[1]	THHCX	117.50	62.51	62.51	62.51
- 1-Way out	TFU	117.50	37.20	37.20	37.20
- 1-Way in	TFN	117.50	37.20	37.20	37.20
- Centrex CO	D4D	117.50	28.29	29.42	31.41
- 1-Way in, with hunting, for <i>DID</i> [1,2]	TDD	117.50	45.20	45.20	45.20

4. The Business Trunk rates do not apply when a customer subscribes to a Rate Stabilized Plan as specified following.
5. See 5.3, preceding, for applicable nonrecurring change charge.

[1] Requires a *DID* trunk circuit termination. See 5.3.4, following, for terms, conditions, rates and charges.

[2] Monthly rate includes rate for Hunting Service (USOC HTG).

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS****5.3.3 FLAT RATE TRUNKS (Cont'd)****6. Rate Stabilized Flat PBX Trunk****(T)****a. Description**

Rate Stabilized Flat PBX Trunk is an optional plan offered for Flat PBX Trunk customers only. The rate levels are determined by two elements: the total number of PBX trunks at a single customer location and the period of the Rate Stability Plan as agreed to by the customer and the Company.

**b. Regulations**

- (1) A customer subscribing to the Rate Stability Plan agrees to a specified rate, based upon the number of customer trunks at a given location and a specified rate stability period.
- (2) Regulations, rates, and charges as specified elsewhere in this Exchange and Network Services Catalog will apply as appropriate. The Rate Stability Plan is subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.D., preceding.
- (3) The Rate Stability Plan will be offered subject to the availability of existing facilities.
- (4) The minimum stabilized period for this plan is twelve (12) months.
- (5) The Rate Stability Plan rates and charges will be guaranteed against Company initiated changes during the length of the Plan. This Rate Stability Plan provides discount rate stability for the analog transport loop portion of service only.
- (6) The customer must subscribe to at least 20 trunks at a primary or secondary location in order to qualify for Rate Stabilization.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.3 FLAT RATE TRUNKS**

6.b. (Cont'd)

(T)

- (7) Termination charges may apply if the customer violates the terms and conditions of the Rate Stability Plan or the Rate Stability Plan is terminated for cause by the Company. The Termination Liability/Waiver Policy is set forth in 2.2.14.D., preceding.
- A customer will be considered to have violated the terms and conditions of the Plan if the customer cancels service during the term of the Rate Stability Plan or reduces the number of trunks at the customer location to a level 20% below that in service at the rate stability initiation.
  - The Rate Stability Plan may be terminated for "cause" if the Company provides the customer with 30 days written notice specifying the cause for termination and the customer does not comply with the requirements specified in the notice within the 30 day period. "Cause" constitutes any customer material breach of the terms of the Plan including, but not limited to, failure to timely pay applicable charges (see Section 2 of this Catalog).
- (8) Termination charges will be applied as specified in the Termination Liability/Waiver Policy set forth in 2.2.14.D., preceding.
- (9) Termination charges apply regardless of the reason for the Rate Stability Plan violation, including closure or sale of the business.

**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.3 FLAT RATE TRUNKS**

**6.b. (Cont'd)**

(T)

- (10) Additional trunks purchased during the rate stability period can be incorporated into the terms of the existing Plan without renegotiating the Plan. If a lower rate is applicable due to the additional number of trunks, the larger discount will be applied once the trunks are in service, until the conclusion of the Plan.
- (11) If a customer's business is moved during the Plan period, the Plan may remain in effect as long as the new location is served by the Company and the minimum number of PBX trunks is maintained.
- (12) In the event a customer's business is sold, the Rate Stability Plan may be transferred to the new owner, if the following conditions are met:
- The Company is notified in advance of the sale and a "Change of Responsibility" form is issued.
  - The new customer assumes the liabilities and terms of the existing Plan which are in effect at the time of transfer.
  - Existing facilities remain in place.
  - A "Change of Responsibility" agreement is signed by both parties and notarized.
  - The transfer of responsibility is accepted by the Company.
- (13) The appropriate rates and charges found in Section 2 of this Catalog would apply for service transferred from one customer to another.
- (14) Once the Rate Stability Plan period ends, the customer may negotiate a new Plan or continue service under the standard applicable rates in effect at that time.

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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.3 FLAT RATE TRUNKS**

6. Rate Stabilized Flat PBX Trunk (Cont'd)

(T)

c. Rates and Charges

- (1) Rates will be applied on a "stairstep" scale. This means a separate rate will be applied to a customer's first 1-20 trunks; a lower rate will be applied to the same customer's next 21-50 trunks; and a lower rate applied to 51 trunks and over.
- (2) Each customer will be required to sign a contractual agreement for the furnishing of services on a rate stabilized basis.
- (3) Rate Stabilized Flat PBX Trunks

**USOC**

- *DID*[2]

TKK1X

[1] Pages 74 and 75 were previously canceled.

(C)

[2] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4, following.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS****5.3.3 FLAT RATE TRUNKS**

6.c.(3) (Cont'd)

(T)

- *DID*[1]

	<b>NON- RECURRING CHARGE</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 84 MONTHS</b>
1 - 20 Trunks	\$117.50	\$45.16	\$43.30	\$41.45
21 - 50 Trunks	117.50	43.30	41.45	39.59
51 Trunks and over[2]				
1 Qtr mile from CO	117.50	34.56	34.03	33.77
2 Qtr miles from CO	117.50	34.96	34.37	34.07
3 Qtr miles from CO	117.50	35.37	34.71	34.38
4 Qtr miles from CO	117.50	35.93	35.18	34.80
5 Qtr miles from CO	117.50	36.41	35.58	35.16
6 Qtr miles from CO	117.50	36.92	36.01	35.55
7 Qtr miles from CO	117.50	37.56	36.54	36.03
8 Qtr miles from CO	117.50	38.08	36.97	36.43
9 Qtr miles from CO	117.50	38.89	37.65	37.02
10 Qtr miles from CO	117.50	40.54	39.02	38.26
11 Qtr miles from CO	117.50	41.28	39.63	38.81
12 Qtr miles from CO	117.50	43.61	41.58	40.56
13 Qtr miles from CO	117.50	45.47	43.13	41.96
14 Qtr miles from CO	117.50	46.20	43.74	42.51
15 Qtr miles from CO	117.50	47.39	44.73	43.40
16 Qtr miles from CO	117.50	50.08	46.97	45.41
17 Qtr miles from CO	117.50	50.96	47.70	46.07
18 Qtr miles from CO	117.50	51.71	48.33	46.64
19 Qtr miles from CO	117.50	52.40	48.90	47.15
20 Qtr miles from CO[3]	117.50	56.24	52.08	50.03

[1] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4, following.

[2] Local Service increments are not applicable for distance-sensitive Rate Stabilized flat PBX trunk.

[3] All rate stabilized trunks beyond this increment will be priced on an individual case basis.

[4] Pages 77 and 78 were previously canceled.

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6.c.(3) (Cont'd)

(T)

**USOC**

- 2-way
- 1-Way Out
- 1-Way In

TF4CX  
TF4OX  
TF41X

	<b>NON- RECURRING CHARGE</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 84 MONTHS</b>
1 - 20 Trunks	\$117.50	\$37.16	\$35.30	\$33.45
21 - 50 Trunks	117.50	35.30	33.45	31.59
51 Trunks and over[1]				
1 Qtr mile from CO	117.50	26.56	26.03	25.77
2 Qtr miles from CO	117.50	26.96	26.37	26.07
3 Qtr miles from CO	117.50	27.37	26.71	26.38
4 Qtr miles from CO	117.50	27.93	27.18	26.80
5 Qtr miles from CO	117.50	28.41	27.58	27.16
6 Qtr miles from CO	117.50	28.92	28.01	27.55
7 Qtr miles from CO	117.50	29.56	28.54	28.03
8 Qtr miles from CO	117.50	30.08	28.97	28.41
9 Qtr miles from CO	117.50	30.89	29.65	29.02
10 Qtr miles from CO	117.50	32.54	31.02	30.26
11 Qtr miles from CO	117.50	33.28	31.63	30.81
12 Qtr miles from CO	117.50	35.61	33.58	32.56
13 Qtr miles from CO	117.50	37.47	35.13	33.96
14 Qtr miles from CO	117.50	38.20	35.74	34.51
15 Qtr miles from CO	117.50	39.39	36.73	35.40
16 Qtr miles from CO	117.50	42.08	38.97	37.41
17 Qtr miles from CO	117.50	42.96	39.70	38.07
18 Qtr miles from CO	117.50	43.71	40.33	38.64
19 Qtr miles from CO	117.50	44.40	40.90	39.15
20 Qtr miles from CO[2]	117.50	48.24	44.08	42.03

[1] Local Service increments are not applicable for distance-sensitive Rate Stabilized flat PBX trunk.

[2] All rate stabilized trunks beyond this increment will be priced on an individual case basis.

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## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)**

#### **5.3.4 DIRECT-INWARD-DIALING (*DID*) SERVICE**

##### **A. Description**

1. Direct-Inward-Dialing (*DID*) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX (Private Branch Exchange) station directly without an attendant's assistance.

##### **B. Regulations**

1. This feature may be provided, in addition to regular, FCO or FX rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each *DID* number may be provided subject to the regulations, rates, and charges as specified in 5.7.1, following.
3. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
4. *DID* service is available to new customers from non-ESS offices if the office is equipped for *DID* service and has sufficient *DID* capacity available.

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## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

#### **5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

##### **B. Regulations (Cont'd)**

5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in C. Rates and Charges, following.

A *DID* sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.

6. *DID* Service is offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS****5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)****C. Rates and Charges****1. DID Service**

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Each in-only trunk circuit termination [1]	NDT	\$50.00	\$50.00
• Each 2-way, 4-wire analog trunk circuit termination[2]	NAY	50.00	50.00
• Each 2-way digital trunk circuit termination with answer supervision[1,3]	ND2	50.00	50.00
<b>2. DID Telephone Numbers</b>			
• Nonsequential telephone number used, each	NHN	1.00	0.15
• DID block of twenty sequential telephone numbers, per block	NGS	20.00	3.00

[1] In addition, a PBX or DSS trunk is required.

[2] In addition, a THHCX PBX trunk, specified in 5.3.3, preceding, is required.

[3] Only available with DSS trunks.

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C.2. (Cont'd)

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
c. Reserving Telephone Numbers[1]			
• Nonsequential number, per number	NHNRN	—	\$0.15
• Sequential number block, per block	NGQ	—	3.00

[1] Rates apply only if the customer does not currently subscribe to *DID* service. Customers currently subscribing to *DID* service will be charged the NHN or NGS rates and charges as appropriate.

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- d. Customer requests for (a) specific number (s) either within a sequential number block or any nonsequential number will be assessed the Personalized Number rates and charges specified in 5.7.7, following, when the request is not due to customer equipment technical limitations. The rates and charges will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one (1) custom number charge will be applied per sequential number block.

**3. Change Charges**

The following rates and charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change DTMF signaling to DP or vice versa.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>
• Rerouting of telephone numbers, per number[1]	N/A	—
• Changing number of digits outpulsed, per change	REAGM	\$50.00
• Changing signaling, per change	REAGN	50.00
• Digit Manipulation, per route index	PT3DM	ICB

[1] Same service and equipment charge as specified for initial installation of *DID* telephone numbers.

## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

#### **5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)**

##### **D. Optional Features**

##### **1. DID Trunk Queuing**

##### **a. Description**

*DID* Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a *DID* system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

##### **b. Optional Features**

##### Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

##### Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.



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**5. EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS**

**5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE**

D.1. (Cont'd)

c. Regulations

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exist.
- (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
- (4) The music on queue option requires a Voiceband/Data Circuit between the serving central office and a customer-provided music source at the customer's premises.
- (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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D.1. (Cont'd)

## d. Rates and Charges

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Queuing <sup>[1]</sup>			
- Per <i>DID</i> StationUQQ, number equipped	URQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG, URQPG	175.00	—
- Per queue slot in group	UQQPQ, URQPQ	—	15.00
- Change in quantity of queue slots in queue group, per group	REAE9	100.00	—
• Delay Announcement	N/A	[2]	[2]
• Music on Queue	N/A	[3]	[3]

[1] Resale is permitted.

[2] Apply rates and charges as specified in 9.4.4, following, for Delay Announcement.

[3] Apply rates and charges as specified in 9.4.4, following, for Music on Queue.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS****5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE****D. Optional Features (Cont'd)****2. DID Two-Way Call Transfer****a. Description**

*DID* Two-Way Call Transfer allows the user of a 2-way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then to leave the connection without disconnecting the call.

**b. Rates and Charges**

	USOC	SERVICE & EQUIPMENT CHARGE	MONTHLY RATE
• <i>DID</i> Two-Way Call Transfer, each 2-way trunk equipped[1]	3CW	[2]	\$13.00

**3. CALL PLANNER****a. Description**

A forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

[1] Resale is permitted.

[2] Same service and equipment charge as specified in 5.4.3, following, for business Custom Calling Service.

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D.3. (Cont'd)

**b. Terms and Conditions**

- (1) *CALL PLANNER* is available to customers who subscribe to PBX trunks which terminate on a *DID* number. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) The following are restrictions to forwarding destinations for *CALL PLANNER*:
  - No International numbers - only United States NPAs allowed.
  - No 700, 800, 900, 950 or 976.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four destination changes per hour.

**c. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>CALL PLANNER</i>			
- Per <i>DID</i> number	WH2	\$15.00	\$7.95

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS****5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE (Cont'd)****E. Commercial Mobile Radio Service (CMRS) Providers**

Per FCC Order 00-194 effective June 21, 2000, the Company will not bill recurring charges for the use of numbers by CMRS Providers.

