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**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**July 20, 2017**  
**Boise, Idaho**

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**ACCEPTED FOR FILING**

**July 20, 2017**

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**ACCEPTED FOR FILING**

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(M) Material moved to Section 109 Page 7.2.

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(M) Material moved to Section 109 Page 7.3.

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Issued: 7-7-17

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(M) Material moved to Section 109 Page 7.4.

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(M) Material moved to Section 109 Page 7.5.

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(M) Material moved to Section 109 Page 7.6.

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(M) Material moved to Section 109 Page 7.7.

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Issued: 6-5-13

**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
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**Boise, Idaho**

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS (Cont'd)**

**9.1.12 CENTRAFLEX SYSTEM 1**

A. Description

*CENTRAFLEX* System 1 (CS1) Service provides optional features to residence exchange access lines in the category of Premium Flat, Premium Flat Key and Basic Measured.

The CS1 is offered in two categories to residence customers. The *CENTRAFLEX* SL (Single Line) offering will provide a package of features on a central office line. The billing record of toll calls on lines using CS1 service will not be affected by the application of the features of this service.

The CS1 allows a multiline customer to integrate separate lines into a communication system.

1. The following standard features are included in the packages:

Call Hold

A user of a CS1 line can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

Conferencing

The user of a CS1 line can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the user of a CS1 line may choose to add on the previously held call into a three-way conference.

Intercom Dialing

A user of a CS1-Six Pack equipped line can dial up to five other lines in the same CS1 group by dialing an access code followed by a single digit.

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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRALFLEX SYSTEM 1**

A.1. (Cont'd)

Touch-Tone

A CS1 line will be equipped with touch-tone. With such equipment, the CS1 user must use tone signaling equipment.

User Transfer

The user of a CS1 line can transfer an established call to another line within or outside the CS1 group.

2. The following selection of optional features are available to CS1 customers:

Call Forwarding Don't Answer/Busy Line

Automatically transfers incoming calls that encounter a (1) busy condition and/or a (2) don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing CS1 line to an alternate designated line. Because of technical constraints, the actual number of ring cycles before a don't answer call is transferred may vary slightly from the present value. The number to which calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer. Changes to the feature must be requested from the Company. When Busy Line and Don't Answer are both used by one line, they must be Call Forwarded to the same number.

Call Forwarding Variable

Automatically transfers all calls made to the subscribing line to a different line, within or outside the CS1 group.

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**June 15, 2013**  
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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRALFLEX SYSTEM 1**

A.2. (Cont'd)

Call Pickup

Enables a user of a CS1 line to answer a call which has been directed to another line in the CS1 group.

Directed Call Pickup enables the user to selectively pick up another line in the CS1 group, with or without the ability to "barge into" an existing connection. A burst of tone alerts the conversants that a third party is about to enter the conversation.

Call Waiting

Provides a tone burst alert to a CS1 user on an existing call to advise that another call is waiting.

Distinctive Ringing

Allows the customer to distinguish between incoming and intercom calls by providing distinctive ringing patterns on all lines in the system. CS1 lines in a system that is equipped for distinctive ringing which are also assigned the CS1 Call Waiting feature will receive distinctive tones on incoming and intercom calls which are waiting. If one line of the system selects this feature, all lines of the system must be equipped with this feature.

Speed Calling - CS1-Six Pack

Allows a user of a CS1 line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to 30 preprogrammed numbers. All lines in a CS1 group share the same list which can be reprogrammed from a customer specified line.

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRAFLEX SYSTEM 1 (Cont'd)**

**B. Terms and Conditions**

1. All access lines terminating in a system must be served by the same central office entity. At least one CS1 line must terminate at a location within the central office boundary.
2. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
3. The quality of transmission may vary when calls are forwarded or connected via CS1 Conferencing depending on the distance and routing involved.
4. The CS1 requires special central office equipment and is not provided in all central offices. The Company may furnish CS1 where there is available central office equipment with the proper program updates, as determined by the Company. CS1 service is also limited to 1/1A ESS offices.
5. CS1 is not available on trunks, remote switching systems (RSS), Public Communications Service or multiparty service.
6. Touch-tone signaling is required for each access line terminating in CS1. Tone signaling equipment is required on each line in order to use the # and \* for abbreviated dialing and other features.
7. *CENTRAFLEX I* standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3, preceding: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8, and Speed Calling 30.
8. All lines of a system must be CS1-Six Pack lines.

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRALFLEX SYSTEM 1**

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

9. A Foreign Exchange line cannot be terminated in a CS1 system.
10. Any CS1 customer utilizing a measured type of line will not be billed a measured rate for intercom calls originating from the CS1 line.
11. A CS1-Six Pack can only subscribe to one CS1 Speed Calling feature for a 30 number list and all six lines can share access to the one list.
12. The hunting arrangements available on CS1 are defined in the Hunting section of this Catalog.
13. When a CS1 system contains both residence and grandfathered business lines, only one residence line is permitted. In addition, no Hunting or Call Forward-Busy Line features are permitted between the business and residence lines. The business line must be the first line on the system. If a telephone number change is required to combine a residence line and business line in one system, no Change of Telephone Number charge is applicable.
14. The Single Line Service can only use the optional features of Call Waiting, Call Forwarding and Speed Calling.
15. A CS1 system cannot have Flat Rate and Measured type lines on the same system.

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRAFLEX SYSTEM 1 (Cont'd)**

**C. Rates and Charges**

The rates and charges following are for the CS1 only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.[1]

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>CENTRAFLEX</i> SL (Single Line)	C9S	\$11.00	\$5.00
- Speed Calling per line - 6 Number List	ESTC1	11.00	2.50
- Speed Calling per line - 30 Number List	ESFC3	11.00	5.25
• CS1-Six Pack			
- CS1-Six Pack, first exchange line terminating	MVP	11.00	5.00
- CS1-Six Pack, each additional line terminating	MVPAL	11.00	4.00
- CS1 Speed Calling per group - 30 number list	MVPCD	11.00	5.25

[1] Centraflex USOCs: JRG (1FR); JBG (1FB); XFREY (1FB); XRFSY (1FB); JBH (1FL); XRFEZ (1FL); XRFSZ (1FL)

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**9.1 DIAL SWITCHING SYSTEMS**  
**9.1.12 CENTRALFLEX SYSTEM 1**  
C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Optional Features			
- Call Waiting, per line arranged	MVPCW, MBWCW	\$3.25	\$2.15
- Call Forwarding, per line arranged	MVPCF, MBWCF	3.25	1.25
- Call Forwarding - Busy Line, per line arranged			
- Incoming only	MVPBL, MBWBL	3.25	0.20
- All calls	MVPBC, MBWBC	3.25	0.10
- Call Forwarding - Don't Answer, per line arranged			
- Incoming only	MVPDA, MBWDA	3.25	2.45
- All calls	MVPDC, MBWDC	3.25	1.25
- Distinctive Ringing per line	MVPDR, MBWDR	3.25	1.00
- Call Pickup Basic	E3P	3.25	1.00
- Directed, Barge In	DPG	3.25	1.00
- Directed, Non-Barge In	E6D	3.25	1.00

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**9.1 DIAL SWITCHING SYSTEMS (Cont'd)**

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(M) Material moved to Section 109 Page 12.2.

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(M) Material moved to Section 109 Page 12.4.

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(M) Material moved to Section 109 Page 12.5.

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(M) Material moved to Section 109 Page 12.7.

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(M) Material moved to Section 109 Page 12.8.

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**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**9.1 DIAL SWITCHING SYSTEMS (Cont'd)**

**9.1.17 RESERVED FOR FUTURE USE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS (Cont'd)**  
**9.1.18 CENTREX *PRIME* SERVICE**

A. Description

1. Centrex *PRIME* Service is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end user customer terminals. Centrex *PRIME* Service is a multi-media platform which delivers integrated Video, Voice, Image, and Data services to customers.
2. Centrex *PRIME* Service includes analog or digital station lines which may be provided utilizing various technological designs. The arrangements of these station lines will vary for each customer depending on the number of connections to a location, the desired technology, available technology, and operating limitations, e.g. distance from a serving central office. A group of station lines is translated for an individual common block and is provided common access to a predetermined group of system features. Optional features are also available.
3. Customers select Centrex *PRIME* station lines based upon Basic Analog, Digital, or ISDN options. The standard set of features provided varies depending on the alternative selected and the available central office technology. A list of standard features for each alternative and central office technology is available on a separate list provided by the Company.
4. The ISDN alternative consists of three distinct channels per station line: one or two B (Bearer) channels and one D (Delta) channel (2B+D). ISDN is also available in a 2B+S configuration. The ISDN alternative may be provisioned as either Custom or National. The ISDN alternative conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

B. Terms and Conditions

1. All terms and conditions for the provision of Centrex *PRIME* Service shall be subject to a Service Agreement between the Company and the customer.
2. Centrex *PRIME* Service is available as a business system to single businesses for resale by certified resellers. Centrex *PRIME* Service is only available for resale to the same class of customer which the Company sells the service. For example, no reseller of service shall subscribe to Centrex *PRIME* station lines or associated features and provide those services to a residence customer.

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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**June 1, 2020**  
**Boise, Idaho**

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Issued: 05-20-2020

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE (Cont'd)**

3. Each customer system with blocked access is equipped with a number of Network Access Registers based on a standard Poisson Capacity Table. This table provides the number of Network Access Registers for the number of analog station lines, digital ISDN channels, and Electronic Business Set station lines in the system. These Network Access Registers provide a standard level of usage for the customer's system. This standard usage level is included in the station line rate. If additional Network Access Registers are required beyond the standard level, additional Network Access Registers may be obtained from 5.3.6., preceding
4. An Unblocked Usage Adder is required in lieu of Network Access Registers. Should the customer's usage exceed an average of 8 CCS (hundred call seconds) per station line, the customer will be converted to blocked service with the appropriate number of Network Access Registers.
5. End User Common Line charges (Subscriber Line Charges) will be assessed on network access which is the NAR in a blocked system and the basic station line in a non-blocked system.
6. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, as specified in Section 13, following. The Trouble Isolation Charge will not apply to lines equipped with UNISTAR Service, **except as described in Section 13.2.C.13.a.**

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**C. Rates and Charges**

1. The rates and charges for station lines and system features will be developed on an individual case basis and will be specified in a Service Agreement between the Company and the customer.
2. Each system will be configured based on the volume of switching requirements and will be engineered for the appropriate interfaces and transport.

[1] Pages 83 through 94 were previously cancelled.

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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**9. CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE**

A. Definitions

Basic 911 (B911) Service

An emergency number service whereby a Public Safety Answering Point designated by the customer may receive telephone calls dialed to the telephone number 911. These calls must be originated by telephones having telephone numbers beginning with a given central office prefix or prefixes that is predetermined by the customer.

Basic 911 Service is offered subject to availability of facilities. The B911 customer may be a municipality or local governmental unit, or an authorized agent of one or more municipalities or local governmental units to whom authority has been lawfully delegated. The customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

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(M)

(M) Material moved to Section 109 Page 28.