**1. Number Activation**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Charge for activating numbers			
- Nonsequential telephone number, each	NHN	\$ 3.88	—
- Per block of 20 numbers	NGS	30.70	—
- Per block of 100 numbers	RC6BX	19.56	—

**2. Numbers**

• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	—	—
- Per block of 100 sequential numbers	NOJA2	60.00	—
• Nonsequential number reservation, per number	NHNRN	—	—

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E.2. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Rerouting of number, per number	N/A	[1]	—
• Changed number of digits outpulsed	REAGM	50.00	—
• Changed signaling, per change	REAGN	50.00	—

[1] Same nonrecurring charge as USOC's NHN or NGS.

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**5. EXCHANGE SERVICES****5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (Cont'd)****5.3.6 NETWORK ACCESS REGISTERS****A. Rates and Charges**

	USOC	NON- RECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	1-A	2
1. Flat Rate Network Access Registers					
• Two-way operation	EQA	\$0.65	\$23.26	\$24.39	\$26.99
• One-way incoming operation	EQB	0.65	23.26	24.39	26.99
• One-way outgoing operation	EQC	0.65	23.26	24.39	26.99
2. Measured Rate Network Access Registers[1]					
• Two-way operation	EQA	0.65	5.62	6.75	7.73
• One-way incoming operation	EQB	0.65	5.62	6.75	7.73
• One-way outgoing operation	EQC	0.65	5.62	6.75	7.73

[1] Measured usage charges are as specified in 5.2.1, preceding.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.2 TOUCH-TONE CALLING SERVICE**

##### **A. Description**

1. Touch-Tone Calling Service is a distinctive type of telephone service using audible voice frequency tones to actuate the CO equipment and is provided at no charge with an access line.

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description**

Custom Calling Services include one or more of the following features:

##### Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one-digit or Abbreviated Access, two-digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

##### Anonymous Call Rejection

Anonymous Call Rejection is available with Caller Identification and Last Call Return at no extra charge and prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code.

Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party. Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****A. Description (Cont'd)**Call Curfew

Allows the customer the ability to block incoming and outgoing calls. The feature can be turned on and off manually or automatically by pre-set schedules which have been defined by the customer.

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur.

Call Forwarding - Busy Line

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy.

- External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy. The customer's system is service for which the customer is billed at that location.

- Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy.

- Programmable Forwarding

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Call Forwarding - Busy Line/Don't Answer

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

- External Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system but within the same central office switch if the called number is busy or to any number within the same central office switch if the called number does not answer (where available).

- Overflow Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number within the same central office switch if the called number is busy or does not answer.

##### Call Forwarding - Don't Answer

Allows a customer to have incoming calls forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

- Expanded Forwarding

Allows a customer to have incoming calls forwarded to another predetermined number in a different central office switch if the customer does not answer after a preset number of ringing cycles.

- Programmable Forwarding

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****A. Description (Cont'd)**Call Forwarding - Variable

Allows a customer to forward incoming calls to another telephone number of the customer's choice. The customer activates and deactivates this feature and may also change the telephone number to which the calls are forwarded.

Call Rejection

Allows a customer to establish and modify a list of telephone numbers that will enable the customer to reject call attempts originating from those telephone numbers. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a pay per use basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. Manual Trap and Trace is available where facilities permit.

Call Transfer

Allows a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Call Waiting

Call Waiting provides notification when a second incoming call is waiting on the line when the line is already in use. A brief tone alerts the subscriber that another call is waiting on the line. Successive depressions of the switchhook allow the party to transfer between calling parties.

##### Call Waiting Identification

Call Waiting Identification allows incoming calls waiting on the line to visually display on a Call Waiting Identification Display Unit and allows the called party to receive the caller's listed name and number information consistent with Caller Identification – Number or Caller Identification – Name and Number. Successive depressions of the switchhook allow the party to transfer between calling parties. Customers must subscribe to Caller Identification Number or Caller Identification Name and Number

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

**CALLER ID WITH PRIVACY +**

Provides a customer with Caller Identification - Name and Number functionality and, in addition, provides special handling for unidentified incoming calls and incoming calls marked "private".

Calls placed from a private or blocked telephone number will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for delivery to the called party.

When the calling party records a name, the service will route the call to the customer and the Caller ID unit will display "*PRIVACY +*" which identifies that the call has a recorded name. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call with the "*PRIVACY +*" designation the recorded name will be announced and the customer may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call or if they subscribe to Voice Mail, they can direct the original call to their mailbox.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Caller Identification - Name and Number

Provides for the delivery of the telephone number, including non-published and non-listed numbers, and name associated with the telephone line used by the calling party to place the call. The number and name delivered to the customer's Caller ID unit are those provided by the telephone network to the customer's serving central office and the database consulted by the Company to determine the name associated with that number, respectively. The Company, in its sole discretion, may abbreviate and modify name information for display purposes.

##### Caller Identification - Number

Provides for the delivery of the telephone number, including non-published and non-listed numbers, associated with the telephone line used by the calling party to place the call. The number delivered to the customer's Caller ID unit are those provided by the telephone network to the customer's serving central office

##### Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a pay per use basis or monthly subscription basis. A pay per use charge applies per activation regardless of whether the call is completed.

**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****A. Description (Cont'd)**Dial Call Waiting

Dial Call Waiting functions interactively with Distinctive Alert, following. When a line equipped with Dial Call Waiting calls a line equipped with Distinctive Alert, the customer will hear either a distinctive ring when the line is not in use or a distinctive call waiting signal when the customer is using the called line.

Dial Lock

Dial Lock is a service that provides the ability to block outgoing calls. Through the use of an administrative password, a customer can determine what type of outgoing calls will be permitted from the line. Different blocking parameters can be established on a per line basis. This service will allow blocking to: all non-emergency local calls; all long distance and directory assistance calls; all international calls; all operator assisted calls; all toll free calls and all information services calls.

A customer can create a list of up to twenty numbers that can be called regardless of the type of blocking that is in place. Customers may override the blocking at anytime.

Directed Call Pick Up

Allows a customer to answer a call that is ringing to another line by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Directed Call Pick Up With Barge-In

Allows a customer to answer a call that is ringing to another line, or has been answered by another line, by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Do Not Disturb

Allows a customer to set schedules to block incoming calls during designated times. These schedules automatically activate/deactivate the Do Not Disturb function. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available.

Customers who would like to have certain callers reach them when the service is activated may create a code for use by such callers.

##### Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is \*98.

##### Hot Line

Outgoing calls are automatically routed to a preprogrammed telephone number when the customer takes the phone off-hook. A line equipped with Hot Line cannot place outgoing calls to any number other than the preprogrammed number.

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Office of the Secretary  
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June 15, 2013

Boise, Idaho

SOUTHERN IDAHO

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### A. Description (Cont'd)

##### Last Call Return

Allows a customer to dial a code to receive an audio announcement of the telephone number, including non-published and non-listed numbers, of the last incoming call regardless if the call was answered or not. The number delivered by the announcement is the one provided by the telephone network to the customer's serving central office. Numbers marked "Private" by the caller will not be announced. If a number is announced the customer will receive a prompt that may allow them to automatically place a return call however, the feature may not be able to place the return call even if the number is announced. If a returned call can be placed, and the called number is busy, it will be redialed for a limited period of time. When the called number becomes available a distinctive ring will alert the customer.

##### Long Distance Alert

Long Distance Alert provides a distinctive ring and a distinctive call waiting tone for long distance calls. This service is offered only as an enhancement to Call Waiting and is provided at no additional charge.

##### NO SOLICITATION

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily (may be disabled by the customer at any time if desired). A caller may press one, or stay on the line to complete the call connection.

##### Priority Call

Allows a customer to establish and modify a list of up to fifteen callers' telephone numbers. When a call originates from one of the numbers on the list the customer will hear a distinctive ring. Incoming calls from numbers on the list that encounter a busy or don't answer condition will be treated like any other incoming call.

NOTICE

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### A. Description (Cont'd)

#### Remote Access Forwarding (Call Following)

Allows a customer to route all incoming calls to another destination and may be activated, deactivated, or changed from any remote location, as well as from the customer's premises. Calls may be forwarded only within the United States, including Alaska and Hawaii. This service is marketed to residential customers under the name, Call Following.

#### Scheduled Forwarding

Allows a customer to route all incoming calls to another destination and may be activated, deactivated, or change the times, days and destination numbers from any remote location, as well as from the customer's premises.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****A. Description (Cont'd)****SECURITY SCREEN**

Provides the customer with the ability to screen certain types of undisclosed calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number. Two screening options are available with *SECURITY SCREEN*:

- *SECURITY SCREEN with Standard Screening* which screens calls from private (blocked) and unidentified telephone numbers only.
- *SECURITY SCREEN with Advanced Screening* which screens calls from all toll-free numbers, long distance numbers, and private (blocked) or unidentified telephone numbers.

Callers making calls from private (blocked) or unidentified telephone numbers to customers who use either *SECURITY SCREEN with Standard Screening* or *SECURITY SCREEN with Advanced Screening* will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers making calls from toll-free or long distance numbers to customers who use *SECURITY SCREEN with Advanced Screening* will be asked to enter a telephone number for identification purposes. In all cases, a caller who chooses not to unblock their line or enter a telephone number will be advised that their call cannot be completed and the call will be terminated.

If the calling party unblocks their line or enters a telephone number, they will be connected directly to the *SECURITY SCREEN* customer; the *SECURITY SCREEN* customer will hear a distinctive ring if the call party inputs data to be passed unless they subscribe to Custom Ringing Service.

The Caller ID unit will display one of the following:

- If the call is private (blocked) or unavailable and the caller enters a ten-digit number from within the Company's territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).
- If the call is private (blocked) or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show *SECURITY SCREEN* and the number the caller input.
- If the call is private (blocked) or unavailable and the caller enters a ten-digit number outside of the Company's territory, the display will read *SECURITY SCREEN* and the number the caller input.
- If the call is private (blocked) or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read *SECURITY SCREEN* and the number the caller input backfilled with zeros (000-000-2345).

NOTICE

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Selective Call Forwarding

Allows a customer to establish and modify a list of telephone numbers whereby calls originating from numbers on the list can be forwarded to a local or long distance number selected by the customer. All other calls will be handled normally. Selective Call Forwarding may be activated, deactivated, or changed by the customer.

##### Selective Call Waiting

Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of up to twenty-five telephone numbers that will trigger the Call Waiting tone when the customer's line is in use. Callers not on the list will receive a busy announcement if the called party is on the line or be forwarded to the customer's Voice Mail.

##### Speed Calling

Allows a customer to dial frequently called numbers by dialing a one or two digit code in place of the entire telephone number. Speed Calling lists are available in an 8 number or 30 number capacity and can include local and long distance telephone numbers. The lists may be established and changed by the customer.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **A. Description (Cont'd)**

##### Three-Way Calling

Allows customers to add a third party to an existing telephone conversation by depressing the switchhook and dialing the third party's telephone number. When the third party answers the customer can conference all of the parties by depressing the switchhook, or speak with the third party privately. Three-Way calling is available on a pay per use basis or a monthly subscription basis.

##### Warm Line

Warm Line service allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

**A. Description (Cont'd)**

(D)

(D)

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES (Cont'd)****B. Regulations**

1. Custom Calling Services will be provided where technically and/or economically feasible and are furnished only from central office areas where facilities permit, as determined by the Company. Features may work only within the local calling area, where all central offices that handle the call and all exchanges through which a call is routed are equipped with the necessary technology and compatible signaling and other interconnection agreements with non-Company providers exist. Without limiting the foregoing, these services are subject to, but not limited to, operational limitations and restrictions in equipment types, software releases, terms of interconnection with other networks and industry specifications.
2. The services will be provided only in connection with individual access line service. Custom Calling Services are not available in connection with Smart Public Access Line Service.
3. Where Custom Calling Services are provided in connection with Combination Access Line Service, all access lines must be equipped with the same Custom Calling features. The appropriate rate will apply per access line equipped. Custom Calling features are not available with Combination Access Line Service Arrangements No. 2 or No. 3.
4. At the time of a number change for Company reasons, existing business and residence lines may be equipped for one or more Custom Calling features without a service and equipment charge.
5. Where any Custom Calling Service is provided on a Measured Service line, usage charges as specified in 5.2.1, preceding, will apply to all calls placed by such features, including, but not limited to, those using Call Forwarding features, Call Transfer, Continuous Redial, Last Call Return, and Three-Way Calling.
6. Where any Custom Calling feature causes or permits a call to be placed to a telephone number out of the local calling area, all toll charges will apply at the rates and terms established by the interexchange carrier providing the facilities to carry the call.

**NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **B. Regulations (Cont'd)**

7. Due to technical limitations, customers may not purchase the following on the same line:
  - One-digit Abbreviated Access service and Speed Call 8.
  - Two-digit Abbreviated Access service and Speed Call 30.
  - More than one Abbreviated Access service.
8. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
9. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling 8-number capacity will only have 6-number capacity available for their use.
10. Where technology permits, the predetermined number associated with Warm Line Service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
11. With Warm Line Service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a service order.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES**

##### **B. Regulations (Cont'd)**

12. Once automatic dialing begins on lines equipped with Warm Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the delay periods ends.
13. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
14. A line equipped with Hot Line service can be used for incoming calls but, cannot place outgoing calls to any number other than the preprogrammed number. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line service.
15. Call Forwarding-Variable can be provided on business lines under the following conditions:
  - a. Multiple calls can be simultaneously forwarded outside the central office where technically feasible.
  - b. When a business utilizes a Multiline Hunt Group, only the first telephone can be forwarded. In addition, since any station on the system that has access to the central office line can change or remove the activation of Call Forwarding - Variable, the Company is not responsible for any changes to the call forwarded number.
  - c. When a business utilizes a Series Hunt Group, the Call Forwarding - Variable feature can be installed on each telephone number in the group. To activate the feature the station must access the line associated with the specific telephone number.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

**B. Regulations (Cont'd)**

16. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
17. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
18. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
19. The Company cannot guarantee that Call Trace will be successful. The sole liability of the Company due to errors, omissions or mistakes with respect to Call Trace shall be to refund the charge for the trace, and the Company shall not otherwise be liable for any damages whether consequential, incidental, special or otherwise.
20. Last Call Return, Continuous Redial and Three-Way Calling are available on a monthly subscription basis or a pay per use basis. The pay per use basis pricing options will be available where facilities permit. For any month, the total usage billing will not exceed \$7.60 for each service, per line. Customers may request the removal of these services at any time, at no charge.
21. A 60 Day Product Guarantee allows customers who are new subscribers of Remote Access Forwarding and Scheduled Forwarding, who are not completely satisfied with the product, to receive credit for all monies billed for the product. The customer must notify the Company of their dissatisfaction and request disconnection of the product within 60 days of the installation of the product.
22. Actual operation and performance of Custom Calling Services are subject to operational limitations and restrictions that exist in the equipment types, software releases, terms of interconnection with other networks, industry specification and the like.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****B. Regulations (Cont'd)**

23. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, the Company will attempt to verify that requests for this service are being made by the customer of record, not unauthorized parties.

The following are restrictions to forwarding destinations for Remote Access Forwarding and Scheduled Forwarding:

- No International numbers - only United States NPAs allowed.
  - No 700, 800/800-type service, 900, 950 or 976.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 1-12X+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four (4) destination changes per hour.
24. Customer's subscribing to Call Waiting Identification, *CALLER ID WITH PRIVACY* +, Caller Identification - Name and Number and Caller Identification - Number must have a properly connected and operating Caller ID Unit.
25. The Company does not assure the accuracy in the name and/or number delivered to the customer in conjunction with Caller ID or Last Call Return. The Company is not liable to any party for any error, omission, or mistake. The Company will use its best efforts to correct errors over which it has control when notified of such errors in writing but, not where errors are due to databases provided or created by others. Some calls may not display name and/or number information including but not limited to, those from callers who block their information, calls from other networks and calls from certain types of customer provide equipment.
26. Anonymous Call Rejection cannot be added to a line as a stand-alone service. It is offered only in conjunction with Caller ID or with Last Call Return. If the line is equipped with *CALLER ID WITH PRIVACY PLUS* then the line cannot be equipped with Anonymous Call Rejection.
27. Some of the features may be subscribed to separately or in a combination of several on the same line in a package rate.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES (Cont'd)**

**C. Rates and Charges**

1. Except as specifically provided herein, Custom Calling Services are subject to the regulations, rates, and charges applicable to other types of customer service and are in addition to the basic rates and charges for the service with which it is associated.
2. The following service and equipment charge applies for business customers per line, per customer request to establish or change one or more custom calling features.
  - a. The service and equipment charge will apply to change the predetermined number associated with Easy Access.
  - b. The service and equipment charge will not apply to add Easy Access to a line equipped with *CUSTOMCHOICE*.
  - c. The service and equipment charge will not apply to discontinue any Custom Calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY +*.

**SERVICE &  
EQUIPMENT  
CHARGE[1]**

- Business \$12.00

[1] For Business Custom Calling Services packages, the Service and Equipment Charge will not apply to discontinue one or more features in a package when the remaining feature(s) stay the same.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES****C. Rates and Charges (Cont'd)****3. Custom Calling Services, each line**

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, One-Digit		
- Each shared speed call list	EV5	\$20.00
- Each line arranged[1]	EV4	0.50
• Abbreviated Access, Two-Digit		
- Each shared speed call list	EV9	30.00
- Each line arranged[1]	EV8	0.50

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Forwarding		
- Busy Line (expanded)[1]	FBJ	\$4.00 (I)
- Busy Line (external)[1]	EVB	4.00 (I)
- Busy Line (overflow)[1]	EVO	8.95
- Busy Line (programmable)[1]	ERB	8.00
- Busy Line/Don't Answer (expanded)	FVJ	6.50 (I)
- Busy Line (external)/Don't Answer[1]	EVF	6.50 (I)
- Busy Line (overflow)/Don't Answer[1]	EVK	10.45
- Don't Answer[1]	EVD	5.00 (I)
- Don't Answer (expanded)[1]	FDJ	5.00 (I)
- Don't Answer (programmable)[1]	ERD	4.50
- Variable	ESM	7.00 (I)

[1] Resale is permitted.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Transfer[1]	EO3	\$ 8.00 (I)
• Call Waiting	ESX	8.00
• Call Rejection[1]	NSY	6.00
• <i>CALLER ID WITH PRIVACY</i> +	N6S	11.50
• Caller Identification-Name & Number[1]	NNK	10.00
• Caller Identification-Number[1]	NSD	10.00
• Continuous Redial[1]	NSS	4.50

[1] Resale is permitted.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Dial Call Waiting[1]	WDD	\$2.15
• Dial Lock[1]	OC4	3.95
• Directed Call Pick Up[1]	PUN	1.00
• Directed Call Pick Up With Barge-In[1]	PUQ	1.00
• Distinctive Alert[1]	DHA	1.00
• Do Not Disturb[1]	D7T	3.95
• Easy Access	SQAVX	0.98
• Hot Line[1]	HLA	2.00
• Last Call Return[1]	NSQ	5.50
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call[1]	NSK	5.00
• Remote Access Forwarding	AFD	9.00

[1] Resale is permitted.

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C.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Scheduled Forwarding	ATF	\$10.00
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding[1]	NCE	5.50
• Selective Call Waiting	S7W, S7Y	8.00
• Speed Calling, 8-number capacity	E8C	4.50
• Speed Calling, 30-number capacity	E3D	5.50
• Three-Way Calling	ESC	7.00
• Warm Line[1]	WLS	2.50

(D)

[1] Resale is permitted.

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C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, one-digit		
- Each shared speed call list	EV5	—
- Each line arranged[1]	EV4	\$ 0.50
• Abbreviated Access, two-digit		
- Each shared speed call list	EV9	—
- Each line arranged[1]	EV8	0.50
• Call Curfew[1]	RCU	3.95
• Call Forwarding		
- Busy Line[1]	EVO	0.45 (I)
- Busy Line (expanded)[1]	FBJ	0.45 (I)
- Busy Line (programmable)[1]	ERB	1.85
- Busy Line/Don't Answer[1]	EVK	1.35
- Busy Line/Don't Answer (expanded)[1]	FVJ	1.35
- Don't Answer[1]	EVD	1.10
- Don't Answer (expanded)[1]	FDJ	1.10
- Don't Answer (programmable)[1]	ERD	2.60
- Variable	ESM	6.00
• Call Transfer[1]	EO3	6.50
• Call Waiting	ESX, N2W	8.00
• Call Rejection[1]	NSY	6.00
• <i>CALLER ID WITH PRIVACY</i> +	N6S	11.25 (I)
- Discounted[2]	—	2.95

[1] Resale is permitted.

[2] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Caller Identification-Name & Number[1]	NNK	\$10.00
• Caller Identification-Number[1]	NSD	9.00
• Continuous Redial[1]	NSS	4.50
• Dial Call Waiting[1]	WDD	2.15
• Dial Lock[1]	OC4	3.95
• Directed Call Pick Up[1]	PUN	1.00
• Directed Call Pick Up With Barge-In[1]	PUQ	1.00
• Distinctive Alert[1]	DHA	1.00
• Do Not Disturb[1]	D7T	3.95

[1] Resale is permitted.

**NOTICE**

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Easy Access	SQAVX	\$0.98
• Hot Line[1]	HLA	2.00
• Last Call Return[1]	NSQ	5.50
• Priority Call[1]	NSK	5.00
• <i>NO SOLICITATION</i>	SB5	6.95
• Remote Access Forwarding (Call Following)	AFM	6.00

[1] Resale is permitted.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.3 CUSTOM CALLING SERVICES**

C.3. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Scheduled Forwarding	ATF	\$7.00
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding[1]	NCE	6.00
• Selective Call Waiting	S7W, S7Y	7.00
• Speed Calling, 8-number capacity	E8C	4.50
• Speed Calling, 30-number capacity	E3D	5.50
• Three-Way Calling	ESC	6.00
• Warm Line[1]	WLS	3.50

(D)

[1] Resale is permitted.

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

##### C. Rates and Charges (Cont'd)

#### 4. Custom Calling services, per occurrence

	CHARGE	
• Call Trace, Pay per use basis per activation[1]		
- Business	\$1.25	(I)
- Residence	1.25	
• Continuous Redial, Pay per use basis per activation[2]		
- Business	0.99	
- Residence	0.99	
• Last Call Return, Pay per use basis per activation[3]		
- Business	0.99	
- Residence	0.99	
• Three-Way Calling, Pay per use basis per activation[4]		
- Business	0.99	
- Residence	0.99	(I)

[1] Pay per use charge will not apply if the trace is not successful.

[2] Pay per use charge applies per activation regardless of whether the call is completed.

[3] Pay per use charge applies per activation regardless if the telephone number is correct or whether a return call can be placed.

[4] Pay per use charge applies per activation regardless if the third party is added to the existing conversation.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

#### **5.4.4 MARKET EXPANSION LINE (MEL) SERVICE**

##### **A. Description**

When a customer activates MEL on the customer's service, all incoming calls are automatically routed to another customer-selected telephone number in the local calling area or a distant exchange.

##### **B. Regulations**

1. Market Expansion Line Service is furnished only where adequate and suitable facilities are available. COs will be equipped for MEL Service at the discretion of the Company.
2. Market Expansion Line Service is provided on the condition that the customer subscribe to sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the opinion of the Company, additional MEL features at the call forwarding location or facilities at the terminating telephone are needed, the customer will be required to subscribe for such additional MEL features and facilities.
3. The service is not offered when terminating on a PAL.
4. The Company cannot provide the customer with the telephone number of the originating call.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE (MEL) SERVICE**

**B. Regulations (Cont'd)**

5. The Company provides one free directory listing in the exchange where the MEL CO is located; however, at the customer's request, the listing may be omitted at no charge. Additional listings may be provided at rates and charges for business additional listing.
6. Directory Assistance charges are not applicable to MEL Services since this is an inward only calling arrangement.
7. The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (a) a charge for that portion of the call from the calling telephone to the called number, and (b) a charge for that portion of the call from the called telephone to the remotely call forwarded terminating telephone. The respective charge for each such portion shall be as follows:

- a. Between the calling telephone and the called (MEL) location.

The calling party is responsible for the payment of these charges with the exception of those calls which are placed collect and accepted by the MEL customer.

- b. From the called telephone (MEL) location to the terminating telephone.

The applicable charges for this portion of the remotely forwarded call shall be either the appropriate Long Distance Message Telecommunications charges or the trunk message charge, whichever is applicable for the type of call involved. These charges apply to all calls answered at the terminating telephone, including person-to-person and collect calls, even though such calls might not be accepted at the answering location. The MEL customer is responsible for the payment of these charges.

8. Suspension of Service – Customer Initiated is not available for MEL Service when the calls terminate on a WATS line.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.4 MARKET EXPANSION LINE (MEL) SERVICE (Cont'd)****C. Rates and Charges**

1. The appropriate service and equipment charge specified in this section will apply for the installation of MEL Service. Subsequent to the initial establishment of MEL Service, the appropriate service and equipment charge will also apply to add or change one or more of the MEL numbers, to change a call forwarding telephone number and to restore service for Company initiated termination of service.
2. The following rates and charges are added to all rates and charges for associated services:

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Market Expansion Line			
- Each line arranged	RCF	\$35.00	\$22.00
- Each additional line arranged	RCA	35.00	22.00

**5.4.7 HOME INTERCOM SERVICE****A. Description**

The Home Intercom/*INTRACALL* Service allows an individual access line, non-complex residence or business customer to use the line as an intercom system. This feature is activated when the customer dials their own number from any station on the line, receives a busy signal and hangs up. Upon hanging up, all stations on the line will ring. Two or more stations may speak over the intercom line.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.7 HOME INTERCOM SERVICE (Cont'd)**

**B. Regulations**

1. If the customer has Call Waiting, the feature will be deactivated for the duration of the intercom call.
2. If the customer has Call Forwarding, and the feature is activated, all Home Intercom/*INTRACALL* Service calls will also be forwarded.
3. This service is furnished only in CO areas where adequate and suitable facilities are available.
4. Home Intercom/*INTRACALL* Service is not offered with companion line service or combination service arrangements 2 and 3.

**C. Rates and Charges**

1. The following service and equipment charge applies for business customers per line to establish. These charges are in addition to the basic rates and charges for the service with which it is associated.
2. The service and equipment charge will not apply for business customers when Home Intercom/*INTRACALL* is established at the same time a Custom Calling feature is established or changed.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE[1]</b>	<b>MONTHLY RATE</b>
• Home Intercom/ <i>INTRACALL</i> Service, per line	E1N	\$12.00	\$3.00

[1] Applies to business customers only.

**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES (Cont'd)****5.4.9 CALLER IDENTIFICATION-BULK****A. Description**

Caller Identification-Bulk (BCLID) allows a *CENTRON*, Centrex, Multiline Hunt Group (MLHG) or Private Branch Exchange (PBX) customer to receive call-related information on calls that are received from outside the *CENTRON*, Centrex, MLHG or PBX.

The following call-related information is transmitted per incoming call:

- The calling and called directory numbers (DN).
- The time of day the call was placed.
- The busy/idle status of the called DN.
- The calling line type (individual or group).

The Call Data input/output Central Office Facility provides the central office facilities necessary to transmit Call Data information over the Private Line Channel.