NID2017-007

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**9.4 CALL MANAGEMENT SYSTEMS**

(D)

(M)

(M) Material moved to Section 109 Page 29.

NID2017-007

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**9.4 CALL MANAGEMENT SYSTEMS**

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(M) Material moved to Section 109 Page 30.

NID2017-007

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

(D)

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(M) Material moved to Section 109 Page 31.

NID2017-007



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Release 3  
Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

(D)

(M)

(M) Material moved to Section 109 Page 32.

NID2017-007

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**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

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**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2**

(M-M1)

A. General

*CENTRAFLEX 3* Service is no longer offered to new customers as of February 5, 1987. Line additions to existing systems will be permitted but may not exceed a 100 percent increase of the customer's total number of lines in-service as of February 5, 1987. Supersedure of *CENTRAFLEX 3* Service will not be permitted.

The movement of a *CENTRAFLEX 3* System is allowed under the following conditions:

1. The Primary location of a *CENTRAFLEX 3* System may move if the Company determines that its facilities and conditions are adequate for the provision of *CENTRAFLEX 3* service.
2. Secondary locations in a *CENTRAFLEX 3* System can be moved or established.
3. Movement of a Primary or Secondary location will require a service order on each line.

B. Description

1. Service

The *CENTRAFLEX* System 3 (CS3) allows a multi-line customer to integrate separate lines into a single communications system. The charges for this offering consists of both an exchange access line and an intercom line. The intercom lines will be provided at a basic line charge up to 1.5 airline miles from the central office. Lines terminated beyond this point will be charged an additional rate.

(M-M1)

(M) Material moved to Section 109, Page 1.56.

(M1) Material moved from Section 9, Page 1.

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Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2**

A. Description (Cont'd)

2. The optional line features available in CS2 are:

- Call Forwarding - Don't Answer
- Call Forwarding - Busy Line
- Call Forwarding - Variable
- Call Waiting - Originating
- Call Waiting - Terminating
- Dial Call Waiting
- INWATS Call Transfer
- Automatic Call Back Calling
- Customer Changeable 6-number Speed Calling
- Customer Changeable 30-number Speed Calling
- Distinctive Ringing
- Call Pickup
- Dial 9 Restriction
- Custom Restriction
- Deny Terminating
- Automatic Call Transfer (ACT)
- "POTS" into the Common Block

3. The optional group features available in CS2 are:

- Attendant Access Line
- Automatic Route Selection
- Facility Terminations
- Multiple Systems
- Intercept
- Multiple Position Hunt
- Trunk Answer Any Station (TAAS)
- Station Message Detail Recording (SMDR)
- Electronic Tandem Switching (ETS)
- Conference
- Uniform Call Distribution (UCD)
- Single Digit Feature Access
- Management Information System (MIS)
- Split Service

(M) Material moved from Section 9, Page 2.

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Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

(M)

**B. Service Description**

**1. The features available in the basic packages are:**

**a. Softpak I**

**(1) Touch-Tone Lines**

Touch-tone signaling is included as part of the CS2 Softpak I package. Although telephone sets not equipped with tone signaling may terminate in a CS2, no guarantee of feature capability will be made in respect to those sets.

**(2) Intragroup Dialing**

A user can dial other lines on the CS2 system on a two digit, three digit, or four digit basis.

**(3) DID/DOD Service**

A user has the capability of receiving Direct-Inward-Dialed calls to any CS2 line. A user also has the capability of Direct-Outward-Dialing calls to the MTS network on a "dial-9" basis.

**(4) Station Toll Billing**

Each CS2 line will receive a billing record of all toll calls.

**(5) Attendant Call Transfer**

The Attendant of the CS2 system can transfer any incoming DID system call to another system line. CS2 systems without an attendant cannot transfer between lines.

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(M) Material moved from Section 9, Page 3.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

(M)

**B. Service Description**

**1. The features available in the basic packages are:**

**a. Softpak I**

**(1) Touch-Tone Lines**

Touch-tone signaling is included as part of the CS2 Softpak I package. Although telephone sets not equipped with tone signaling may terminate in a CS2, no guarantee of feature capability will be made in respect to those sets.

**(2) Intragroup Dialing**

A user can dial other lines on the CS2 system on a two digit, three digit, or four digit basis.

**(3) DID/DOD Service**

A user has the capability of receiving Direct-Inward-Dialed calls to any CS2 line. A user also has the capability of Direct-Outward-Dialing calls to the MTS network on a "dial-9" basis.

**(4) Station Toll Billing**

Each CS2 line will receive a billing record of all toll calls.

**(5) Attendant Call Transfer**

The Attendant of the CS2 system can transfer any incoming DID system call to another system line. CS2 systems without an attendant cannot transfer between lines.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2**

B. Service Description (Cont'd)

2. The optional line features available in CS2 are:

Automatic Call Back Calling

This arrangement permits a main station line user, when attempting an intercommunication call to a busy main station line, to be automatically connected to that line when both called and calling lines are subsequently idle.

Automatic Call Transfer (ACT)

This feature provides an arrangement where calls placed to one telephone number are automatically transferred to another telephone number.

Call Forwarding Busy Line

This feature provides for automatic routing of incoming calls to a preselected station in the system or to the attendant when the called station line is busy.

Call Forwarding Don't Answer

This feature provides for the automatic routing of incoming calls to a preselected station in the system or to the attendant when the called station does not answer after a preset number of ringing cycles.

Call Forwarding Variable

This feature provides for automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant.

Call Pickup

This feature enables a user of a CS2 line to answer a call which has been directed to another line in the CS2 system by dialing an access code.

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(M) Material moved from Section 9, Page 5.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

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

(M)

Call Waiting Originating

This feature allows a CS2 line to direct a call waiting tone toward a busy called station within the same CS2 system.

Call Waiting Terminating

This feature allows a CS2 line who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number.

Custom Restriction

This feature allows a line to be optioned so that calls may be initiated and received only from within the system.

Customer Changeable 6 Number Speed Calling

This feature allows a CS2 user to have six abbreviated codes assigned to frequently called numbers.

Customer Changeable 30 Number Speed Calling

This feature allows a CS2 user to have thirty abbreviated codes assigned to frequently called numbers.

Deny Terminating

This feature allows a line to be restricted from calls originating outside of the system. Lines equipped with this feature have unrestricted outgoing call capability.

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(M) Material moved from Section 9, Page 6.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

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

(M)

Dial Call Waiting

A station line equipped with Dial Call Waiting may optionally provide, by dialing a preset code, an audible Call Waiting tone to a called station line in use in the same system.

Dial 9 Restriction

This feature will block all call attempts to originate a Dial 9 type call and send the call to reorder tone.

Distinctive Ringing

This feature allows the customer to distinguish between incoming and intercom calls by providing distinctive ringing patterns. CS2 lines equipped for distinctive ringing which are also assigned the CS2 Call Waiting feature will receive distinctive tones on incoming and intragroup calls which are waiting.

Distinctive Ringing and Call Waiting Tone enables a station user to distinguish up to three types of incoming calls:

- Type A -- Intra-CS2
- Type B -- Direct Inward Dial, Attendant completed, tie lines
- Type C -- Dial Call Waiting, Call Waiting Originating, Attendant night service.

INWATS Call Transfer

This feature allows an incoming INWATS call to be transferred to another line in the same CS2 system.

"POTS" Into the Common Block

This feature allows a customer converting to a *CENTRAFLEX* service from "plain old telephone service (POTS)", Exchange Services - Section 5 of this Catalog, to move their Listed Directory Number(s) into the *CENTRAFLEX* Common Block.

(M)

(M) Material moved from Section 9, Page 7.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

**B. Service Description (Cont'd)**

3. The optional group features available in CS2 are:

Attendant Line

This feature allows a CS2 system to designate one or several terminals as an attendant with attendant features. The Attendant Line includes Softpak I features.

Automatic Route Selection (ARS)

This feature is an arrangement allowing station users to automatically select preferred and alternate private routes subscribed to by the customer for the completion of Direct Distance Dialed calls to points outside the local calling area.

Conference

This feature allows up to six lines to be joined in a conference call.

Electronic Tandem Switching Feature (ETS)

This feature provides specialized routing and recording of calls over a private tie line network.

Facility Termination

This feature allows the customer to terminate Tie Lines, Foreign Exchange Lines, Trunks, Paging Trunks, and Dial Dictation Lines on the CS2 system.

Intercept

This feature allows a CS2 system to disconnect individual lines and provide various forms of intercept for them.

Management Information System

This system is designed to collect data on the status of a specific customer's network and provide reports on peg count, queued calls, and overflow.

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(M) Material moved from Section 9, Page 8.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

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

(M)

Multiple Position Hunt

This feature is a CS2 loop hunting arrangement that provides the ability to distribute calls over a group of up to 16 loops of console positions, each of which can handle up to six types of calls. Incoming calls are routed only to idle positions with an idle loop for that call type.

Multiple Systems

This feature allows various *CENTRAFLEX* systems to be selectively connected together for purposes of abbreviated dialing between systems and joint facility access.

Single Digit Feature Access

This feature allows access to certain line features by pressing a single digit on a Touch-Tone dial.

Split Service

This service permits segregation of *CENTRAFLEX* station lines for a customer into separate groups thereby enabling each group to have a different set of common features.

Station Message Detail Recording Basic (SMDR-B)

This feature provides message detail on calls placed over WATS, CCSA, Tie lines, and MTS.

Trunk Answer Any Station (TAAS)

This feature will allow any line in the Trunk Answer Group to be picked up by any other line of the *CENTRAFLEX* System 2 system.

Uniform Call Distribution (UCD)

This feature is a hunting arrangement which evenly distributes incoming calls to answering positions.

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(M) Material moved from Section 9, Page 9.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

(M)

C. Terms and Conditions

1. The CS2 is not available on trunks, Remote Switching Systems (RSS), Centrex Service or Public Communications Service.
2. A customer may choose to combine access lines terminating at different locations into a single CS2. All access lines terminating in a CS2 however, must be served by the same central office.
3. The quality of transmission for calls utilizing CS2 Call Forwarding or CS2 Conferencing may vary depending on the distance and routing involved.
4. The *CENTRAFLEX* System 2 features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing the service.

CS2 requires special central office equipment and is not provided in all central offices. The Company may furnish CS2 where there is available facilities, and central office equipment, with the proper program updates, as determined by the Company.

5. Unless Split Service is subscribed to, all lines of a CS2 system must subscribe to the same Softpak rate.
6. The Multiple Position Hunt feature provides ringing on queue only. Calls cannot be transferred to a Recorded Announcement or Silence on Hold. One queue slot per Foreign Exchange facility is required.
7. The usage element of the Measured Business Line will only apply to "Dial 9" calls.
8. A CS2 telephone number is any telephone number which has been assigned to the CS2 system. A CS2 telephone number can be removed from the CS2 telephone number range for use in other Classes of Service as specified in D.4.e., following.