**B. Terms and Conditions**

1. A Voice Grade 36 (or equivalent) Private Line channel as specified in the Private Line Transport Services Catalog is required between the customer's serving central office and the customer's premises for the transmission of the call-related data.
2. The customer shall be responsible for the provision of compatible customer premises equipment (CPE) which will receive, translate, display and/or store the transmitted data. The installation, repair and technical capability of that equipment to function in conjunction with the service specified herein is the responsibility of the customer.
3. PBX customers subscribing to this feature must be assigned to a multiline hunt group or subscribe to DID service as described elsewhere.
4. For incoming calls from callers served by PBXs, only the main number of the PBX will be transmitted.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.9 CALLER IDENTIFICATION-BULK****B. Terms and Conditions (Cont'd)**

5. For incoming calls from callers in a multiline hunt group, only the main number of the hunt group will be transmitted.
6. Caller Identification-Bulk will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.

**C. Rates and Charges**

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the rates and charges for the service with which it is associated.
2. The service and equipment charge specified herein shall be applicable to change the service.
3. Caller Identification-Bulk will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
• Per MLHG, PBX Trunk Group or CENTRON/Centrex system terminating in Call Data Input/Output Central Office Facility	NSE++	50.00	50.00
• Call Data - incoming, each line or trunk arranged within group	CGL	5.00	5.00

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

#### **5.4.10 CUSTOM RINGING**

##### **A. Description**

Custom Ringing is a central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to 3 additional telephone numbers to the access line.

##### **B. Regulations**

1. Custom Ringing Service is provided with individual exchange access lines and may be unavailable with some services due to technical limitations.
2. Custom Ringing numbers are subject to a minimum service period of one month.
3. Custom Ringing will be billed to the primary access line number. Itemized billing is not available on Custom Ringing numbers.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.10 CUSTOM RINGING****B. Regulations (Cont'd)**

4. Intercept service regulations and charges, as specified in 5.8.4, following, apply to Custom Ringing on a per number basis. In addition, the following regulations will apply:
  - When the access line number remains in service, Custom Ringing numbers can be individually intercepted.
  - When the access line number is intercepted, all Custom Ringing numbers must be intercepted. Exception: If another access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.
5. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.
6. When the customer's access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
  - To have Call Forwarding-Variable only on the access line number, or
  - To have all Custom Ringing Number Service numbers forwarded with the access line number.

This choice is made, or changed, at the time the customer places an order with the Company. Call Forwarding-Variable rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

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**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.10 CUSTOM RINGING SERVICE (Cont'd)****C. Rates and Charges**

1. This service is subject to the regulations, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

	USOC	SERVICE & EQUIPMENT CHARGE[1]	MONTHLY RATE
a. Custom Ringing			
• Residence			
- First additional number	RGG1+	—	\$6.00
- Second additional number	RGG2+	—	4.50
- Third additional number	RGG3+	—	4.50
• Business			
- First additional number	RGG1+	\$10.00	7.45
- Second additional number	RGG2+	10.00	5.25
- Third additional number	RGG3+	10.00	5.25

[1] Only one service and equipment charge will apply for business customers, per order to install Custom Ringing Service.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.10 CUSTOM RINGING SERVICE**

C.1. (Cont'd)

**SERVICE &  
EQUIPMENT  
CHARGE**

c. Service and Equipment Change Charges

- Residence
  - Change telephone number [1]
  - Change Custom Ringing Service number to access line number [2]
- Business
  - Change ringing pattern, per order 10.00
  - Change telephone number [1]
  - Change Call Forwarding options in B.7 [3]
  - Change Custom Ringing Service number to access line number [2]

[1] Service and equipment charge for changing telephone numbers is as specified in 5.2., preceding.

[2] Service and equipment charge same as for the installation of a new line.

[3] Service and equipment charge for changing Custom Calling feature is as specified in 5.4.3, preceding.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.11 HUNTING SERVICE**

##### **A. Description**

This is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines/trunks will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer. The following types of hunting arrangements are available: series and multiline (basic hunting), circular and preferential.

##### **B. Rates and Charges**

1. The rate for each individual line/trunk arranged for Hunting Service is in addition to the regular access line/trunk rate.
2. The nonrecurring charge applies for business customers to establish, change to or from or to rearrange Hunting Service, except when changing from series to multiline or vice versa.
3. The following rates and charges are for each access line/trunk arranged for Hunting Service. They are applicable to all but the last line so arranged.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence, per line[1]	HTG	—	\$8.95
• Business, per line or trunk	HTG	\$12.00	8.95

[1] Residence customers served out of 2B switches may subscribe to Hunting Service at Call Forwarding rates specified in 5.4.3, preceding, until their serving central office is converted and the Call Forwarding option is available.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.11 HUNTING SERVICE (Cont'd)**

**C. Optional Features**

**1. Circular Hunt**

**a. Description**

Circular Hunt is an option of Hunting Service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues thru the group until an idle line is reached or the number just preceding the dialed number is reached.

**b. Rates and Charges**

The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply for business customers when both are ordered at the same time, for the same customer, on the same line.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence, per hunt group	HCKPG	—	\$3.00
• Business, per hunt group	HCKPG	\$12.00	3.00

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.11 HUNTING SERVICE**

**C. Optional Features (Cont'd)**

**2. Preferential Hunt**

**a. Description**

Preferential Hunt is an option of Hunting Service that enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group.

**b. Rates and Charges**

The rates and charges for Preferential Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply when both are ordered at the same time, for the same customer, on the same line.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business, each line arranged	HSHP	\$12.00	\$1.00

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.13 ANSWER SUPERVISION - LINE SIDE**

**A. Description**

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

**B. Regulations**

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

**C. Rates and Charges**

The regulations, rates and charges applicable to Answer Supervision - Line Side are in addition to the rates and charges for the services with which it is associated.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Answer Supervision - Line Side, per line arranged[1]	AS8L+	\$15.00	\$3.95

[1] Available for resale.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

#### **5.4.19 NUMBER FORWARDING**

##### **A. Description**

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

##### **B. Terms and Conditions**

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.19 NUMBER FORWARDING (Cont'd)**

**C. Rates and Charges**

1. The appropriate nonrecurring charge specified in this Section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
2. The rates and charges are as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Number Forwarding number			
- Residence	VTL	\$10.00	\$8.00 (I)

[1] Pages 137 through 149 were previously cancelled.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

**A. Description**

1. Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones, subject to the availability of existing CO facilities and special operator equipped locations, as appropriate.
2. The use of "coinless" telephone in this Catalog refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for either third number billed, calling card and/or collect calls.
3. Fraud Protection as provided on Basic PAL will:
  - Prevent Company operators from billing collect and third number billed to calls to the PAL service;
  - Restrict Company operator assisted toll calls to collect, third number billed and calling card calls.

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## **5. EXCHANGE SERVICES**

### **5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

#### **5.5.7 PUBLIC ACCESS LINE SERVICE**

##### **A. Description (Cont'd)**

4. Coin collection and/or return for Basic Public Access Lines is controlled by the PSP pay telephones.

5. The following types of **Basic are available:**

(C)

- a. Flat Full Resale Basic PAL Service

This service provides:

- Access to the local network;
- Free calls to the 911 emergency code;
- Inter/IntraLATA and Interstate direct dialed toll calling.

Basic PAL Service provides a flat, two-way exchange access line without screening.

- b. Measured Basic PAL Service with Fraud Protection

Usage charges will apply to all outgoing calls completed on a local basis after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Fraud protection.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

A.5. (Cont'd)

c. Measured Full Resale Basic PAL Service

Usage charges will apply to all outgoing calls completed on a local after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Direct dialed toll calling.

d. Measured Full Resale with Fraud Protection Basic PAL Service

Usage charge will apply to all outgoing calls completed on a local basis after reaching the allowance of 600 local calls per month. This service provides:

- Access to the local and toll network;
- Free calls to the 911 emergency code;
- Fraud protection;
- Direct dialed toll calling.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

A.5. (Cont'd)

e. Coinless Collect only Basic PAL Service

Coinless Collect only Basic PAL Service is a 1-way out only service commonly used in institutions such as penal or mental care facilities. When provided in penal and mental institutions, the service may be concentrated through a PBX. This service provides:

- Access to the toll and local network only by dialing 0 plus the desired number;
- Restriction of Company operator assisted calls by station users to only collect calls;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL service.

This service prohibits calls to:

- Directory assistance;
- 911 emergency code;
- Interexchange carriers other than the carrier presubscribed to the line, 800/800-type service, 900, 976, 950, 960 telephone numbers;
- Company repair service.

f. Basic Coinless Subscriber Service

This 1-way or 2-way service provides:

- Free calls to 911 emergency agency code;
- Access to directory assistance;
- Prevention of Company operators from billing collect and third number billed calls to the PAL service;
- When provided out of a digital or ESS office, access to the toll and local network only by dialing 0 plus the desired number or dialing 0. The CO arrangement will prohibit direct dialed local or inter/intraLATA toll calls. Station users will be restricted to placing Calling Card, bill to third number and collect calls only;

**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

(D)

(M)

(M)

(M) Material moved to 105.5.7

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

**A. Description (Cont'd)**

6. Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below.

- Incoming Fraud Protection, or Billed Number Screening (BNS), prohibits collect and/or third number billed calls from being charged to Incoming Fraud Protected numbers. Callers attempting to place a collect or third number billed call using an Incoming Fraud Protected number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.
- Outgoing Fraud Protection restricts outgoing toll calls to only collect, third number billed and calling card.
- Incoming & Outgoing Fraud Protection is a combination of the two aforementioned Fraud Protection Services.

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls. Rates and Charges for this service are set forth in 5.5.7.D.5., following.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)**

**B. Terms and Conditions**

1. Basic PAL Service is available on a Foreign Central Office (FCO) and Foreign Exchange (FX) basis at the rates and charges specified in the Private Line Transport Services Catalog.
2. Two-way PAL Service rates and charges include one business directory listing. Additional listings will be furnished at rates and charges specified in 5.7, following.
3. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
4. Joint User Service is not available with PAL Service.
5. Calls to directory assistance, 911, and telephone repair service are not subject to measured or message PAL usage charges.
6. In the event it becomes apparent that a PSP pay telephone (as defined herein) is attached to a line not authorized for such use, the Company reserves the right to disconnect that customer's service. However, should the customer so request, the Company will install a Public Access Line at the rates and charges specified herein.
7. Terms, conditions, rates, and charges as described elsewhere in this Catalog apply as appropriate.
8. Changing to or from different types of PAL Service may require a telephone number change.
9. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
10. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

(M)

(M)

**C. Responsibility of the Customer**

1. The PAL customer shall be responsible for the installation, operation, and maintenance of any PSP pay telephone used in connection with this service. The PSP pay telephone must comply under Part 68 of the FCC Rules and Regulations.
2. The PAL customer is responsible for all rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
3. The PAL customer will be responsible for any refund of coins lost or collected in error.
4. The Idaho Public Utilities Commission has established specific conditions for the connection of coin/coinless telephones to PAL lines. These conditions are set forth in Appendix A to Commission Order No. 19766 and subsequent rulings. Compliance with these terms and conditions is the responsibility of the PAL customer. A determination by the Idaho Public Utilities Commission that a PSP pay telephone does not comply with these conditions may result in the termination of the PAL service.
5. Optional toll calling plans, specified in 6.3, following, may be available to PAL Service customers. See individual Catalog section for restrictions.

(M) Material moved to 105.5.7

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)**

**D. Rates and Charges**

1. Basic Public Access Lines will be provided at the following rates and charges.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Flat Full Resale			
- Two-way service	1KY	\$52.00	\$16.30
• Coinless Collect			
only, per line	1P9	52.00	16.30
• Coinless Subscriber,			
per line			
- Outgoing only	1PZ	52.00	16.30
- Two-way	1NP	52.00	16.30

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**5. EXCHANGE SERVICES****5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS****5.5.7 PUBLIC ACCESS LINE SERVICE**

D.1. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Measured PAL with Fraud Protection, per line[1]	1WN	\$52.00	\$15.27
• Measured Full Resale, per line[1]	1WE	52.00	15.16
• Measured Full Resale with Fraud Protection, per line[1]	1WK	52.00	15.27
			<b>PER MINUTE RATE</b>
• Measured Service Usage Charge			\$0.01

[1] The monthly rate includes an allowance of 600 local calls per month before additional usage charges are applied.

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**5. EXCHANGE SERVICES**

(M)

(M)

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**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

**D. Rates and Charges (Cont'd)**

3. The following nonrecurring PAL change charge applies:

- To each line when changing from one type of PAL Service to another;
- To telephone number changes, at customer's request;
- For temporary transfer of calls, at customer's request;

**NONRECURRING  
CHARGE**

- Per activity, per CO PAL changed[1] \$25.50

4. PAL Usage Charges

a. PAL usage charges accumulate on a monthly basis commencing on the billing date.

b. PAL usage charges, as specified in 5.2.1, preceding, for measured usage, and **105.5.7., following**, for message usage, are applicable to completed local messages. (C)

c. Timing of Measured Local Messages

- (1) Chargeable time begins when connection is established between the calling station and the called station.
- (2) Chargeable time ends when the calling station hangs up, thereby releasing the network connection. If the called station hangs up, but the calling station does not, chargeable time ends when the network connection is released by automatic timing equipment in the telephone network.

[1] Only one PAL change charge will apply per order.

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**5. EXCHANGE SERVICES**

**5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**5.5.7 PUBLIC ACCESS LINE SERVICE**

**D. Rates and Charges (Cont'd)**

5. Local message and local measured messages handled by the operator will be assessed the same operator surcharges as are applicable to intrastate operator handled long distance messages in addition to the appropriate measured and message service usage charges.
6. The monthly rates for the measured or message PAL Service do not contemplate the provision of monthly billing detail. When billing detail is furnished, it must be arranged for in advance at the charges specified in this Catalog.
7. Fraud Protection Features will be provided to customers at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Fraud Protection			
- Incoming, per line	PSES1	—	—
- Outgoing, per line	PSESO	\$1.12	\$0.11
- Incoming and Outgoing, per line	PSESP	1.12	0.11

[1] Pages 162 through 164 were previously canceled.