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(M) Material moved from Section 9, Page 10.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

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

9. The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.
- a. A trunk from another exchange can be connected to the *CENTRAFLEX* system. It would be accessed by a 1XX code by the *CENTRAFLEX* user and by a seven digit telephone number in the originating exchange. The following charges would apply:
- (1) Trunk charges from 5.1.4, preceding, Foreign Exchange Service apply.
  - (2) Interexchange mileage charges as specified in 5.1.4, preceding, Foreign Exchange (FEX) Service apply in addition to the above.
  - (3) For each FEX line or trunk terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FEX line or trunk on an outgoing call. If the FEX line or trunk is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge. If features are required on the line, an additional feature charge applies.
- b. A *CENTRAFLEX* line with a telephone number access on the *CENTRAFLEX* system that terminates in a set in another exchange has the following charges.
- (1) Line charges specified in 5.1.4, preceding, Foreign Exchange Service, in addition to the above.
  - (2) Interexchange mileage charges apply from 5.1.4, preceding, Foreign Exchange Service.
  - (3) If features are required on the line an additional feature charge applies.
- c. A *CENTRAFLEX* line with telephone number access on the *CENTRAFLEX* system that terminates in a set in another central office in the same exchange has the following charges.
- (1) Line charges as specified in Section 5 of this Catalog apply.
  - (2) If features are required on the line an additional feature charge applies.

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(M) Material moved from Section 9, Page 11.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

10. SMDR-B

An arrangement to provide a record by station number of originating intercity calls.

- a. SMDR-B is a service limited to stations of *CENTRAFLEX* customers served from a Central Office where facilities permit and where the Company's message billing process has been arranged to provide this feature.
- b. Station message details include the calling station number, called number, date, time of day, length of call and the type of facility used. For calls placed on Message Toll Service facilities, the charge incurred is included.
- c. Available as an optional service are line summaries of the number of calls placed for Directory Assistance.
- d. For the administration of this section, Private Facility means a specific WATS, FEX or CCSA circuit; Private Facility Group means a group of circuits the same type used to complete calls between the same points.
- e. Station message details may be provided on calls placed over WATS, CCSA and Message Toll Service facilities, but will not include intercom calls or tie line calls originated by station users. If the customer has Automatic Route Selection service (ARS), SMDR-B can also be provided on the customer's Foreign Exchange facilities for those calls routed through ARS over those circuits. For these facilities, D.4.b.(2), following, applies for each group and D.4.c.(3), following, applies for each Foreign Exchange Line or Trunk. Where Foreign Exchange facilities are involved, all such call attempts, whether completed or not, will appear on the SMDR-B.
- f. The customer shall designate the group or groups of facilities on which SMDR-B is to be provided.

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(M) Material moved from Section 9, Page 12.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C.10. (Cont'd)

- g. Station message details will be provided on magnetic tape. The tape density and number of tracks will be that used by the program and data processing system in use by the accounting center furnishing the tape.

Special test tapes, program re-runs, or program modifications requested by the customer will be provided only if facilities and operating conditions permit and at estimated costs.

- h. Station detail is not represented to be a provision of billing detail. The Company assumes no responsibility for reconciling differences between the SMDR and the customer's bill.

11. Automatic Route Selection - Deluxe (ARS-D)

- a. ARS-D is only furnished in association with Facilities Restriction Level (FRL).
- b. Routes may include Foreign Exchange Trunk lines, WATS lines, Exchange Trunk lines to the toll network or access lines to CCSA or other arrangements where compatible.
- c. For the administration of this Section, the following definitions apply:

Access Code

A one digit code, dialed by the station user, which causes the ARS-D feature to automatically scan the digits and select a first choice completing route, when available, or subsequent route if the first choice route is not available.

Facility

A specific circuit. This could be any type listed in (b) above.

Pattern

Means a group of routes arranged to be selected in sequence, specified by the customer, with a maximum of 10 routes in a pattern.

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(M) Material moved from Section 9, Page 13.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

**C.11.c. (Cont'd)**

(M)

Route

Means a group of one or more facilities of the same type used to complete a 10 digit off-network call to a public network telephone number.

Route Selection

This is the automatic selection of the preferred route as pre-determined by the customer.

The final completing route may be the toll network or, at the option of the customer, the call attempt is routed to overflow tone if a Facilities Restriction Level (FRL) is insufficient to complete the call.

- d. Preferred routes and alternate routes in patterns will be specified by the customer.
- e. The ARS-D feature provides all number translation and supervision necessary to route the call. "More Expansive Route" (MER) Tone is supplied, at the option of the customer, as a function of the route selected for a particular call.
- f. A maximum of three ARS-D Pattern Groups with a maximum of sixty-four patterns in each Pattern Group will be provided. The three Pattern Groups referred to will consist of one primary and two additional Pattern Groups for "Time of Day" (TOD) routine.
- g. Each WATS band is treated as a separate route.
- h. A maximum of sixty-four Number Plan Areas (including the home NPA) may be designated by the customer for routing of calls by central office codes (six digit translation).
- i. All rates and charges specified for ARS-D are in addition to the rates and charges for the associated facilities and facility terminations.

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(M) Material moved from Section 9, Page 14.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C.11. (Cont'd)

- j. A single rate "per facility terminated in patterns" will apply regardless of the number of patterns having access to that facility. The monthly rate specified is applicable to each facility available to the patterns.
- k. The rates specified in D.4.1., following, for each code addition or change, is applicable whether customer or Company initiated.
- l. When ARS-D is provided in conjunction with Uniform Numbering/Automatic Alternate Routing (UN/AAR):
  - (1) Incoming tie lines from other Centrex/ESSX-1 or PBX systems connecting directly to the Centrex System may be arranged to have automatic access to the ARS-D and UN/AAR features.
  - (2) With this arrangement the tie lines to the ARS-D become "dedicated" tie lines and separate tie lines are required from the distant Centrex/ESSX-1 or PBX System if access is to be provided to other Centrex functions at the ARS-D equipped Centrex System.
  - (3) Also when ARS-D is provided in conjunction with UN/AAR, routes may include tie lines to a distant Centrex/ESSX-1 or PBX System equipped with an ARS-D like capability for subsequent access to the toll network.
- m. Time of Day Routing (TOD) is an ARS-D option which permits preprogrammed selection of alternate routing pattern groups for off-network calls (up to three sets of ARS-D routing pattern groups) on a time-of-day and day-of-week basis. Manual override is available with the Facility Administration and Control feature.
- n. The TOD Routing feature permits up to sixteen programmed changes in Pattern Groups per week. When additional ARS-D patterns are required due to TOD changes, Rates as specified in D.4.i., following, apply to each additional pattern.
- o. CCSA access lines (off-network calls) and access lines to other similar arrangements, compatible with ARS-D, may be included as routes in patterns.
- p. Toll diversion and restriction does not function on calls routed via ARS-D.

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(M) Material moved from Section 9, Page 15.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

12. Facilities Restriction Levels (FRL)

- a. FRL is required and only furnished in association with ARS-D and must be provided on each station and incoming tie line which has access to ARS-D, to determine both the types of calls and types of facilities within the privileges of the associated user.

When the FRL is transmitted over a tie line to a distant PBX or Centrex/ESSX-1 system equipped with ARS-D (for call screening at the distant point), it is identified as a Traveling Class Mark (TCM).

- b. A maximum of eight FRLs are available for each system.
- c. Authorization Codes are a FRL option which provides for a station user to dial a code which overrides the FRL associated with that station line or incoming tie line.

When the FRL associated with the station line or incoming tie line has insufficient privileges to complete the call, the system requests dialing of the authorization code.

The Authorization Code is also inspected for validity as a security check.

The Authorization Code is recorded in the SMDR-P record of the call when the SMDR-P feature is provided.

- d. A maximum of twenty thousand Authorization Codes per common equipment are available for each system.
- e. Authorization Codes must consist of a uniform number of digits, with a minimum of three digits and a maximum of six digits.
- f. Customer implementation of change of Authorization Codes or associated FRL require the Facilities Administration and Control Feature.

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(M) Material moved from Section 9, Page 16.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

13. Deluxe Queuing

- a. Deluxe Queuing is available with facilities appearing as the primary (first choice) route in ARS-D or UN/AAR patterns. It permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use.
- b. Two queuing arrangements are available and all stations must be equipped with the same type queuing:
  - (1) A Ring-back Queue (RBQ), in which case the calling station goes on-hook and is called back when a facility becomes available.
  - (2) An Off-hook Queue (OHQ), in which case the calling station remains off-hook and is held in queue until a facility becomes available.
  - (3) Incoming tie lines can be arranged for OHQ only.
  - (4) OHQ must be equipped for either Recorded Announcement or Music on Queue.
- c. Customer must specify the length of time a call is held in queue (threshold time limit) before overflowing to subsequent routes or to overflow tone.
- d. Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone.
- e. The length of the announcement provided with the Recorded Announcement option will be determined by the company and will be recorded by Company employees.
- f. The music for the Music on Queue option must be provided by the customer.
- g. The Music on Queue option requires a voice grade channel between the central office and the customer provided music source at the customer premises. This feature is available only with OHQ.

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(M) Material moved from Section 9, Page 17.

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Page 1.17

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

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

**14. Station Message Detail Recording to Premises (SMDR-P)**

- a. SMDR-P provides a record, on magnetic tape equipment located at the customer's premises, of calls originating from *CENTRAFLEX* System 2 station lines to locations outside the same system. Facility groups may also be designated as requiring originating and/or terminating records.
- b. SMDR-P is not represented to be a provision of billing detail.
- c. Where SMDR-P is provided, a detailed record may be made for each completed call. At the option of the customer, arrangements can be made to provide records of calls attempted as well as calls completed. Under certain exceptional conditions, with SMDR-P calls may be processed without recording the call detail.
- d. Processing of message detail information (SMDR) by the Company accounting center is not provided with this arrangement.
- e. The customer must designate all station lines in the customer group and/or selected facility groups on which SMDR-P originating and terminating records are to be provided.
- f. Additions or deletions of SMDR-P recording are provided by Company service orders.
- g. Account Codes are a SMDR-P option which permit a station user to dial a series of digits (code) which will appear in the SMDR-P record for that particular call.
  - (1) The Account Code can be used by the customer for account or project identification.
  - (2) Adding an Account Code to a call, where arrangements have been made to provide this capability, is at the discretion of the station user.
  - (3) Each customer's Account Codes must contain the same number of digits, not to exceed eight, the first digit must not conflict with on-network code assignments and the second digit must not be 0 or 1.

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(M) Material moved from Section 9, Page 18.

NID2017-007

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

C.14. (Cont'd)

- h. Account Codes are available with the initial installation of SMDR-P at no additional charge. Subsequent additions of account codes are treated the same as a change in the number of account code digits.