(C)

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**A. Description**

The alphabetical directory is a list of names of customers, joint users, and others for whom directory listings are provided. Alphabetical listings include information which is essential to the identification of the listed party and facilitates the use of the directory. The Company reserves the right to refuse to publish listings which, in the judgment of the Company, are considered to be inappropriate.

**B. Regulations**

1. Dual name listings may be provided for two customers subscribing to residence service who may or may not share the same surname but who share the same service and reside at the same address. Dual name listings are defined as listings which contain the names or initials of two persons. Appropriate rates and charges are applicable to changes associated with dual name listings.
2. The Company, in accepting listings as prescribed by applicants or customers, will not assume responsibility for the result of the publication on such listings in its directories, nor will the Company be a party to controversies arising between customers or others as a result of such publication.
3. The Company has the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the customer is not impaired thereby.
4. Listings are regularly provided in connection with most classes of exchange service.

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**C. Primary Listings**

1. One listing, the Primary Listing, is provided without charge for:
  - a. Each exchange access line. Where two or more exchange access lines are served on a companion (rotary) number service basis, only one Primary Listing for the group will be provided.
  - b. Each joint user service,
    - (1) Joint user's primary listed number may be that of the primary customer facility or a *DID* number to which the primary customer has subscribed.
  - c. Each PBX, *CENTRON* - 300 or *CENTRON*-Custom System, with the following exceptions:
    - (1) Where a customer has PBX Service served by trunks from different exchanges, a Primary Listing may be provided in the directory of each of the exchanges to which the trunks are connected.
    - (2) In connection with residence PBX Service, where the customer has 2 nonconsecutive trunks or trunk groups, 1 of which is for family use and the other for business use, 2 Primary Listings may be provided without charge.

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**C. Primary Listings (Cont'd)**

2. In those cases in which the business of the customer is so conducted, the Primary Listing may be the trade name of an article or service, provided the customer is the authorized agent or representative for the particular article or service.
3. At the request of the customer, the Primary Listing may be omitted from the directory (nonlisted service) or from both the directory and the information records (nonpublished service). Nonlisted and nonpublished services are furnished subject to the regulations, rates and charges specified herein.
4. Listings of Access Service Customers  
  
Primary listings may be furnished to interLATA customers using Access Service. Such listings are furnished under the regulations, rates and charges specified for the business additional listing.
5. One free directory listing will be provided for *800 SERVICELINE* Option. Additional directory listings will be provided at applicable additional listing rates shown herein.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

D.2. (Cont'd)

- c. The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a nonpublished telephone number upon request or by the publication of the number of a Nonpublished Service in the telephone directory or disclosing of such number to any person.
- d. The monthly rate and service and equipment charge for Nonpublished Service do not apply to:
  - PAL Service.
  - FX service where the customer is also furnished regularly listed exchange service from the normal exchange.
  - Additional service furnished to the same customer at the same address when the primary listing is published.
  - **To customers requesting Nonpublished service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**
- e. Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

(N)

(N)

(D)

NOTICE

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**E. Nonlisted Service**

Nonlisted service is offered to all residence and business customers.

**1. Description**

At the request of the customer, any one or all of the customer's Primary Listings, Additional Listings or other listings associated with the same or different CO line or trunk normally published in the alphabetical directory will be omitted from the directory but listed in the information records available to the general public.

**2. Regulations**

The customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused directly or indirectly by the publication of a listing which the customer has requested be omitted from the telephone directory or the disclosing of such a listing to any person. Where such a listing is published in the telephone directory, the Company's liability shall be limited to a refund of any monthly charges assessed by the Company for the particular Nonlisted Service.

**A customer requesting Nonlisted service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided Nonlisted service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

(N)  
—  
(N)

(D)

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**F. Additional Listings**

**1. Regular Additional Listings**

**a. Residence and Business Additional Listings may be the listing of:**

- (1) Individual names of those entitled to the use of the customer's service under the provision of Section 2 of this Catalog.

**b. Residence Additional Listings may be the listings of:**

- (1) Individual names of those entitled to the use of the customer's service under the provisions of 2.2.1.C., preceding. A dual name listing (as specified in B.1., preceding,) may be provided wherein the second name in the Primary Listing will appear first in the Additional Listing with the Additional Listing alphabetized accordingly in the directory.

**c. Additional Listings and Joint User Services**

- (1) Where the listing appears in the current directory, charges to the end of the directory period will apply except that the charges will cease at the time:

- The contract for the main service is terminated.
- The listed party or joint user becomes a customer to a class of exchange service.
- The listed party or joint user dies or moves to a new location at which the customer's service with which he is listed is not available.

- d. Additional listings for Call Distribution Systems (including those needed for splits) will be provided for at business additional listing rates and charges.**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**F. Additional Listings (Cont'd)**

**2. Special Types of Premium Listings**

- a. Special types of premium listings such as Duplicate, Alternate and Cross Reference Listings, Foreign Listings, Alpha Listings, Listings of Amateur Radio Stations, or Listings of Resort Cottages take the same business or residence classification as the service with which such listings are furnished.
- b. Informational Listings - Additional material (non-promotional in nature) that is included with a primary, additional or foreign directory listing and is necessary for the proper routing of calls. The primary or additional listing consists of the name, a designation or title, if appropriate, address (unless omitted) and a telephone number. Any information in addition to this is considered an informational listing.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**G. Client Main Listing (CML)**

**1. Description**

Customers-of-Record who Resell/Share Basic Local Exchange Service may obtain main listings in the alphabetical section of the telephone directory for their Patrons and/or Clients.

**2. Regulations**

- a. The Customer-of-Record is responsible for the negotiation of the listing.
- b. The charge for CML will be billed to the Customer-of-Record.
- c. Additional listings or miscellaneous listings for Resale/Sharing Service are furnished subject to the regulations, rates, and charges specified in this 5.7.1.

**H. Residence Internet Listings**

**• E-mail Address Listing**

Identifies the customer's electronic mail (E-Mail) address used to send and receive mail on a computer. An example of a standard E-Mail address is: userid@qwest.com.

**• Uniform Resource Locator (URL) Address Listing**

Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: <http://www.qwest.com>.

**• E-Mail/URL Address Listing Package**

Discounted monthly rate for E-mail Address Listing and URL Address Listing on the same account.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**I. Rates and Charges**

1. The appropriate Nonrecurring Charge specified in this Section applies for both business and residence customers to each:

- Change in business primary listing other than when the customer moves to a new address;
- Additional listing established or changed;
- Residence Non-published or Non-listed Service established or changed.
- Change to business nonpublished service other than when the customer moves to a new address;
- Change to business nonlisted service other than when the customer moves to a new address;
- Residence service, to transfer the service of a customer to an applicant and change the primary listing when the customer and applicant are members of the same household and there is no lapse in service, in addition, a Service and Equipment Charge will also apply to establish or change the billing name responsibility. See 3.1.2 for charge application;
- Business service, to transfer the service of a customer to an applicant with a change in the primary listing when the same business is continued and there is no lapse in service, in addition, a Nonrecurring Charge will also apply to establish or change the billing name responsibility. See 3.1.2, preceding, for charge application.

(C)

(N)

(N)

The issuance of a final bill does not constitute a lapse in the rendition of service.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

- I. Rates and Charges (Cont'd)
2. The Nonrecurring Charge will not apply to:
  - Transfer the residence service of a customer to an applicant who is a member of the customer's family when there is no change in the primary listing and no lapse in the rendition of service.
  - Transfer the business service of a customer to an applicant without a change in the primary listing when the same business is continued and there is no lapse in service.
3. Additional listings may be provided to public agencies at no charge where, in the opinion of the Company, directory service to the public will be improved.
4. Changes from one nonlisted or nonpublished number to another nonlisted or nonpublished number will be subject to the appropriate service and equipment charge for changing telephone numbers as specified in 2.2.7.
5. The monthly rate for nonlisted listings applies separately for each listing which normally would be published in the alphabetical directory but which, at the customer's request, is furnished on a nonlisted basis.

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**Office of the Secretary**  
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**Boise, Idaho**

**5. Exchange Services**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**I. Rates and Charges (Cont'd)**

**6. Listing Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
Primary Listings			
• Change in Primary listings			
- Business	N/A	\$20.00	—
- Residence	N/A	8.00	—
• Non-published Service, each			
- Business	NPU	25.00	<b>\$8.00 (I)</b>
- Residence <sup>[1]</sup>	NPU	25.00	<b>8.00 (I)</b>
• Non-listed Service, each			
- Business	NLT	25.00	<b>8.00 (I)</b>
- Residence <sup>[1]</sup>	NLT	25.00	<b>8.00 (I)</b>

<sup>[1]</sup> Nonrecurring Charge applies to establish or change.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

I.6. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
Premium Listings			
• Additional listing, each			
- Business	CLT	\$12.00	<b>\$6.50 (I)</b>
- Residence	RLT	—	<b>6.50 (I)</b>
• Alpha listing, each			
- Business	RNCAF	12.00	<b>6.50 (I)</b>
- Residence	RNCAF	—	<b>6.50 (I)</b>
• Client Main listing, each			
- Business	LBS	12.00	<b>6.50 (I)</b>
- Residence	LRS	—	<b>6.50 (I)</b>
• Foreign listing, each <sup>[1]</sup>			
- Business	FAL	12.00	<b>6.50 (I)</b>
- Residence	FAL	—	<b>6.50 (I)</b>
• Informational listing, each			
- Residence	XLL	—	<b>6.50 (I)</b>

<sup>[1]</sup> The Foreign Listing (FAL) in this State takes the appropriate Additional Listing (CLT or RLT) rate as shown above. Should the FAL be in another State, then that State's CLT or RLT rate will apply.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

I.6. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
Internet Listings			
• E-mail Address Listing, each			
- Residence	EM6	—	<b>\$5.00 (I)</b>
• URL Address Listing, each			
- Residence	NL1	—	<b>5.00 (I)</b>
Listing Packages			
• E-mail/URL Address Listing, each			
- Residence	L9GEU	—	<b>7.00 (I)</b>

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES (Cont'd)**

**5.7.7 CUSTOM NUMBER SERVICE**

**A. Description**

1. This service is applicable for telephone number assignment when the customer requests a specific telephone number other than those offered by the Company. If the telephone number requested is available, the Company may assign the number to the customer.
2. Custom Number charges are not applicable to the following services:
  - 800 Service
  - 960 and 976 Service
  - Radio Common Carrier Services

**B. Regulation**

1. The Company will offer up to 5 numbers for customers to choose from at no charge. If a customer requests further or more specific number choices and accepts a number offered, the charge specified in C., following, will apply. Custom Number service and equipment charges will not apply when the customer requests assignment of the same number within one year of termination.
2. The Company reserves and retains the right:
  - a. To discontinue a charge or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the rules and regulations of the Company. If this should occur within a one year period following assignment, the Custom Number service and equipment charges will be refunded to the customer.
  - b. To reject any request for specific numbers for any reason, including, but not limited to, numbers that may, in the Company's opinion, be offensive to good taste, limited by central office capacity or by relocation of a central office.

**5. EXCHANGE SERVICES****5.7 DIRECTORY SERVICES****5.7.7 CUSTOM NUMBER SERVICE****B.2. (Cont'd)**

- c. Of ownership of all telephone numbers and prohibits the reassignment or resale of a telephone number by any customer.
3. The Company shall in no event be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for the Custom Number Services.
4. Requests for a specific telephone number will be granted providing the requested telephone number is available, e.g., not assigned to a current customer, ready to be assigned and no equipment limitations exist. Requests for a specific telephone number will be honored on a first-come first-served basis.
5. In the event that a request for a specific number is granted and that number is inadvertently assigned to some other customer, the liability of the Company is limited to a refund of any nonrecurring charges paid for that number by the customer whose request could not be fulfilled. The rules and regulations specified in 2.2.7, preceding, for assigning of numbers are also applicable.

**C. Charges**

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>
• Each number requested and provided		
- Residence	RNCSP	\$75.00
- Business	RNCSP	250.00

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## **5. EXCHANGE SERVICES**

### **5.8 OPERATOR SERVICES**

#### **5.8.4 INTERCEPT SERVICES**

##### **A. Description**

##### Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

##### New Number Referral Service

New Number Referral Service includes all intercept recordings that provide the new number information.

##### Split Referral Intercept Service

Split Referral Intercept Service provides for calls to the disconnected number to be routed to the Operator who will challenge the incoming call and provide the new number information dependent on the callers response.

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**5.8 OPERATOR SERVICES**

**5.8.4 INTERCEPT SERVICES (Cont'd)**

**B. Terms and Conditions**

1. Intercept services apply to temporary or permanently disconnected numbers, including vacation suspension service and telephone number changes.
2. Intercept services are offered for periods up to three months for residential customers and up to 12 months for business customers.
3. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.

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The following nonrecurring charges apply to Intercept Services on a per line basis dependent upon the number of months provided.

**1. New Number Referral Service**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Business		
- One month	A1W1X	\$ 10.00
- Two months	A1WAX	20.00
- Three months	A1W3X	30.00
- Six months	A1WSX	45.00
- Nine months	A1W9X	55.00
- Twelve months	A1WTX	65.00
• Residence		
- One month	A1W1X	5.00
- Two months	A1WAX	10.00
- Three months	A1W3X	15.00

**2. Split Referral Intercept Service**

• Business		
- Three months	S1W3X	125.00
- Six months	S1WSX	245.00
- Nine months	S1W9X	365.00
- Twelve months	S1WTX	490.00
• Residence		
- Three months	S1W3X	40.00

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A. *QWEST CHOICE* Business**

**1. Description**

*QWEST CHOICE* Business is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services/features from the following list in their package.

**a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A.1. (Cont'd)**

- b. In addition to choosing three services or features from the list in 5.9.1.A.1.a., preceding, a customer may also select one or more additional services or features from the list in 5.9.1.A.1.a. at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

**2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A.2. (Cont'd)**

- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may make six calls above the allowance to Qwest 411 service.