15. Uniform Numbering/Automatic Alternate Routing (UN/AAR)

- a. UN permits station users to place calls via tie lines using a uniform dialing plan.
  - (1) The user dials an access code, an account code (if this option is provided), followed by a seven digit number which uniquely identifies a specific on-network station line.
  - (2) The number consists of a three digit location code and a four digit station line code. When the same access code is followed by a ten digit public network number, the call is routed via the ARS-D feature.
  - (3) The feature provides the number translation and supervision necessary to route the call.
- b. AAR provides automatic routing of on-network calls to alternate tie line routes when primary tie line routes are busy.
- c. The customer must specify the first choice route and each subsequent route to each *CENTRAFLEX* System 2 or PBX System involved.
- d. The Rates specified in D.4.c., following, per tie line facility terminated in UN/AAR and/or ARS-D patterns apply only once per facility, whether terminated in one or both patterns.
- e. The maximum number of routes in a pattern is four.
- f. The maximum number of patterns is one hundred eighty.

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(M) Material moved from Section 9, Page 19.

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Page 1.19

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C.15. (Cont'd)

- g. Automatic Overflow to DDD - Automatic Overflow to DDD provides completion of on-network calls via the toll network when all primary and alternate tie line routes are busy.
  - (1) Where calls are routed via the toll network, the rates and charges specified for Automatic Overflow to DDD, PBX Exchange Trunks, and toll messages are applicable.
- h. The customer must notify the Company when any change in route or routing sequence is desired.

16. Customer Administration and Control

Customer Administration and Control Features are comprised of two optional features:

- a. Facilities Administration and Control Traffic Data to Customer (Pollable).

Facilities Administration and Control enable the customer to:

- (1) Select ARS-D patterns groups and determine status. Activate/deactivate queuing and determine status. Change Authorization Codes and associated FRL's.
- (2) Manually control override of TOD pattern groups.

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(M) Material moved from Section 9, Page 20.

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**SECTION 109**

Page 1.20

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

C.16. (Cont'd)

b. Traffic Data to Customer (Pollable).

Traffic Data to Customer (Pollable) permits the customer to poll the switching equipment on a daily or hourly basis to obtain certain traffic measurements.

- (1) Facility Assurance Reports (FAR) provides the customer with the ability to obtain automatic circuit assurance data via the same equipment utilized to record traffic data. FAR includes, for example, the identity of facilities not accessed or facilities constantly off-hook.
- (2) Equipment must be provided at the customer's premises to record the traffic data.
- (3) Traffic Data to Customer (Pollable)/FAR may be provided to the *CENTRAFLEX* System 2 systems which are not equipped with the ETS features of ARS-D and FRL.
- (4) Traffic data reports are available on trunk groups and queues.

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(M) Material moved from Section 9, Page 21.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

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

(M)

**17. Uniform Call Distribution (UCD)**

- a. UCD is a hunting arrangement for lines which evenly distributes incoming calls to answering positions.
- b. Optional features available on a UCD system are:

Delay Announcements

Announcements, to incoming callers waiting in queue slots, of the reason for delay.

Make Busy

To prevent incoming calls to an unattended station or group of stations by use of a key. This feature may be arranged by station or group of stations or both.

Queuing

The capability of having incoming calls waiting in queue slots until a station is available to take the call. A visual or audible indication is available to alert the customer of the amount of time a call has been waiting in a queue slot. This is available through the Calls Waiting Indication Per Unique Timing State feature. The Unique Timing State is preselected by the customer in timing states set up on waiting periods divisible by 6 seconds, e.g., 36 seconds, 60 seconds, 90 seconds.

- c. Call Pickup and Hold and Speed Calling Custom Calling features are available on UCD station lines. If a UCD system is equipped with either of these Optional Features, each station line in the UCD system must be so equipped. The appropriate Rates and Charges for each station line apply.
- d. Call Forwarding is not available on UCD station lines.

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(M) Material moved from Section 9, Page 22.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

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

**18. Automatic Call Transfer (ACT)**

a. ACT is intended for use when a customer changes a telephone number or is added to a *CENTRAFLEX* common block. In addition, the following conditions will apply.

(1) ACT is considered a temporary arrangement and its use is limited to two years.

(2) All Calling Cards must be associated with the new telephone number(s).

(D)

(D)

(3) Both the new and old telephone number(s) must be in the same Control Group.

(T)

(4) ACT may only be applied to a customer's Listed Directory Number(s). Those numbers not listed in the directory cannot be transferred via ACT.

(T)

(5) Rates for the ACT feature are in addition to applicable *CENTRAFLEX* rates and charges for the service and equipment used.

(T)

(6) ACT is offered subject to the availability of suitable facilities in the 1AESS, 5ESS and DMS 100 central offices.

(T)

(7) ACT is not available with the No. 2 ESS or DMS10 central office.

(T)

**19. "POTS" into the Common Block**

The "POTS" into the common block feature may only be applied to a customer's listed directory number(s).

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

20. Single Digit Feature Access

- a. Requires touch-tone for operation.
- b. Will not work if Single Digit Speed Dialing is also assigned to the line. Two Digit Speed Dialing will function with this feature.
- c. Dialing Digits are assigned to specific functions as follows:

<b>DIGIT</b>	<b>FUNCTION</b>	<b>DIGIT</b>	<b>FUNCTION</b>
1	Call Hold	9	Message Network Calling
2	Call Pickup	0	Attendant
7	Intercom Calling	*	Call Forwarding Deactivate
8	Network Calling	#	Call Forwarding Active

(The remaining Digits are optionally assignable).

- d. A faceplate overlay (which may be obtained through the Company or directly from the manufacturer) indicates the assignment of digits to specific features.

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(M) Material moved from Section 9, Page 24.

NID2017-007

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

21. Management Information System

- a. The customer may request the following optional report formats:

Function Group

Provides the above information on a group of agents who handle a particular type of call. The customer must specify at least one function group.

Report Group

Provides the above information for a grouping of agents which the customer wishes to align for management purposes. The customer need not specify a report group. An agent can be in up to 5 report groups at one time.

Trunk Group

Provides the above information on a grouping of trunks as specified by the customer.

Non Usage Trunk Scanning

Provides a report once every two hours of all trunks found not busy on incoming calls during the preceding 2 hours. Also provides a report of trunks that were locked up (constantly busy, indicating trouble) during that period.

- b. All terminal equipment required for operation of MIS must be provided by the customer.

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(M) Material moved from Section 9, Page 25.

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**SECTION 109**

Page 1.25

Release 2

Effective: 6-1-2022

**NORTHERN IDAHO**  
Issued: 5-18-2022

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**June 1, 2022**  
**Boise, Idaho**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

C. Terms and Conditions (Cont'd)

22. Multiple Systems

- a. All *CENTRAFLEX* systems connected together must be within the same Central Office Control Group.
- b. When systems are connected, separate bills will still be rendered to the specified lead telephone number for each individual system.
- c. Interblock Abbreviated Dialing will require number range coordination between systems.

(D)

23. The customer may elect to subscribe to CS2 service on a month-to-month basis or under a Term Pricing Agreement which ensures exemption from Company initiated rate increases on those items covered under the Agreement. The customer may choose a 3-, 4-, or 5-year agreement period. An Agreement assures rate stability for the agreement period on the Common Equipment and Softpak monthly rates, as well as all CS2 Optional Line and Group Features. In addition, a 5% discount is applicable to all CS2 Optional Line and Group Features. In exchange for the Company's guarantee of stabilized rates, the customer must agree to retain CS2 service for the entire agreement period. If the customer disconnects before the agreement period expires, a termination charge may apply as specified in the Termination Liability/Waiver Policy set forth in 2.2.14.A., preceding.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

(M)

D. Rates and Charges

The rates and charges following are for the CS2 only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	USOC	NON-RECURRING CHARGE	REGULAR MONTHLY RATE	TERM PRICING AGREEMENT MONTHLY RATE
1. Common Equipment. per system	ELX	\$350.00	\$60.00	\$20.00
2. Basic Packages[1]				
a. Softpak I, per line	ELXO1	3.25	4.25	3.25
b. Softpak II, per line	ELXO2	3.25	6.25	5.25
c. Softpak III, per line	ELXO3	3.25	7.25	6.25
d. Change in System Code, per system	N/A	15.00	—	—
e. Change in Line Code, per line	N/A	15.00	—	—

[1] The first line of CS2 system must be a complex business line.

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(M) Material moved from Section 9, Page 27.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Optional Line Features			
a. Call Forwarding - Don't Answer, Each station line equipped			
• Calls incoming to the CS2	E9GNC	\$6.75	\$2.10
• Calls incoming to and originating in CS2	E9GUR	5.75	1.05
b. Call Forwarding - Busy Line, Each station line equipped			
• Calls incoming to the CS2	E5E	5.25	0.20
• Calls incoming to and originating in CS2	E5UR	4.25	0.10
c. Call Forwarding - Variable, Each station line equipped			
	EAT	4.25	1.05
d. Call Waiting - Originating, per line			
	ESZ	3.25	1.85
e. Call Waiting - Terminating, per line			
	E6H	3.25	1.85
f. Dial Call Waiting, per line			
	E6C	3.25	1.85

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(M) Material moved from Section 9, Page 28.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.3. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
g. INWATS Service			
• Call Transfer Series, per line	EE8	\$ 20.00	\$ 2.00
• Multiline, per line	YYO	20.00	1.75
h. Automatic Call Back			
• Common equipment, per system	ACY	40.00	34.00
- Service Establishment Charge[1]	NRO	440.00	-
• Per main station line equipped	SAK	2.20	0.80
i. Six code individual list[2]			
• Six code list, customer changeable, per list	EST1L	3.25	2.75
j. Thirty code group line[2]			
• Thirty code list, customer changeable, per line	ESF1L	3.25	5.00
• Each additional line using list, per line	ESFAL	3.25	1.00

[1] Applicable on a one-time basis, in addition to the nonrecurring charge.

[2] Only the line assigned the Speed Calling list has the ability to change it.

(M) Material moved from Section 9, Page 29.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**

Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
k. Distinctive Ringing and Call Waiting Tone			
• Common equipment for either or both Class B and C ringing/ tone, per system	DRR	\$ 50.00	\$30.00
- Service Establishment Charge	DRR	125.00	—
• Class B ringing/tone, per main station line equipped	BRT	3.25	1.25
• Class C tone per main station line equipped with Call Waiting - Originating or Dial Call Waiting	ODT	3.25	1.00
l. Call Pickup, per line			
• Basic	E3P	3.25	1.00
• Directed - Barge in	DPG	3.25	1.00
• Directed - Non Barge in	E6D	3.25	1.00
m. Dial 9 Restriction, per line	ETB	15.00	1.15
n. Custom Restriction, per line	ERSFC	9.50	1.15

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Page 1.30  
Release 1  
Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
o. Deny Terminating, per line	ERSDO	\$ 9.50	\$ 1.15
p. Automatic Call Transfer, each Listed Directory Number	BGMFL	20.00	2.50
q. "POTS" into the Common Block, each listed Directory Number	POT	50.00	1.00
4. Optional Group Features			
a. Attendant Line, per line	EAK	43.00	42.25
b. Automatic Route Selection			
• Common Equipment, per station group	ART	1,000.00	125.00
• Each facility terminated in patterns[1]	AR5	4.25	4.00
• Route Selection Patterns with 3 digit translation			
- With final route to Message Toll Service Network, each pattern	AR9	100.00	10.00
- With final route to overflow tone, each pattern	ARG	100.00	40.00

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[1] A single monthly rate applies per facility regardless of the number of patterns making use of that facility.