**3. Rates and Charges**

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4, preceding. Where applicable, incremental charges specified in 5.1, preceding, apply.
- b. Existing *QWEST CHOICE* Business customers cannot take advantage of promotions for *QWEST CHOICE* Business or any of the services/features specified in 5.9.1.A.1.a. preceding, unless specifically allowed by the terms and conditions of the promotion.

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**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A.3. (Cont'd)**

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where *QWEST CHOICE* Business is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.A.1.a. may be added to or changed in the *QWEST CHOICE* Business package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.A.1.a.
- f. *QWEST CHOICE* Business will be provided at the following rate:

	USOC	MONTHLY RATE	(C)
• Per individual or additional flat rate business line	PGOQL	\$45.00	(C)

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A. *QWEST CHOICE* Business (Cont'd)**

**4. Term Agreement Pricing**

- a. A discount will be applied to the monthly rates specified in 5.9.1.A.3.f., preceding, when a customer agrees to subscribe to one or more *QWEST CHOICE* Business or Add-A-Line packages for a specific term. The discounts and required terms are as follows:

<b>DISCOUNT</b>	<b>TERM</b>
10%	12 months
15%	24 months
20%	36 months

- b. The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24, or 36 months.
- c. The discount will appear as credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.A.4.a., apply for each *QWEST CHOICE* Business or Add-A-Line package subscribed to by the customer under the Term Agreement Pricing plan.
- d. All qualifying packages must be at the same location, for the same customer, on the same billing number.

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### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

##### A.4. (Cont'd)

- e. Any *QWEST CHOICE* Business or Add-A-Line package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- f. Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- g. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay a termination fee as follows:

TERM	TERMINATION FEE
12 months	\$100.00
24 months	200.00
36 months	300.00

- h. The termination fee applies to each *QWEST CHOICE* Business or Add-A-Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- i. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan in the first 30 days after the initial installation of the package or packages.
- j. A termination fee will be waived for a customer that enters into an agreement for similar Qwest services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business or Add-A-Line package term agreement.
- k. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The termination fee specified above will not apply to the switch and the discount will then apply to the rate of the appropriate package for the remainder of the term period.

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## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

##### B. *QWEST CHOICE* Business Plus

###### 1. Description

*QWEST CHOICE* Business Plus is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

###### a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.1. (Cont'd)

- b. In addition to choosing services or features from the list in 5.9.1.B.1.a., preceding, a customer may also select services or features at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.

**2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**B.2. (Cont'd)**

- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their five selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may make six calls above the allowance to Qwest 411 service.

**3. Rates and Charges**

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4, preceding. Where applicable, incremental charges specified in 5.1, preceding, apply.
- b. Existing *QWEST CHOICE* Business Plus customers cannot take advantage of promotions for *QWEST CHOICE* Business Plus or any of the services/features specified in 5.9.1.B.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.

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**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**B.3 (Cont'd)**

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where *QWEST CHOICE* Business Plus is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.B.1.a. may be added to or changed in the package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.B.1.a., when added to the *QWEST CHOICE* Business Plus service.
- f. *QWEST CHOICE* Business Plus will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>	
• Per individual or additional flat rate business line	PGOQM	\$55.00	(C)

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**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**B. *QWEST CHOICE* Business Plus (Cont'd)**

**4. Term Agreement Pricing**

- a. A discount will be applied to the monthly rates specified in 5.9.1.B.3.f., preceding, when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Plus or Add-A-Line packages for a specific term. The discounts and required terms are as follows:

<b>DISCOUNT</b>	<b>TERM</b>
10%	12 months
15%	24 months
20%	36 months

- b. The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24 or 36 months.
- c. The discount(s) will appear as credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.B.4.a., apply for each *QWEST CHOICE* Business Plus or Add-A-Line package subscribed to by the customer under the Term Agreement Pricing plan.
- d. All qualifying packages must be at the same location, for the same customer, on the same billing number.

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## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

B.4 (Cont'd)

- e. Any *QWEST CHOICE* Business Plus or Add-A-Line package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- f. Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- g. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay a termination fee as follows:

TERM	TERMINATION FEE
12 months	\$100.00
24 months	200.00
36 months	300.00

- h. The termination fee applies to each *QWEST CHOICE* Business Plus or Add-A-Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- i. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan in the first 30 days after the initial installation of the package or packages.
- j. A termination fee will be waived for a customer that enters into an agreement for similar Qwest services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business Plus or Add-A-Line package term agreement.
- k. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The termination fee specified above will not apply to the switch and the discount will then apply to the rate of the appropriate package for the remainder of the term period.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**C. Add-A-Line**

**1. Description**

- a. Add-A-Line is an optional package which includes an additional flat rate access line that allows business customers to expand access and capacity to their business. Add-A-Line must be and can only be purchased in conjunction with a *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus package.
- b. A customer may select any number of optional Add-A-Line packages per location, for every *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus package. For each Add-A-Line package the customer may select one feature listed below:
  - Series Hunting or,
  - Call Forwarding Busy or,
  - Call Forwarding Don't Answer or
  - Call Forwarding Busy/Don't Answer.
- c. A customer may also select one or more additional services or features for use with the Add-a-line package at rates and charges specified elsewhere.

**2. Terms and Conditions**

- a. Add-A-Line cannot be used as the primary business line. Customers must subscribe to *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus.
- b. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- c. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- d. A directory listing will not be allowed with Add-A-Line.

**NOTICE**

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****C. Add-A-Line (Cont'd)****3. Rates and Charges**

- a. The monthly rate that follows includes an additional flat rate line as specified in 5.2.4, preceding. Where applicable, incremental charges specified in 5.1, preceding, apply.
- b. Existing Add-A-Line customers cannot take advantage of promotions for Add-A-Line or any of the services/features specified in 5.9.1.C.1.b., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where Add-A-Line is provided in association with the installation of a new additional flat rate line or the move of an additional flat rate line from one location to another.
- d. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line package not specified 5.9.1.C.1.b.
- e. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- f. Add-A-Line will be provided at the following rate:

	USOC	MONTHLY RATE PER RATE GROUP		
		1	1-A	2
• Add-A-Line	PGOQN	\$35.00	\$35.00	\$35.00

**NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.9 PACKAGED SERVICES**

#### **5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

##### **D. *QWEST CHOICE* Business Prime**

###### **1. Description**

*QWEST CHOICE* Business Prime is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services/features from the following list in their package.

###### **a. Standard features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 Calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service

#### **NOTICE**

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**5. EXCHANGE SERVICES**

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**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D.1. (Cont'd)

- b. In addition to choosing three services or features from the list in 5.9.1.D.1.a., preceding, a customer may also select one or more additional services or features from the list in 5.9.1.D.1.a., at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.

**2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.

NOTICE

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D.2. (Cont'd)

- e. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- f. Customers selecting Directory Assistance may place six calls above the allowance to Qwest 411 service.
- g. A customer who wishes to add either Qwest Voice Messaging Service or another provider's Voice Messaging Service, beyond their three selections of features/services, will be provided with Call Forwarding Busy Line, or Call Forwarding Busy Line/Don't Answer, or Call Forwarding Don't Answer, Easy Access and Message Waiting Indication without additional charge and it will not be counted as one of their three selections of features/services.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**D. QWEST CHOICE Business Prime (Cont'd)**

**3. Rates and Charges**

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of this Catalog. Where applicable, incremental charges specified in 5.1 of this Catalog, apply.
- b. Existing *QWEST CHOICE* Business Prime customers cannot take advantage of promotions for *QWEST CHOICE* Business Prime or any of the services/features specified in 5.9.1.D.1.a., unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line as specified in Section 3 of this Catalog apply where *QWEST CHOICE* Business Prime is provided in association with the installation of a new business individual or additional flat rate line, or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.D.1.a. may be added or changed in the *QWEST CHOICE* Business Prime package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.9.1.D.1.a., preceding.
- f. *QWEST CHOICE* Business Prime will be provided at the following rate:

		MONTHLY RATE PER RATE GROUP		
USOC		1	1-A	2
• Per individual or additional flat rate business line, (month to month rates)		PGOQT	\$40.00	\$40.00
			\$40.00	\$40.00

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**D. *QWEST CHOICE* Business Prime (Cont'd)**

**4. Term Agreement Pricing**

- a. A discount of 10% will be applied to the monthly rates specified in 5.9.1.D.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 12 months. A discount of 15% will be applied to the monthly rates specified in 5.9.1.D.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 24 months. A discount of 20% will be applied to the monthly rates specified in 5.9.1.D.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 36 months.
- b. The discount will appear as a credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.D.4.a., apply for each *QWEST CHOICE* Business Prime package subscribed to by the customer under the term agreement pricing plan.
- c. Any *QWEST CHOICE* Business Prime package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- d. Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- e. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay termination fees. The termination fee for the 12 month period is \$100.00, the termination fee for the 24 month period is \$200.00 and the termination fee for the 36 month period is \$300.00



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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D.4. (Cont'd)

- f. The termination fee applies to each *QWEST CHOICE* Business Prime package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- g. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan for the first 30 days after the initial installation of the package or packages.
- h. A termination fee will be waived for a customer that enters into a contract for similar Qwest services where the contract value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business Prime package term agreement.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**E. Reserved for Future Use**

(C)

(M)

**(M) Material moved to Section 105.9.1**

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**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**E. Reserved for Future Use (Cont'd)**

(C)

(M)

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

[1] Pages 195 through 203 were previously canceled.

This page also cancels the following pages: Page 203.1 through 203.3, Release 2.

(C)

(C)

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****F. CenturyLink Business Package**

(T)

**1. Description**

CenturyLink Business Package is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below.

**a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service[2]

[1] Pages 195 through 199 were previously cancelled.

[2] Exempt from regulation.

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## **5. EXCHANGE SERVICES**

### **5.9 PACKAGED SERVICES**

#### **5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**F.1. (Cont'd)**

**(T)**

- b. In addition to choosing services or features from the list in 5.9.1.A.1.a., preceding, a customer may also select additional services or features at rates and charges specified elsewhere.
- c. A customer may select any number of optional Add-A-Line packages per location, for every CenturyLink Business Package. For each Add-A-Line package the customer may select one feature listed below:
  - Series Hunting or,
  - Call Forwarding Busy or,
  - Call Forwarding Don't Answer or
  - Call Forwarding Busy/Don't Answer.
- d. A customer may also select one or more additional services or features for use with the Add-a-line package at rates and charges specified elsewhere.

#### **2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

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## **5. EXCHANGE SERVICES**

### **5.9 PACKAGED SERVICES**

#### **5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**F.2. (Cont'd)**

**(T)**

- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

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(T)

**3. Rates and Charges**

- a. The monthly rates that follow include the rates specified in 5.2.4 of this **Catalog** or 5.2.4, preceding, for business individual or additional line flat rate service. Where applicable, incremental charges specified in 5.1 of this **Catalog**, apply. (T)
- b. Existing CenturyLink Business Package customers cannot take advantage of promotions offered for this service or any of the services/features specified in 5.9.1.E.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion. (T)
- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where CenturyLink Business Package or Add-A-Line is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.E.1.a., preceding may be added to or changed in the package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.E.1.a., preceding, when added to the CenturyLink Business Package.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.E.1.c., preceding.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. CenturyLink Business Package will be provided at the following rate:

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>CURRENT MONTHLY RATE</b>	
• <b>Flat rate initial business line</b>	PGOCU	\$50.00	\$53.00	(T)
• <b>Flat rate additional business line</b>	PGOCW	<b>50.00</b>	<b>34.99</b>	(N)
• <b>Add-A-Line</b>	PGOQN	50.00	35.00	(T)

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**G. HOME PHONE EXTRA PACKAGE**

**1. Description**

- a. Home Phone Extra Package includes a package of features available to residential customers in conjunction with an individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified in b. following.
- b. Home Phone Extra Package includes a flat rate one-party residence line, flat rate Extended Area Service (where applicable), and the following services and features:
  - Caller ID Family
    - Anonymous Call Rejection
    - Caller ID – Name and Number
    - *SECURITY SCREEN*
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Family
    - Call Following
    - Call Forwarding Variable
    - Selective Call Forwarding
  - Call Rejection
  - Call Waiting Family
    - Call Waiting
    - Call Waiting ID
    - Selective Call Waiting ID
  - Continuous Redial
  - Easy Access
  - Last Call Return
  - Message Waiting Indication – Audible or Audible/Visual
  - *NO SOLICITATION*
  - Three-Way Calling
  - Voice Messaging Service <sup>[2]</sup>

<sup>[1]</sup> Pages 199 through 200 were previously canceled.

<sup>[2]</sup> Deregulated service

**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****G. HOME PHONE EXTRA PACKAGE****2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. All services or features selected in the packages can only be provided where technically available and compatible with other features the customer may choose to order.

**3. Rates and Charges**

- a. The monthly rate includes a residence individual flat rate as described in Section 5.2.4. Where applicable, incremental charges specified in Section 5.1 apply.
- b. Nonrecurring charges normally associated with the line will not apply where Home Phone Extra Package is provided in association with the installation of a new residence individual or additional flat rate line.
- c. Services or features specified in 1.b, preceding may be added or changed without a nonrecurring charge.
- d. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 1.b., preceding.
- e. The following monthly rate does not include charges for optional long distance.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual flat rate residence line/package	PGOPZ	\$50.00

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

**A. General**

1. Customers-of-Record engaged in the Resale/Sharing of local exchange services, as well as patrons of the Customer-of-Record, shall be subject to the terms and conditions specified in this 5.10.
2. Access to the Network furnished to the Customer-of-Record, providing Resale/Sharing service, is limited to the following Type and Classes of Service.
  - a. Measured Rate Resale/Sharing Access Trunks as outlined in 5.10.1. following and Network Access Registers.
  - b. Message Rate Resale/Sharing Access Trunks as outlined in 5.10.2. following, where Measured Rate Resale/Sharing Access Trunks are not available.
  - c. Flat Rate Resale/Sharing Access Trunks as outlined in 5.10.3. following and Network Access Registers.
3. Individual customers or the Customer-of-Record in the Resale/Sharing Service Area will not be furnished flat, measured and message rate services on the same premises except as follows:
  - a. Where the flat rate service is physically arranged so it cannot be used to supplement the measured or message rate service.
  - b. Where the flat, measured and message rate services have entirely different local service areas.
4. The Resale/Sharing Area is a building, portion of a building or geographic area within which a Customer-of-Record provides services.
  - a. The Customer-of-Record must notify the Company in writing of its intent to resell/share Company services at the earliest possible time to provide for facilities planning.
  - b. The Customer-of-Record must provide a map or other sufficient documentation, including a legal description, which specifically delineates the Resale/Sharing area within which it will resell/share service.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

**A.4. (Cont'd)**

- c. When the resale/shared building, portion of a building, or area includes non-contiguous properties, each will be considered as an individual area and the Customer-of-Record must file separate documentation for each.
  - d. The Resale/Sharing of local exchange services is limited to the area and/or areas declared above. Any changes/additions/deletions to the Resale/Sharing area must be received in writing by the Company prior to reselling or sharing in those areas.
5. The Company will provide service to the Customer-of-Record on the following conditions:
- a. The Company retains the right to directly serve individual customers inside the Resale/Sharing Service Area.
  - b. The Company will be provided access or rights-of-way to:
    - Directly serve individual customers within the Resale/Sharing Service Area or,
    - Pass through the Resale/Sharing Service Area to serve individual customers within the same building or area.
  - c. Customers-of-Record must commit to providing, at no cost to the Company, cabling or where cabling is not available, conduit, trench or support structures to enable the Company, initially and/or subsequently, to directly serve individual customers who request service from the Company in the Resale/Sharing Service Area. Such facilities must comply with and be installed in accordance with rules as adopted by the Federal Communications Commission and the National Electrical Code, as may be amended from time to time. Where cabling is provided by the Customer-of-Record, it may bill the individual customer a one-time charge not to exceed 18 cents per foot. The Customer-of-Record may deny access to its facilities to an individual customer if the individual customer refuses to pay the above referenced charge.
  - d. The Customer-of-Record must provide Qwest Corporation a written description setting forth the legal arrangement it has enabling it to obtain access to space and facilities within the building to provide the necessary wiring and other facilities in order to comply with item 5.c., preceding.

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

**A. General (Cont'd)**

6. The Network Interface, as defined in B., following, is the point at which the local exchange services terminate.
7. The Customer-of-Record and/or individual customer is responsible for the provision of all wiring (facilities) on the Customer-of-Record's and/or individual customer's side of the Network Interface. Such wiring facilities which are connected to the Company's facilities must be installed in accordance with rules as adopted by the Federal Communications Commission and the National Electrical Code, as may be amended from time to time. At the option of the Customer-of-Record and/or individual customer, provision of such facilities may be provided by the Company on a contractual basis.
8. The Company will not be responsible for transmission quality beyond the Network Interface with the Customer-of-Record or individual customer provided facilities.
9. The Customer-of-Record and/or individual customer may arrange for Company installation and/or maintenance of facilities within the Resale/Sharing Service area.
10. All charges for services provided by the Company to the Customer-of-Record will be billed to the Customer-of-Record only. The Customer-of-Record is responsible for allocating the charges for resale/shared services. The Customer-of-Record must provide the necessary security to the Company to adequately secure its account.
11. Application for services on a Resale/Shared basis as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the Customer-of-Record, primary point of contact, or from the Customer-of-Record's legally authorized and designated agent where that authorization has been confirmed in writing.

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## 5. EXCHANGE SERVICES

### 5.10 RESALE/SHARING OF COMPANY SERVICES

#### A. General (Cont'd)

12. Whenever notice to Qwest Corporation customers is required, the Company will only be responsible to give notice to the Customer-of-Record, his/her authorized agent and individual customers within the Resale/Sharing Service Area. The patron's source of notification will be the Customer-of-Record.
13. If the Resale/Sharing Service Area encompasses public rights of way and/or public thoroughfares, the Customer-of-Record and the Company shall negotiate a contract for the use of Company facilities at rates which will cover the Company's costs. If the parties are unable to reach an agreement, the Customer-of-Record may obtain its own authority to use the public rights of way and/or thoroughfares. This document does not provide the basis for such authority.
14. The Customer-of-Record may obtain *DID*, custom calling features, directory listings and other related services under applicable provisions, terms and conditions.
15. Resale/Sharing of local exchange service will not be permitted on foreign exchange service.

#### B. Definitions

##### Customer-Of-Record

The Customer-of-Record is the person or legal representative responsible for:

- Designation, in writing, of a primary Point of Contact and/or agent for negotiation of all services from the Company
- Placing application for service
- Requesting additions, rearrangements, maintenance, or discontinuances of service
- Payment in full of charges incurred such as toll, directory assistance, etc.
- Providing a description of the Resale/Sharing Service Area.

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## **5. EXCHANGE SERVICES**

### **5.10 RESALE/SHARING OF COMPANY SERVICES**

#### **B. Definitions (Cont'd)**

##### Individual Customer

As used in this 5.10.A., refers to a customer served directly by the Company who is located within a Resale/Shared Service Area.

##### Network Interface

The Network Interface or its equivalent is the demark between the local exchange services provided by the Company and facilities provided by the Customer-of-Record and/or individual customer. The Network Interface or it's equivalent will be installed on or near the Customer-of-Record's and/or individual customer's premises at a location determined by the Company and which is accessible to the Customer-of-Record and/or individual customer. The normal location of the Network Interface would be combined with or in close proximity to the protector or equivalent.

##### Patron

The term Patron as used in this 5.10 refers to a subscriber who utilizes telecommunications services resold or shared by the Customer-of-Record.

##### Resale of Service

Reselling of Company local exchange services to others within a Resale/Sharing Service Area.

##### Resale/Sharing Service Area

A building, portion of a building, or geographic area within which local exchange service is resold or shared between a Customer-of-Record and other telecommunications users.

##### Shared Service

The shared use by others of local exchange services.



**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)**

**5.10.1 MEASURED RATE RESALE/SHARING ACCESS TRUNK**

**A. Regulations**

1. Measured Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purposes of measured rate service for Resale/Sharing, there is no distinction between lines and trunks.

2. Regulations for Measured Rate Service as outlined in 5.2.1 and 5.3.1, preceding, also apply.

**B. Rates and Charges**

1. Rates and charges as outlined in 5.3.1, preceding, within this document apply to Measured Rate Resale/Sharing Access Trunks.
2. Usage rates are as outlined in 5.2.1.C.3, preceding, within this document.

**5.10.2 MESSAGE RATE RESALE/SHARING ACCESS TRUNK**

**A. Regulations**

1. Message rate service is furnished subject to the availability of Company facilities and equipment and is offered only where Measured Service is not available.
2. Message Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purposes of message rate service for Resale/Sharing, there is no distinction between lines and trunks.

**B. Rates and Charges**

Rates and charges as outlined in 5.3.2, preceding, within this document apply to Message Rate Resale/Sharing Access Trunks.

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**5. EXCHANGE SERVICES****5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)****5.10.3 FLAT RATE RESALE/SHARING ACCESS TRUNK****A. Terms and Conditions**

1. Flat Rate Resale/Sharing Access Trunk is available for use in a Resale/Sharing Service Area on PBXs, key systems, multifunction systems and individual line instruments.

For purpose of flat rate service for Resale/Sharing, there is no distinction between lines and trunks.

**B. Rates and Charges****1. Flat Rate Service Trunks**

- a. The following rates and charges apply to install a trunk, connect a trunk when changing a grade of service to trunk service and for providing trunk service.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Flat Rate Resale/Sharing Access Trunk, each			
- Two-Way	FA6CX	\$117.50	\$90.54
- One-Way in-only	FA61X	117.50	90.54
- One-Way out-only	FA60X	117.50	90.54

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**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING OF COMPANY SERVICES**

**5.10.3 FLAT RATE RESALE/SHARING ACCESS TRUNK**

**B. Rates and Charges (Cont'd)**

**2. Rate Stabilized Resale Flat Trunks**

**USOC**

**a. Rate stabilized flat PBX trunk, each**

- 2-way
- 1 Way Out
- 1-Way In
- *DID*[1]

FA7CX  
FA7OX  
FA71X  
TQ71X

- b. Rates and charges as outlined for Rate Group II in 5.3.3, preceding, for 2-way, 1-way out, and 1-way in flat rate trunks apply for the trunks in a., preceding.**

[1] Requires a *DID* trunk circuit termination. For conditions, rates and charges, see *DID* Service located in 5.3.4, preceding.

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**5. EXCHANGE SERVICES****5.10 RESALE/SHARING OF COMPANY SERVICES (Cont'd)****5.10.4 RESALE/SHARING CENTRON CUSTOM NETWORK ACCESS REGISTER****A. Terms and Conditions**

1. Resale/Sharing Network Access Registers are for *CENTRON* Custom Service within a Resale/Sharing Service Area.
2. Provision of this service is based on the use of a required number of Network Access Registers based upon the number of main station lines.
3. Terms and conditions for *CENTRON* Custom network access as outlined in 9.1.8, following, also apply.

**B. Rates and Charges**

1. *CENTRON* Custom network access in a Resale/Sharing Service Area is available on a flat rate basis.
2. Network Access Registers

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Two-way operation	EN5, EZB	\$0.65	\$78.41
• One-way incoming operation	EN6, EZB	0.65	78.41
• One-way outgoing operation	EN8, EZB	0.65	78.41

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**5. EXCHANGE SERVICES****5.10 RESALE/SHARING OF COMPANY SERVICES****5.10.4 RESALE/SHARING *CENTRON* CUSTOM NETWORK ACCESS REGISTER**

B.2. (Cont'd)

## b. Measured Rate Network Access Registers

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>1</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
				<b>1-A</b>	<b>2</b>
• Two-way operation	EN5, EZ1	\$0.65	\$5.58	\$6.71	\$7.69
• One-way incoming operation	EN6, EZ1	0.65	5.58	6.71	7.69
• One-way outgoing operation	EN8 EZ1	0.65	5.58	6.71	7.69

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP)**

(T)

**A. Description**

1. **CenturyLink** Line Volume Plan (**CLVP**) is available to business customers subscribing to 10 or more basic business lines or qualifying packages. A customer may have up to a maximum of 3,000 participating lines across **all CenturyLink incumbent local exchange carrier (ILEC) service territories. Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.** Line Volume Plan is offered as a tiered plan with each tier having a Minimum Line Requirement.

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2. **CLVP** may be offered to new business customers or those who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.

(T)

**The terms, conditions and rates for participating lines in CenturyLink incumbent local exchange carrier (ILEC) locations other than those served by Qwest Corporation may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents of the providing CenturyLink ILEC.**

(N)

(N)

3. Line Volume Plan defines qualifying products in **Qwest Corporation service territories** as the following:

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- Flat Rate Business Lines (1FB) with Hunting
- **CenturyLink** Business (PGOQL)
- **CenturyLink** Business Plus (PGOQM)
- **CenturyLink** Business Add-A-Line (PGOQN)
- **CenturyLink** Business Prime (PGOQT)

(T)

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**B. Terms and Conditions**

1. Customers subscribing to **CLVP** receive discounted rates specified in 5.11.1.C., following. All terms and conditions for qualifying products and services as specified elsewhere apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP) (Cont'd)**

**B. Terms and Conditions (Cont'd)**

3. The discount level for **CLVP** is based on line volume and a contract term of 2, 3, 4 or 5 years. A customer may not have more than one **CLVP**, **except as specified in 9. following.**

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(T-M)

4. Additional business lines may be added, but will not affect the monthly discount level, **except as described in 10. following..**

(T-M)

5. If **CenturyLink** terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay \$15.00 x 50 x 3 = \$2,250.00

(T)

Annually, if an account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, **the Company** may conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

(T)

A termination charge will be waived if the customer replaces the service within the **Company's** region with similar **CenturyLink** contracted services equal to, or greater than, the remaining value of the commitment.

(T)

Termination charge will be waived for customers with a **CenturyLink** Line Volume Advantage or Choice Business term agreement as long as the new **CLVP** agreement includes the same or greater number of lines for the same or greater term than their existing agreement.

(T)

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6. The customer may move all or part of the lines in **CLVP** to **any participating CenturyLink ILEC service location**, or change qualifying products, as long as the customer maintains the **overall** minimum line requirement. **Lines moved to an eligible service location other than Qwest Corporation are subject to the requirements described in 9. following. The rates for such relocated lines and the available ancillary services are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.**

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## 5. Exchange Services

## 5.11 LOCAL VOICE DISCOUNT PLANS

## 5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP) (Cont'd)

(T)

## B. Terms and Conditions (Cont'd)

7. The Company may vary **CLVP** terms and conditions, excluding discount levels, to meet a specific customer's request provided the changes are mutually agreed upon by the customer and the Company.

(T-M)

8. A customer that chooses a **CLVP** may not have Qwest Line Volume Advantage or any other Local Voice Discount Plan with the exception of CORE CONNECT 1. Lines under CORE CONNECT 1 will contribute toward the minimum line requirement, but will not be further discounted. Local lines receiving promotional or competitive response offers that include recurring charge waivers will not be eligible for **CLVP** discounts until the terms of those offers have been satisfied for those lines.

(T-M)

9. Customers with an existing **CLVP** provided by Qwest Corporation may select a separate (second) **CLVP** for services in an eligible location other than Qwest Corporation. Lines in an existing **CLVP** may, at Customer's request, be contributory towards determining the tier for the second **CLVP**. However, those lines will continue to be charged at their existing tier rates for the remainder of that term commitment period.