(M) Material moved from Section 9, Page 31.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.b. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Route Selection Patterns with 6 digit translation			
- With final route to Message Toll Service Network, each pattern	ARH	\$500.00	\$20.00
- With final route to overflow tone, each pattern	ARK	500.00	50.00
• Additions and Changes[1]			
Changes in existing patterns, each pattern			
- First change on an order	NRO	50.00	—
- Each additional change on the same order	NRO	2.00	—
Changes in 3 or 6 digit translation codes, each			
- First change on an order	NRO	50.00	—
- Each additional change on the same order	NRO	2.00	—

[1] Total charge is not to exceed the Installation Charge for the initial establishment of a pattern.

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(M) Material moved from Section 9, Page 32.

NID2017-007

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Page 1.32

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

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	USOC	NONRECURRING CHARGE	MONTHLY RATE
c. Facility Termination			
• Basic Tie Line Termination, per trunk	BP1	\$ 43.00	\$24.80
• Basic Senderized Tie Line Termination, per trunk	BP2	43.00	24.80
• Miscellaneous Trunk Termination (Paging, Dial Dictation, FEX trunks), per trunk[1]	EWA TCR EWJ EWD	43.00	20.00
• Network Access trunk, per trunk	TCP	43.00	69.00
• Advanced Private Line Termination, each	PLS	113.00	78.00
- Service Establishment Charge[1]	NRO	350.00	—
• Advanced Senderized Private Line Termination,	ETX	98.00	34.00
• Toll Access Trunk[2]	T86	48.00	37.00

[1] For customers with Paging or Dial Dictation units located on the customer's premises, an additional 2001 channel circuit is required.

[2] This trunk is provided only when it will have a manual type of service and it will be prohibited from DIAL 9 access.

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(M) Material moved from Section 9, Page 33.

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**SECTION 109**

Page 1.33

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
d. Multiple Systems			
Interblock Abbreviated Dialing, for each system arranged to be reached with abbreviated dialing	MAM	\$15.00	\$10.00

e. Intercept and Telephone Number Reuse[1]

Regardless of the type of intercept selected, no disconnected CS2 number will be routed to the Company Intercept Operator.

(1) Attendant Intercept

These charges are included as part of the existing Attendant Charges.

(2) Machine Intercept - Common Announcement

These charges are included as a part of the existing CS2 station line charges.

[1] For options (1), (2), and (3) only one option can be used per CS2 customer.

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(M) Material moved from Section 9, Page 34.

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Page 1.34

Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.e. (Cont'd)

(3) Machine Intercept - Dedicated Announcements

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• One announcement channel and one announcement trunk	LA2MC	\$220.00	\$100.00
• Additional trunk, each	LA2MA FCG1	– 12.00	12.00 –
• Subsequent trunk additions to existing machine dedicated announcements:			
- First trunk	LA2MA NCG1	– 55.00	12.00 –
- Additional trunk, each	LA2MA NCGS	– 12.00	12.00 –
- Dedicated machine to common machine rearrangement	N/A	220.00	–
- Common machine to dedicated machine rearrangement			
- First trunk	N/A	230.00	–
- Each additional trunk	N/A	10.00	–

(M)

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(M) Material moved from Section 9, Page 35.

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Effective: 7-20-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.e. (Cont'd)

(M)

(4) Selected Number to Terminal

This service will establish a Multi-Line Hunt Group (MLHG) in the CS2 with a variable amount of lines terminating on the customer's premises. Access lines are required in addition for each line of the Multi-Line Hunt Group. An access line is not required for each intercepted number. Once the MLHG is established, any CS2 number may be routed to the terminals of the MLHG by changing the CS2 number to the lead number of the MLHG. A MLHG may have more than one number assigned as the lead number. The customer will determine the length of time the number is intercepted after which it will be changed to standard CS2 intercept at no charge to the customer.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each Group of Intercept Terminals	LA2SG	\$20.00	\$20.00
• Each Terminal	LA2ST	–	5.00
• Each Number Intercepted	LA2SN	20.00	1.00

(5) Selected Number to Customer Premises

This option uses the CS2 telephone number as a DID number which is outpulsed to the customer's premises and provides one way intercom calling from the CS2 to the customer's telephone equipment. In addition to the charges shown below, DID number and trunk termination charges from 5.3.4, preceding, apply.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Number Charge	S1N	\$10.00	\$3.50

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(M) Material moved from Section 9, Page 36.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.e. (Cont'd)

(M)

(6) Removal of a CS2 Number

This option allows a number to be removed from the system for use in other services. The Company guarantees that the customer will retain use of a number removed from the number range for one year from the date on which the number is removed.

- (a) Sequential Number Blocks removed may be in groups of 10 or 100 numbers. Numbers removed in blocks must be sequenced as follows:

Tens Block: NXX-XX11 Through NXX-XX10  
Hundreds Block: NXX-X111 Through NXX-X100

- (b) If this sequence cannot be adhered to, the non-sequential number charge applies.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Non-Sequential Number Removed	RNTNS	\$ 35.00	–
• Per Sequential Block of Numbers Removed	RNTSB	40.00	–
f. Multiple Position Hunt			
• Each Console	MP7	100.00	\$15.00
• Each Loop	MP8	20.00	1.00
• Each Queue Slot	MP9	50.00	15.00

(M)

(M) Material moved from Section 9, Page 37.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
g. Trunk Answer Any Station, per line in TAAS Group[1]	DMA	\$ 4.75	\$ 0.50
h. Station Message Detail Recording			
• Common equipment, per serving Central Office	CMM	2,000.00	100.00
• Each private facility (WATS and Private Line) group included in the arrangement	CMW	100.00	10.00
• Tie Line	CMT	4.75	10.00
• Other common carrier access line	CMZ	4.75	10.00
• Each foreign exchange line	CMQ	4.75	5.00
• Message detail charges, each message	N/A	–	0.02
• Directory Assistance Line Summary			
- Per account	NRO	[2]	–
- Per summary	N/A	–	0.02

(M)

[1] In addition, a Service Establishment Charge of \$75.00 is required.

[2] See 6.2.4, preceding.

(M) Material moved from Section 9, Page 38.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.h. (Cont'd)

(M)

- SMDR Service Establishment Charges

The Service Establishment Charge is applicable only at the time the switching equipment is arranged to provide Station Message Detail Recording on either the Initial Tie Line, Interexchange Carrier access line, or Foreign Exchange Line for each customer and is applicable to each switching equipment so arranged.

	<b>USOC</b>	<b>SERVICE ESTABLISHMENT CHARGE</b>
- Tie Line, CMT	NRO	\$1,000.00
- Other Common Carrier, CMZ	NRO	1,000.00
- Foreign Exchange Line, CMQ	NRO	1,000.00

i. Electronic Tandem Switching Features (ETS)[1]

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(1) Automatic Route Selection - Deluxe (ARS-D)			
• Common equipment per access access code (per Central Office)	ASH	\$2,370.00	\$250.00
• Route selection patterns			
- Per individual circuit terminated in pattern(s)	ASJ	4.75	3.40
- By NPA code only, per pattern	ASK	37.00	3.45
- By NPA and central office codes, per pattern [2]	ASO	305.00	11.00
• Arrangements for additional Pattern Groups for TOD routing, each	ASZ	220.00	22.00

[1] For complete nonrecurring charge, see D.4.j., following.

[2] Provides for routing to one NPA and to one or more central office codes within that NPA per pattern.

(M) Material moved from Section 9, Page 39.

(M)

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i.(1) (Cont'd)

(M)

	USOC	NONRECURRING CHARGE
• Additions and Changes		
- Additions, deletions or changes of routes, associated FRL's or MER tone application in existing patterns, per pattern	RCHAP	\$27.50
- Addition of patterns, per pattern	N/A	[1]
- Addition or deletion of facility to an existing route	N/A	-
- Additions or changes in NPA or central office code routing, per code, per Pattern Group affected	RCHAC	21.00
- Additions, deletions or changes in Time of Day Routing intervals	RCHAT	38.50

[1] Apply same Rates as specified for ASK and ASO.

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(M) Material moved from Section 9, Page 40.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

D.4.i. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(2) Facilities Restriction Levels (FRL)			
• Station line or incoming or two-way line termination, each	FRK00 thru FRK07	\$ 7.25	\$ 0.15
• CENTRAFLEX system, when a common restriction level is provided through a Simulated Facility Group (SFG)[1]	FRKCR	[2]	2,000.00
• Authorization Codes			
- Common equipment[3,4]	AUA	980.00	335.00
- Authorization Codes, per 100 codes or fraction thereof	AUS	57.00	5.00
- Per facility terminated in ARS-D or UN/AAR pattern(s), each	AUF	4.75	2.20

[1] For lines with restriction levels other than the common restriction level, apply rates and charges for FRK00 through FRK07 as shown above.

[2] Estimated Cost applies upon establishment and rearrangement of the system.

[3] Maximum of twenty thousand Authorization Codes per common equipment.

[4] For complete nonrecurring charge, see D.4.j., following.

(M)

(M) Material moved from Section 9, Page 41.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i.(2) (Cont'd)

	USOC	NONRECURRING CHARGE	(M)
• Changes			
- Changes in FRL, per station or tie line termination, each	FRK00 thru FRK07	\$6.20	
- Change in a single Authorization Code and/or associated FRL where Company service order activity is required, each	RCHFA	9.25	(M)

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(3) Deluxe Queuing			
• Common equipment per Central Office[1]	QDC	\$820.00	\$110.00
• Queue, per facility group equipped	QDF	105.00	1.90
• Queue slots			
Off-hook queue slot with:			
- Recorded announcement, each[2]	QDA	4.75	16.00
- Music, each[3]	QDM	4.75	15.00
- Ring-back queue slots, each	QDR	4.75	11.00

[1] For complete nonrecurring charge, see D.4.j., following.

[2] In addition, recorded announcement equipment, QDE is required as specified following.

[3] In addition, music on queue is required as specified following.

(M)

(M) Material moved from Section 9, Page 43.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i.(3) (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Recorded announcement common equipment, each	QDE	\$ 55.00	\$ 57.00
• Music on Queue			
- Common equipment, each	OTD	140.00	120.00
- Connecting channel between serving central office common equipment and the music source on the customer premises	N/A	[1]	[1]
• Changes			
- Change from RBQ to OHQ or vice versa, per queue	RCHQ1	47.50	—
- Change in the quantity of queue slots, per queue	RCHQ2	47.50	—
- Change in queue threshold time limit, per queue	RCHQ3	47.50	—
- Change in recorded announcement	RCHQ4	47.50	—
- Change in post-queue routing from subsequent routes to tone or vice versa, per queue	RCHQ5	47.50	—

[1] Apply rates and charges as specified for private line voice grade channel.

(M)

(M) Material moved from Section 9, Page 44.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(4) SMDR-P			
• Central office equipment			
- Common equipment, each[1]	MDR	\$1,000.00	\$710.00
- Per facility terminated in ARS-D or UN/AAR patterns when the system is equipped for originating records, each[2]	MDX	7.25	5.35
- Per tie line facility equipped for terminating records, each	MDT	7.25	0.50

[1] For complete nonrecurring charge, see D.4.j., following.

[2] Applies to each facility terminated in ARS-D or UN/AAR patterns whether or not an originating record is provided to the customer.

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(M) Material moved from Section 9, Page 45.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i.(4) (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	
• Additions and Changes			
- Account Codes - change in number of account code digits, per system	RCHMA	\$22.50	
- SMDR-P records - change from recording completed calls only to all calls attempted or vice versa, per system	RCHMC	27.50	
- Change in status of all station lines in the customer group or individual facility from "records-not required" to "records-required"	RCHMF	27.50	(M)

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) UN/AAR			
• Common equipment[1,2]	UNR	\$3,475.00	\$710.00
• Route selection patterns			
- Per UN/AAR pattern[3]	UNP	24.50	3.45
- Per tie line terminated in UN/AAR and/or ARS-D pattern(s)[3]	UNF	4.75	3.35
- Per facility for Automatic Overflow to DDD[4]	UNO	34.00	31.00

[1] Requires a line at current rates to the Service Test Center (STC) to provide access to ETS trunks.

[2] For complete nonrecurring charge, see D.4.j., following.

[3] In addition, an ETS-type tie line termination for each is required as specified in D.4.c., preceding.

[4] In addition, a PBX trunk is required for each as specified in 5.3, preceding.

(M)

(M) Material moved from Section 9, Page 47.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i.(5) (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Additions and Changes				
- Additions, deletions or changes of routes, associated FRL's in existing patterns, per pattern	RCHUP	\$35.50	-	
- Addition of patterns, per pattern	UNP	24.50	\$3.45	
- Addition or deletion of a facility to an existing route	N/A	4.75	-	
- Additions or changes in "on-network" location code routing, per code	RCHUC	32.50	-	(M)

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.i. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(6) Customer Administration and Control[1]			
• Central Office equipment			
- Common equipment, each[2]	CAX	\$1,515.00	\$540.00
- Facilities Administration and Control common equipment, each[3]	FA2	145.00	210.00
- Traffic Data to Customer (Pollable)			
- Common equipment[3]	PTA	245.00	295.00
- Per queue equipped	PTU	13.25	2.30
- Per facility group equipped	PTY	39.00	5.40
(7) Manual Originating Line - ETS, per line[4]	MOE	50.00	10.00

[1] One Central Office Common Equipment is required in connection with the furnishing of either or both of the FA2 or PTA as shown above.

[2] For each Central Office Common Equipment, also apply rates for the required Data Set. In addition, a Business Individual Line is required as specified in 5.2, preceding.

[3] For complete nonrecurring charge, see D.4.j., following.

[4] For line charges, see appropriate FCC tariff. In addition, the Multiple System Feature will be required. See D.4.d., preceding.

(M)

(M) Material moved from Section 9, Page 49.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

j. Nonrecurring Charges

Applicable on a one-time basis, in addition to each item's individual installation charge, for each occasion that one or more items of service or equipment is installed.

	<b>USOC</b>	<b>SERVICE ESTABLISHMENT CHARGE</b>
• ARS-D - Common equipment per access code	NRO	\$2,500.00
• FRL - Authorization code common equipment	NRO	5,000.00
• Deluxe Queuing - common equipment per No. 1 ESS	NRO	1,310.00
• SMDR-P - Central office common equipment	NRO	2,625.00
• UN/AAR - Common equipment	NRO	4,150.00
• Customer Administration and Control - central office common equipment	NRO	420.00
• Facilities Administration and Control - central office common equipment	NRO	2,055.00
• Traffic Data to Customer (Pollable) - central office common equipment	NRO	5,300.00

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(M) Material moved from Section 9, Page 50.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

k. Conference

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<ul style="list-style-type: none"> <li>• <i>CENTRAFLEX</i> Line with Access to Pooled Conference Trunks, per line[1,2]</li> </ul>	MDM	\$3.25	\$5.00

(M)

[1] Attendant dial conference and station dial conference arrangements may be used with a combination of lines and a maximum of two Tie Lines. An exchange access line, WATS line, or Foreign Exchange line may be substituted for one of the Tie Line connections.

[2] Connection of lines other than as stated above is subject to the limitations of the equipment and where such equipment may be connected to Company Exchange Service, Private Line Service or Message Toll Service, the responsibility of the Company shall be limited to the furnishing of facilities suitable for Exchange Service, Private Line Service or Message Toll Service and to the maintenance and operation of such facilities in a manner proper for such services.

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(M) Material moved from Section 9, Page 51.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

1. Uniform Call Distribution

All references to Rates "per station line or lines" refers to termination on standard handsets.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• UCD per hunt group[1]	A6T	\$32.00	–
• Each station line in the hunt group	A6V	8.75	\$0.40
• Queuing			
- Common Equipment	A8A	85.00	6.00
- Each station line arranged[2]	A82	4.75	2.00
- Each queue slot[3]	A83RA	4.75	10.00

[1] Limit of one hunt group per UCD system.

[2] If a UCD system is equipped for queuing, each station line must be so arranged.

[3] At least one queue slot is required per Foreign Exchange and 800 Service line served from a different central office.

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.1. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Line Additive for incoming Call Queuing			
- Exchange Access Additive per station line in queue	A6W	\$4.75	\$37.00
- Intercom Additive per station line in queue	A6Y	4.75	23.00
- Station line, restricted to intercom calls only, in queue	A6Z	4.75	57.00
• In a UCD system equipped for queuing, charge for:			
- Station Line			
- Queuing arrangement for each station line			
- Line additive - Exchange access per station line in queue			
- Intercom additive per station line in queue			
• If station line is restricted to intercom only, charge for:			
- Station Line			
- Queuing arrangement per station line			
- Line additive for incoming call queuing per station			

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4.1. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Call Waiting Indication Per Unique Timing State[1]	A66CE	\$85.00	\$4.30
• Make Busy Arrangements[2]			
- Per group of station lines	A9A	85.00	1.70
- Per station line	A6G	85.00	1.70
• Delay Announcements			
- Per Announcement Channel[3]	A8GCE	85.00	50.00
- Per Announcement Access Trunk	A8GAT	19.75	9.80
- Per station line	A8GST	4.75	1.40

[1] In addition, for each Unique Timing State, apply Rates for a Type 1001 intra-exchange, half-duplex channel. Limit of three (3) Unique Timing States per UCD System.

[2] In addition, apply rates for a Type 1001 Intraexchange, half-duplex channel.

[3] Limit of one Announcement Channel per UCD system.

(M)

(M) Material moved from Section 9, Page 54.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRALFLEX SYSTEM 2 (Cont'd)**

D.4. (Cont'd)

m. Single Digit Feature Access

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Single Digit Feature Access, per Common Block	NRO	\$1,000.00	—

n. Management Information System

• System common equipment[1]	A8T	390.00	\$170.00
• Function group counts			
- Common equipment, per Agent Group (split)	A8SSC	50.00	15.00
- 1/2 hour and daily, per 5 Agent Groups (splits)	A8SHH	705.00	105.00
- Hourly and daily, per 5 Agent Groups (splits)	A8SHC	370.00	51.50
• Report group counts			
- Common equipment, per group	A8VRC	50.00	7.00
- 1/2 hour and daily, per 5 groups	A8VHH	470.00	65.00
- Hourly and daily, per 5 group	A8VHC	235.00	32.50

[1] Requires installation of a teletypewriter channel at appropriate rates and a customer-provided data set at the customer's premises.

(M) Material moved from Section 9, Page 55.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.3 CENTRAFLEX SYSTEM 2 (Cont'd)**

D.4.n. (Cont'd)

(M)

	USOC	INSTALLATION CHARGE	MONTHLY RATE
• Trunk group counts			
- Common equipment, per groups	A8WTC	\$ 25.00	\$ 5.00
- 1/2 hour and daily, per 5 groups	A8WHH	150.00	22.00
- Hourly and daily, per 5 groups	A8WHC	75.00	11.00
• Non Usage Trunk Scanning[1]			
- Common equipment	A8XCE	30.00	5.50
- Per trunk	A8XTE	4.75	0.25
o. Split Service			
• First Common Block[2]	N/A	-	-
• Each Additional Common Block[3]	EBS	350.00	40.00

[1] A 1001 Channel and customer-provided Key are required in order to inhibit Non Usage Trunk Scanning printing.

[2] Included in Basic *CENTRAFLEX* Service.

[3] All optional feature charges will be applied on a per station line or per system basis concurrent with the customer's service requirements.

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(M) Material moved from Section 9, Page 56.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

A. General

*CENTRAFLEX 3* Service is no longer offered to new customers as of February 5, 1987. Line additions to existing systems will be permitted but may not exceed a 100 percent increase of the customer's total number of lines in-service as of February 5, 1987. Supersedure of *CENTRAFLEX 3* Service will not be permitted.

The movement of a *CENTRAFLEX 3* System is allowed under the following conditions:

1. The Primary location of a *CENTRAFLEX 3* System may move if the Company determines that its facilities and conditions are adequate for the provision of *CENTRAFLEX 3* service.
2. Secondary locations in a *CENTRAFLEX 3* System can be moved or established.
3. Movement of a Primary or Secondary location will require a service order on each line.

B. Description

1. Service

The *CENTRAFLEX* System 3 (CS3) allows a multi-line customer to integrate separate lines into a single communications system. The charges for this offering consists of both an exchange access line and an intercom line. The intercom lines will be provided at a basic line charge up to 1.5 airline miles from the central office. Lines terminated beyond this point will be charged an additional rate.

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(M) Material moved from Section 109, Page 1.

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## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.4 CENTRALFLEX SYSTEM 3**

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

##### **2. Standard Features**

The following central office features are included in the basic intercom line rate:

##### Add-on

A user of a CS3 line can connect a third line to an established connection.

##### Attendant Call Transfer

The attendant of the CS3 system can transfer any incoming or intra system call to another system line.

##### Call Hold

A user of CS3 line can place any established call on hold by flashing the switchhook and dialing a code. This enables the line to originate another call.

##### DID/DOD

A user has the capability of receiving DID calls to any line. A user also has the capability of Direct-Outward-Dialing calls to the MTS network on a "dial-9" basis.

##### Intragroup Dialing

A user can dial other lines on the CS3 system on a two digit, three digit, or four digit basis.