(N)

Alternatively, customers may replace their existing **CLVP** for lines in Qwest Corporation locations with a new **CLVP** for which they qualify.

10. Additional business lines added under an existing **CLVP** will not affect the tier and monthly discount levels of that **CLVP**. Customers may, however, commit to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP) (Cont'd)**

(T)

**C. Rates and Charges**

(M)

1. Where applicable, incremental charges as specified in 5.1 of this Catalog apply and will not be discounted.
2. Customers will not incur nonrecurring charges when switching existing basic business line service to **CLVP**.
3. Nonrecurring charges will apply as specified in 5.2.4, preceding. Nonrecurring charges may be waived for new or existing business customers who move services from another telecommunications service provider to lines and packages under the **CLVP**.
4. Qualifying products may be aggregated across **all CenturyLink ILEC service locations** to determine the discount level. **CLVP** will be provided at the following stabilized rates **for lines in the exchanges served by Qwest Corporation under this Catalog**. These rates will be derived by applying discounts to current monthly rates for the qualifying products and will be adjusted to remain unchanged if the qualifying product rates change. **Rates for lines in other CLVP locations are as specified in the applicable CenturyLink tariffs, catalogs or other local terms of service documents.**

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**a. Flat Rate Business Service (1FB)[1]**

(M)

**MONTHLY  
RATES[2]**  
**2 YEAR      3-5 YEAR**

• Number of lines		
- 10 - 49	\$26.99	\$24.99
- 50 - 499	25.99	23.99
- 500 - 999	24.99	22.99
- 1000 - 3000	23.99	21.99

[1] The monthly discount level applies to the rates for the Business Individual Flat Rate Line as specified in 5.2.4.B. of this Catalog. Hunting may be provided at no additional charge.

[2] The discounted monthly rates shown above apply per line.

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**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP) (CONT'D)**

(T)

C.4. (Cont'd)

**b. CenturyLink Business**

(T)

**MONTHLY  
RATES[1]**

**2 YEAR      3-5 YEAR**

• Number of lines

- 10 - 49	\$29.99	\$26.99
- 50 - 499	28.99	25.99
- 500 - 999	27.99	24.99
- 1000 - 3000	26.99	23.99

**c. CenturyLink Business Plus**

(T)

**MONTHLY  
RATES[1]**

**2 YEAR      3-5 YEAR**

• Number of lines

- 10 - 49	\$30.99	\$27.99
- 50 - 499	29.99	26.99
- 500 - 999	28.99	25.99
- 1000 - 3000	27.99	24.99

[1] The discounted monthly rates shown above apply per line.

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.1 CENTURYLINK LINE VOLUME PLAN (CVLP) (CONT'D)**

(T)

C.4. (Cont'd)

d. Add-A-Line

	<b>MONTHLY RATES[1]</b>	
	<b>2 YEAR</b>	<b>3-5 YEAR</b>
• Number of lines		
- 10 - 49	\$26.99	\$24.99
- 50 - 499	25.99	23.99
- 500 - 999	24.99	22.99
- 1000 - 3000	23.99	21.99

e. **CenturyLink** Business Prime

(T)

	<b>MONTHLY RATES[1]</b>	
	<b>2 YEAR</b>	<b>3-5 YEAR</b>
• Number of lines		
- 10 - 49	\$28.99	\$25.99
- 50 - 499	27.99	24.99
- 500 - 999	26.99	23.99
- 1000 - 3000	25.99	22.99

[1] The discounted monthly rates shown above apply per line.

**5. EXCHANGE SERVICES****5.11 LOCAL VOICE DISCOUNT PLANS (Cont'd)****5.11.2 CORE CONNECT****A. Description**

Core Connect 1 is available to business customers who subscribe to the Company's qualifying products and services under month to month, 1-year, 2-year or 3-year term plans[1].

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1. The following qualifying products and services are required for Core Connect 1:
  - Core Connect 1 Choice Business Plus
  - Core Connect 1 Unlimited Long Distance (LD)
  - CenturyLink High Speed Internet Service with Core Service Pack up to 7Mbps

**B. Terms and Conditions**

- 1 A customer must subscribe to the Company's qualifying Long Distance calling plan(s) and High Speed Internet (HSI) Service in conjunction with the Choice Business Plus package. Qualifying Long Distance services are specified in the Qwest LD Corp. tariffs, price lists and rate schedules. Qualifying internet services are specified at [www.centurylink.com](http://www.centurylink.com).
2. In addition to the qualifying services for Core Connect, customers may add Unlimited Business Voice lines on a month-to-month basis, 1-year, 2-year or 3-year term basis. An Unlimited Business Voice line includes Choice Business Plus as described in 5.9.1.B, preceding, and the qualifying Unlimited LD calling plan. The Unlimited Business Voice Line requires Core Connect. A customer may select any combination of Core Connect 1, Core Connect Professional[2], and Unlimited Business Voice line(s) not to exceed 10 unlimited calling plans per account.
3. Customers will be converted to stand-alone services if they remove any of the qualifying Core Connect services. For example, if a customer removes either a qualifying Core Connect Unlimited LD or CenturyLink High Speed Internet Service plan, the customer will revert to the stand-alone Choice Business Plus package at the monthly rates specified in 5.9.1.B., preceding, and termination fees will apply.

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[1] **Effective August 20, 2016, the month to month and 2 year term option will no longer be available to new customers.**

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(C)

[2] Core Connect Professional is grandfathered, see 105.11.2.

(T)

**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 16-09-SID

**5. EXCHANGE SERVICES****5.11 LOCAL VOICE DISCOUNT PLANS****5.11.2 CORE CONNECT****B. Terms and Conditions (Cont'd)**

4. All terms and conditions specified elsewhere for the respective services/features requested as part of this Plan shall apply.
5. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
6. These discount plans cannot be combined with any other discounts unless otherwise specified and will not be available to customers receiving competitive offers until the terms of those offers have been satisfied.
7. Any Core Connect or Unlimited Business Voice line with a term agreement added after establishment of an initial Core Connect term agreement may be added either to the initial term period or may be added under a new term period.
8. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay a termination fee of up to the following amounts:

**CORE CONNECT 1[1]**

(T)

<b>TERM</b>	<b>TERMINATION FEE</b>
1 year	\$200.00
2 year	400.00
3 year	600.00

**UNLIMITED BUSINESS VOICE**

<b>TERM</b>	<b>TERMINATION FEE</b>
1 year	\$100.00
2 year	200.00
3 year	300.00

- [1] Effective August 20, 2016, the month to month and 2 year term option will no longer be available to new customers.**

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**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 16-09-SID

**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network**  
**Catalog No. 1**

**SOUTHERN IDAHO**  
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**SECTION 5**  
Page 221  
Release 8  
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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**August 20, 2016**  
**Boise, Idaho**

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.2 CORE CONNECT**

**B. Terms and Conditions (Cont'd)**

9. The termination fee applies to each Core Connect or Unlimited Business Voice line(s) provided under the Term Agreement Pricing plan.
10. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan in the first 30 days after the initial installation of Core Connect or Unlimited Business Voice line(s), or who moves within the Company's service territory where CenturyLink High Speed Internet is not available.
11. Termination fees will be waived for a customer who enters into an agreement for same or similar Company services where the agreement value is equal to or greater than the remaining value of the existing term agreement.

**C. Rates and Charges**

1. The monthly rates that follow include the local voice services only. Where applicable, incremental charges specified in 5.1 of this Catalog, apply.
2. There is no minimum service period for Core Connect. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days Core Connect was in service.
3. The monthly rates that follow do not include the monthly charges for the qualifying Unlimited LD plan or qualifying CenturyLink High Speed Internet Service plan.
4. Nonrecurring charges apply as specified in C.4., below. Nonrecurring charges may be waived for new or existing business customers who move services from another telecommunications service provider to Core Connect 1 and/or Unlimited Business Voice lines and who enter into a 1-year, 2-year or 3-year term[1].

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**[1] Effective August 20, 2016, the month to month and 2 year term option will no longer be available to new customers.**

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NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
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**Qwest Corporation d/b/a CenturyLink QC****Exchange and Network  
Services Catalog No. 1****SECTION 5**

Page 222

Release 4

**SOUTHERN IDAHO**

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4. Core Connect Local Voice Services will be provided at the following rates.

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Core Connect 1	PGOQX	\$50.00	\$ 50.00
• Unlimited Business Voice Line	PGOQY	50.00	25.00

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(M) Material moved to 105.11.2.

**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 14-014-SID

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.3 RESERVED**

(C)

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(M) Material moved to Section 105.11.3.

SID2018-010

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 18-09-SID



**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network**  
**Services Catalog No. 1**

**SECTION 5**  
Page 224  
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**Boise, Idaho**

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.3 RESERVED**

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(M) Material moved to Section 105.11.3.

SID2018-010

NOTICE  
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**Exchange and Network**  
**Services Catalog No. 1**

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Page 225  
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**Boise, Idaho**

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.3 RESERVED**

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(M) Material moved to Section 105.11.3.

SID2018-010

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 18-09-SID

**5. EXCHANGE SERVICES****5.11 LOCAL VOICE DISCOUNT PLANS (CONT'D)****5.11.4 CENTURYLINK BUSINESS BUNDLE****A. Description**

*CENTURYLINK* Business Bundle, an optional enrollment plan available to business customers with up to twenty-five access lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC), permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services specified in C. following for a flat monthly rate.

CenturyLink Business Bundle is available for a maximum of ten (10) business lines at each customer location.

**B. Terms and Conditions**

1. CenturyLink Business Bundle customers must subscribe to the following services provided by CenturyLink or a CenturyLink affiliate:
  - CenturyLink Business Package;
  - CenturyLink Business Bundle Unlimited long distance plan provided by CenturyLink Communications, LLC for the initial and each additional CenturyLink Business Bundle, and;
  - CenturyLink's non-regulated 1.5 Mbps or greater High-Speed Internet (HSI) on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK Business Bundle location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. The qualifying High Speed Internet service must be billed on the same invoice as CenturyLink Business Bundle, but may be provisioned on access lines other than CenturyLink Business Bundle.
2. There is no minimum service period for the Local Exchange service and features provided in CenturyLink Business Bundle. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
3. CenturyLink Business Bundle lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 16-09-SID

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.4 CENTURYLINK BUSINESS BUNDLE**

**B.1. Terms and Conditions (Cont'd)**

4. Components of CenturyLink Business Bundles will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services. If the qualifying High Speed Internet service is discontinued at any CenturyLink Business Bundle location, components of all CenturyLink Business Bundles at that location will be converted to ala carte rates. No termination liability charges will apply for the regulated portion(s) of CenturyLink Business Bundles if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
7. CenturyLink Business Bundle cannot be combined with any other discounts unless otherwise specified.
8. This plan is not available to customers who are or become toll restricted. Non-recurring Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
9. A Nonrecurring Charge as specified in C. following will apply in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Nonrecurring Charge following.

The Nonrecurring Charge will be waived when:

- a. customer migrates existing Local Exchange Service lines to CenturyLink Business Bundle, or
- b. customer orders CenturyLink Business Bundle additional lines subsequent to establishment of the initial line, or
- c. customer orders initial and/or additional lines and selects the two-year term commitment for the required High Speed Internet service.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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**Qwest Corporation d/b/a CenturyLink QC****Exchange and Network****Catalog No. 1****SECTION 5**

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Release 2

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**5.11.4 CENTURYLINK BUSINESS BUNDLE (Cont'd)**

(T)

**C. Rates and Charges**

1. Nonrecurring Charge, per initial CenturyLink Business Bundle \$50.00
2. Monthly Rates[1]

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per CenturyLink Business Bundle, initial bundle	PGOCV	\$45.00
• 2nd through 10th CenturyLink Business Bundle Additional	PGOCT	<b>24.99</b>

(R)

[1] Rates for required long distance and/or non-regulated services specified in B.1., preceding, apply in addition to the above listed rates for the local portion of this bundled service.

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**5. EXCHANGE SERVICES****5.11 LOCAL VOICE DISCOUNT PLANS****5.11.5 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE<sup>[1]</sup>**

(C)

**A. Description**

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance (hereafter referred to as Essential Home Phone w/ 30 Minutes LD) is an optional enrollment plan that allows residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

**B. Terms and Conditions**

1. Customers must subscribe to the following services provided by CenturyLink or a CenturyLink affiliate:
  - Home Phone Extra Package;
  - Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each bundle provided at a customer location, and;
  - CenturyLink's non-regulated 1.5 Mbps or greater High-Speed Internet (HSI). In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI.
2. Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services.
3. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

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<sup>[1]</sup> **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

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(M) Material moved to Page 230.

SID2019-001

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 19-02-SID

## **5. EXCHANGE SERVICES**

### **5.11 LOCAL VOICE DISCOUNT PLANS**

#### **5.11.5 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE<sup>[1]</sup>**

##### **B. Terms and Conditions (Cont'd)**

4. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
5. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.
6. This plan is not available to customers who are or become toll restricted. Nonrecurring Charges will not apply for those existing lines converted, in-place, to residence exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

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<sup>[1]</sup> **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

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(M) Material moved from Page 229.

(M1) Material moved to Page 231.

**5. EXCHANGE SERVICES****5.11 LOCAL VOICE DISCOUNT PLANS****5.11.5 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE<sup>[1]</sup>**

(C)

**C. Rates and Charges**

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1. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), and Access Recovery Charge.
2. Nonrecurring charges normally associated with the line will not apply for new and additional bundle lines, and moves of existing lines.
3. Nonrecurring charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable nonrecurring charges do apply when Customers request a change from the Unlimited Nationwide Calling Bundle back to Local Exchange Service.
4. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company's network technology changes in such a way that this tariff will no longer apply to this Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

**MONTHLY  
RATE**

- Per Bundle

\$35.00 <sup>[2]</sup>

(T-M)

<sup>[1]</sup> **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

<sup>[2]</sup> Rate includes local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the required Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

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(M) Material moved from Page 230.

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