##### Station Call Transfer

The user of a CS3 line can transfer any established call to another line within or outside the CS3 group. One person on the final connection must still be within the CS3 group.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.4 CENTRAFLEX SYSTEM 3**

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

##### Station Toll Billing

Each CS3 line will receive a billing record of all toll calls.

##### Touch-tone

Touch-tone signaling is included as part of the CS3 intercom line. Although telephone sets not equipped with touch-tone signaling may terminate in the system, no guarantee of feature capability will be made in respect to those sets.

### 3. Optional Features

The CS3 optional line and group feature description, conditions, and rates are the same as those specified for *CENTRAFLEX* System 2 (CS2) in 9.1.3, preceding.

In addition, the following optional feature is available with any CS3 line.

##### Basic Features on Foreign Exchange

This feature allows a customer to terminate a Foreign Exchange line in a *CENTRAFLEX* 3 system.

### C. Terms and Conditions

1. CS3 is not available on trunks, remote switching systems (RSS), Centrex service, Public Communications Service.
2. A minimum of 40 lines is required at the primary CS3 location.
3. A customer may choose to combine access lines terminating at different locations into a single CS3 system.

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

C. Terms and Conditions (Cont'd)

4. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and route involved. For an enhanced quality of transmission (Centrex standard), line conditioning is available at appropriate rates.
5. CS3 requires special central office equipment and is not provided in all central offices. The Company may furnish CS3 where there is available facilities and central office equipment, with the proper program updates, as determined by the Company.
6. The Multiple Position Hunt feature provides ringing on queue only. Calls cannot be transferred to a Recorded Announcement or Silence on Hold. One queue slot per Foreign Exchange facility is required.
7. A CS3 telephone number is any telephone number which has been assigned to the system. Once this number has been assigned, it cannot be removed from the system telephone number range for use in other Classes of Service such as Business Lines, *MARKET EXPANSION LINES*, PBX Trunks, or for routing to a Company Intercept Operator, unless the entire CS3 system is disconnected.
8. When Call Forwarding-Busy Line and Call Forwarding-Don't Answer are used on the same line, they must be call forwarded to the same number.

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TRANSMITTAL NO. 13-02-NID

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

C. Terms and Conditions (Cont'd)

9. The customer may elect to subscribe to *CENTRAFLEX* 3 under a Term Pricing Agreement which features exemption from Company initiated rate increases in intercom and feature rates over a three year period. In exchange for the Company's guarantee of stabilized rates, the customer must agree to remain in service for the entire three year period. If the customer disconnects before the three year agreement period expires, a cancellation charge may apply as specified in the Termination Liability/Waiver Policy set forth in 2.2.14.A., preceding.

This charge is designed to recover contribution foregone by early termination of the agreement.

10. End User Common Line (EUCL) charges as legislated by the FCC are not included in the Term Pricing Agreement, and are subject to change at any time.
11. In the event that any form of Non-Optional Measured Business Service is implemented, the Term Pricing Agreement shall be voided on the effective date of the Measured Service Plan.

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Effective: 6-15-13

**NORTHERN IDAHO**  
 Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3 (Cont'd)**

D. Rates and Charges

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
1. Basic CS3 up to 1.5 miles				
• Per Exchange Access Line[1]	RXE, RXH	[2]	\$29.90	\$ 7.22[3]
• Per Intercom Line[1]	NRN	[2]	11.91	11.91[3]

[1] For CS3 lines extended to another central office in the same exchange, the CS3 line charge and quarter mile additive charge apply as measured from the remote central office.

[2] A nonrecurring charge from 5.2, preceding, applies per exchange access line.

[3] Customers in service as of June 14, 1985, will have the option of signing a Term Pricing Agreement or continuing service under the existing Termination Liability Agreement (TLA) with contract monthly rates. Upon expiration of the TLA, the customer will have the option of signing a Term Pricing Agreement or subscribing on a month-by-month basis. Customers entering a *CENTRAFLEX* 3 subscription after June 14, 1985 will also have the option of signing a Term Pricing Agreement or subscribing on a month-by-month basis.

NOTICE  
 THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
 TRANSMITTAL NO. 13-02-NID



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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**  
 Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
 June 15, 2013  
 Boise, Idaho

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

D. Rates and Charges (Cont'd)

	USOC	NON-RECURRING CHARGE	REGULAR MONTHLY RATE	TERM PRICING AGREEMENT MONTHLY RATE
2. Quarter mile additive				
• Per quarter mile or fraction thereof[1]	1LVBY	[2]	\$ 8.00	\$ 5.00[3]
3. Transmission enhancement				
• Per line	TEN	\$250.00	24.00	20.00[3]
4. Optional Features				
• Basic Features provided on CENTRAFLEX 3 lines billed as Foreign Exchange lines, per each FEX line equipped	ELX02	3.25	6.25	6.25

[1] For CS3 lines extended to another central office in the same exchange, the CS3 line charge and quarter mile additive charge apply as measured from the remote central office.

[2] A nonrecurring charge from 5.2, preceding, applies per exchange access line.

[3] Customers in service as of June 14, 1985, will have the option of signing a Term Pricing Agreement or continuing service under the existing Termination Liability Agreement (TLA) with contract monthly rates. Upon expiration of the TLA, the customer will have the option of signing a Term Pricing Agreement or subscribing on a month-by-month basis. Customers entering a CENTRAFLEX 3 subscription after June 14, 1985 will also have the option of signing a Term Pricing Agreement or subscribing on a month-by-month basis.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

(M)

A. Description

*CENTRON I* provides optional features to business exchange access lines in the categories of flat (simple or complex), or basic measured (simple or complex).

*CENTRON I* provides a system of features on one or more central office lines. The billing record of toll calls on lines using *CENTRON I* service will not be affected by the application of the features of this service.

*CENTRON I* allows a multiline customer to integrate separate lines into a communication system.

Touch-tone dialing is required for *CENTRON I* and is part of the basic package offering.

1. The following standard features are included in the packages:

Call Hold

A user of a *CENTRON I* line can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the Call Pickup feature.

Conferencing

The user of a *CENTRON I* line can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the user of a *CENTRON I* line may choose to add on the previously held call into a three way conference.

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(M) Material moved from Section 9, Page 57.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

A.1. (Cont'd)

(M)

Touch-tone

A *CENTRON I* line will be equipped with touch-tone. The use of tone signaling will be required.

User Transfer

The user of a *CENTRON I* line can transfer an established call to another line within or outside the *CENTRON I* group.

2. The following selection of optional features are available to *CENTRON I* customers:

Call Forwarding-Busy Line

This feature automatically transfers to an alternate designated line, incoming calls from inside or outside the *CENTRON I* system that encounter a busy condition. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer.

Call Forwarding-Don't Answer

This feature automatically transfers to an alternate designated line, incoming calls from inside or outside the *CENTRON I* system that encounter a don't answer condition. This feature is in operation on a continuous basis and cannot be activated or deactivated by the customer.

Call Forwarding-Variable

This feature automatically transfers all calls made to the subscribing line to a different line, within or outside the *CENTRON I* group.

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(M) Material moved from Section 9, Page 58.

NID2017-007

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

A.2. (Cont'd)

(M)

Call Pickup

This feature enables a user of a *CENTRON I* line to answer a call which has been directed to another line in the *CENTRON I* group.

Call Waiting

This feature provides a tone burst to a *CENTRON I* user on an existing call to advise that another call is waiting.

Distinctive Ringing

This feature allows the customer to distinguish between incoming and intercom calls by providing distinctive ringing patterns on all lines in the system. *CENTRON I* lines which are also assigned the *CENTRON I* Call Waiting feature, will receive distinctive tones on incoming and intercom calls which are waiting. If one line of the system selects this feature, all lines of the system must be equipped with this feature.

Intercom 6 Number

A user of Intercom 6 service can dial up to five other lines in the same package by dialing an access code and a single digit. Two user stations with the same line number cannot access each other using the Intercom feature.

Intercom 30 Number

A user of the Intercom 30 service can dial up to twenty-nine other lines in the same package by dialing an access code followed by two digits. Two user stations with the same line number cannot access each other utilizing the Intercom feature.

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(M) Material moved from Section 9, Page 59.

NID2017-007

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

A.2. (Cont'd)

(M)

Speed Calling 6 Number

This feature allows a user of a *CENTRON I* line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by one digit, a customer can dial up to six preprogrammed numbers. Speed Calling 6 and Intercom 6 cannot be combined on the same line.

Speed Calling 30 Number

This feature allows a user of a *CENTRON I* line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code and two digits, a customer can dial up to thirty preprogrammed numbers. A customer has the option of having a thirty number list per line or all lines in the *CENTRON I* groups share the same list, which can be reprogrammed from a customer specified line. Speed Calling 30 and Intercom 30 cannot be combined on the same line.

Speed Calling 30 Numbers-Shared

This feature allows a user of a *CENTRON I* line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to thirty preprogrammed numbers. All lines in a *CENTRON I* group share the same list which can be reprogrammed from a customer specific line.

B. Terms and Conditions

1. All access lines terminating in a *CENTRON I* system must be served by the same central office entity.
2. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
3. The quality of transmission may vary when calls are forwarded or connected via *CENTRON I* Conferencing depending on the distance and routing involved.

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(M) Material moved from Section 9, Page 60.

NID2017-007

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

B. Terms and Conditions (Cont'd)

4. *CENTRON I* requires special central office equipment and is not provided in all central offices. The Company may furnish *CENTRON I* where there is available central office equipment with the proper program updates, as determined by the Company.
5. *CENTRON I* is not available on trunks, remote switching systems (RSS), *CENTREX* systems or Public Communications Service.
6. Touch-tone signaling is required for each access line terminating in *CENTRON I*. A tone signaling set is required on each line in order to use the # and \* for Abbreviated Dialing and other features.
7. *CENTRON I* Standard and optional features cannot be used in combination with the following Custom Calling services described in 5.4.3: Call Waiting, Call Forwarding (Variable), Three Way Calling, Speed Calling 8, or Speed Calling 30.
8. Other Centrex-type services from this section are not available for use on a *CENTRON I* line. Features from other catalog sections are not available on a *CENTRON I* line.
9. Any *CENTRON I* customer utilizing a measured type of line will not be billed a measured rate for intercom calls originating from the *CENTRON I* line.
10. The hunting arrangements available on *CENTRON I* are defined in the Hunting Section of 5.2.5, preceding, Local Service Options.
11. When a *CENTRON I* system contains both residence and business lines, only one residence line is permitted. In addition, no Hunting or Call Forward-Busy Line features are permitted between the business and residence lines. The business line must be the first line on the system. If a telephone number change is required to combine a residence line and business line in one system, no nonrecurring charge is applicable for the number change.
12. A *CENTRON I* system cannot have flat rate and measured type lines on the same system.
13. The nonrecurring charge will not apply when changing from the existing *CENTRAFLEX* System I and Single Line to *CENTRON I*.

(M) Material moved from Section 9, Page 61.

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**SECTION 109**  
Page 7.6  
Release 1  
Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

(M)

C. Rates and Charges

The rates and charges following are for *CENTRON I* only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>BUSINESS MONTHLY RATE</b>
1. <i>CENTRON I</i> Basic Package, per exchange access line, including Call Hold, Call Transfer, Three-Way Calling, Touch-Tone	MVP11	\$11.00	\$5.00
2. Optional Features			
• Call Forwarding-Variable, per line arranged	MVPCF	3.25	3.50
• Call Forwarding-Don't Answer, per line arranged			
- Incoming Only	MVPDA	3.25	2.45
- All Calls	MVPDC	3.25	1.25
• Call Forwarding - Busy Line, per line arranged			
- Incoming Only	MVPBL	3.25	0.20
- All Calls	MVPBC	3.25	0.10

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(M) Material moved from Section 9, Page 62.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.7 CENTRON I**

C.2. (Cont'd)

(M)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>BUSINESS MONTHLY RATE</b>
• Call Waiting, per line arranged	MVPCW	\$ 3.25	\$3.50
• Speed Calling 6 Number, per line	ESTC1	11.00	3.00
• Speed Calling 30 Number, per line	ESFC3	11.00	5.55
• Speed Calling 30 Number - Shared,			
- First line	ESF1L	11.00	6.00
- Each additional user	ESFAL	11.00	1.00
• Intercom 6 Number, per system	MVP1N	11.00	3.00
• Intercom 30 Number, per system	MVP1C	11.00	6.00
• Distinctive Ringing, per line	MVPDR	3.25	1.00
• Call Pickup, per line	E3P	3.25	1.00
• 800 Serving			
- Call Transfer Series	EE8	20.00	2.00
- 800 Service Call Transfer, Multiline	YYO	20.00	1.75

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(M) Material moved from Section 9, Page 63.

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## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS (Cont'd)**

#### **109.1.12 CENTRAFLEX SYSTEM 1**

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

*CENTRAFLEX* System 1 (CS1) Service provides optional features to Business Exchange Access Lines in the category of Premium Flat, Premium Flat Key, Basic Measured and Basic Measured Hunting or Key.

CS1 is grandfathered to existing business customers in service before September 15, 1989. Service that is moved, changed or disconnected is no longer grandfathered.

The CS1 is offered in three categories. The *CENTRAFLEX* SL (Single Line) offering will provide a package of features on a central office line. The CS1-Six Pack will provide a system of features on two to six central office lines. The CS1-Bell Pack will provide a system of features on two to thirty central office lines. The billing record of toll calls on lines using CS1 service will not be affected by the application of the features of this service.

The CS1 allows a multiline customer to integrate separate lines into a communication system.

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

1. All access lines terminating in a system must be served by the same central office entity. At least one CS1 line must terminate at a location within the central office boundary.
2. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
3. The quality of transmission may vary when calls are forwarded or connected via CS1 Conferencing depending on the distance and routing involved.
4. The CS1 requires special central office equipment and is not provided in all central offices. The Company may furnish CS1 where there is available central office equipment with the proper program updates, as determined by the Company. CS1 service is also limited to 1/1A ESS offices.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.12 CENTRAFLEX SYSTEM 1**

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

5. CS1 is not available on trunks, remote switching systems (RSS), Public Communications Service.
6. Touch-tone signaling is required for each access line terminating in CS1. Tone signaling equipment is required on each line in order to use the # and \* for abbreviated dialing and other features.
7. *CENTRAFLEX* I standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3, preceding: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8, and Speed Calling 30.
8. All lines of a system must be CS1-Six Pack lines or CS1-Bell Pack lines. The lines cannot be mixed between Six Pack and Bell Pack systems.
9. A Foreign Exchange line cannot be terminated in a CS1 system.
10. Any CS1 customer utilizing a measured type of line will not be billed a measured rate for intercom calls originating from the CS1 line.
11. A CS1-Six Pack can only subscribe to one CS1 Speed Calling feature for a 30 number list and all six lines can share access to the one list.
12. A CS1-Bell Pack can only subscribe to a CS1 Speed Calling feature for six number lists. Each line can have its own list but it cannot share its list with another line.
13. The hunting arrangements available on CS1 are defined in the Hunting section of this Catalog.
14. When a CS1 system contains both residence and grandfathered business lines, only one residence line is permitted. In addition, no Hunting or Call Forward-Busy Line features are permitted between the business and residence lines. The business line must be the first line on the system. If a telephone number change is required to combine a residence line and business line in one system, no Change of Telephone Number charge is applicable.

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Effective: 6-15-13

**NORTHERN IDAHO**  
 Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.12 CENTRAFLEX SYSTEM 1**

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

15. The Single Line Service can only use the optional features of Call Waiting, Call Forwarding and Speed Calling.
16. A CS1 system cannot have Flat Rate and Measured type lines on the same system.
17. Nonrecurring charges will be waived for customers converting from CS1 to CENTRON 1 service and keeping the same features. Changes or additions of features will incur applicable nonrecurring charges.

**C. Rates and Charges**

The rates and charges following are for the CS1 only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. <i>CENTRAFLEX SL</i> (Single Line)	C9S	\$11.00	\$8.00
• Speed Calling per line - 6 Number List	ESTC1	11.00	2.75
• Speed Calling per line - 30 Number List	ESFC3	11.00	5.55

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Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 6-5-13

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C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. CS1-Six Pack			
• CS1-Six Pack, first exchange line terminating	MVP	\$11.00	\$8.00
• CS1-Six Pack, each additional line terminating	MVPAL	11.00	7.00
• CS1 Speed Calling per group - 30 number list	MVPCD	11.00	5.55
3. CS1-Bell Pack			
• CS1-Bell Pack, first exchange line terminating	MBW	90.00	8.50
• CS1-Bell Pack, each additional line terminating	MBWAL	3.25	7.50
• CS1 Speed Calling per line - 6 number list	MBWCD	3.25	4.00

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.12 CENTRAFLEX SYSTEM 1**

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
4. Optional Features			
• Call Waiting, per line arranged	MVPCW, MBWCW	\$ 3.25	\$2.15
• Call Forwarding, per line arranged	MVPCF, MBWCF	3.25	1.25
• Call Forwarding - Busy Line, per line arranged			
- Incoming only	MVPBL, MBWBL	3.25	0.20
- All calls	MVPBC, MBWBC	3.25	0.10
• Call Forwarding - Don't Answer, per line arranged			
- Incoming only	MVPDA, MBWDA	3.25	2.45
- All calls	MVPDC, MBWDC	3.25	1.25
• Distinctive Ringing, per line	MVPDR, MBWDR	3.25	1.00
• Call Pickup Basic	E3P	3.25	1.00
- Directed, Barge In	DPG	3.25	1.00
- Directed, Non-Barge In	E6D	3.25	1.00
• 800 Service			
- Call Transfer Series	EE8	20.00	2.00
- 800 Service Call Transfer, Multiline	YYO	20.00	1.75

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 TRANSMITTAL NO. 13-02-NID

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

(M)

A. Description

*CENTRON* is a business communications service which integrates individual business lines into a single "trunk-rated" communications system. All lines in the system have intercom calling capability and have controlled access to the general network, dependent upon the number of network access facilities subscribed to. The following are included in the basic distance-sensitive line rate:

- Touch-tone
- Direct Inward Dialing/Direct Outward Dialing (DID/DOD) Service
- Intercom Dialing
- Station Toll Billing
- Attendant Call Transfer
- Station Call Transfer - Internal
- Station Call Transfer - Outside
- Call Hold
- Add-On

B. Terms and Conditions

1. *CENTRON* is available in offices where facilities permit.
2. The grade of service provided is contingent upon the number of network access facilities subscribed to.
3. The minimum *CENTRON* system size is 20 lines at each location. If any secondary location does not meet the 20 line minimum requirement, then the Below Minimum Line Rate shall be applied in addition to the Basic Network and Intercom Access Line Rate for each line at that location. Additional transport charges are not applicable with the Below Minimum Line Rate.
4. Intercom dialing is not available between *CENTRON* systems.
5. In addition to the basic features described in A. above, the optional line and Group features listed in *CENTRAFLEX 2*, D.3. and D.4., preceding, are available. Selected optional features are subject to a tapered rate discount, dependent upon the number of lines in the system equipped with the feature, as specified in C.5., following.

(M)

(M) Material moved from Section 9, Page 71.

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Effective: 7-20-17

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Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

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

6. The customer may elect to subscribe to *CENTRON* service on a month-to-month basis or under a Term Pricing Agreement which ensures exemption from Company-initiated rate increases. The customer may choose a 3-, 4-, or 5 year agreement period. An agreement assures rate stability for the agreement period plus a 3% system discount. The discount is applicable to all *CENTRON* features and lines except the Network Access Facility. In exchange for the Company's guarantee of stabilized rates, the customer must agree to remain in service for the entire agreement period. If the customer disconnects before the agreement period expires, a cancellation charge may apply as specified in the Termination Liability/Waiver Policy set forth in 2.2.14.A., preceding.

The charge is designed to recover contribution foregone by early termination of the agreement. Lines or features added subsequently to the original agreement date will be subject to the rate levels in effect on the agreement effective date.

7. In the event that any form of Non-Optional Measured Business Service is implemented, all Term Pricing Agreements will be voided on the effective date of the measured service plan.
8. Customer primary location is that customer location within the area of their current serving central office designated on the customer's billing record. Any subsequent changes to the primary location are subject to the conditions specified.
9. Customer secondary location is a customer location other than the primary location served by one or more main station lines of the *CENTRON* system.
10. The "Automatic Dial 9" central office feature is not available on *CENTRON* Service.

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(M) Material moved from Section 9, Page 72.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

(M)

C. Rates and Charges

The rates and charges following apply to lines located at both the customer's primary and secondary locations. See B.8. and B.9., preceding.

1. *CENTRON* Common Block (at least 1 required per system)

A Common Block charge is applicable to the establishment of any new *CENTRON* system and to the relocation of an entire *CENTRON* system, unless the relocation is within the original serving central office boundary. This charge does not apply to additions to an existing *CENTRON* system.

	USOC	NON-RECURRING CHARGE	CONTRACT MONTHLY RATE	REGULAR MONTHLY RATE
• Common Block, each	ELX	\$350.00	\$20.00	\$20.00
• Converted Common Block				
Conversion of a <i>CENTRAFLEX 2</i> or <i>CENTRAFLEX 3</i> to <i>CENTRON</i> , each	ELX	250.00[1]	20.00	20.00
2. Network Access Facility[2]	TCX	43.00[3]	–	40.07

[1] This charge in lieu of the Common Block Charge.

[2] Network Access Facility is not offered under contract.

[3] If line is installed on a rearrangement basis, charges from 5.2, preceding, apply in lieu of this charge.

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(M) Material moved from Section 9, Page 73.



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Effective: 7-20-17

**NORTHERN IDAHO**  
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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

C. Rates and Charges (Cont'd)

(M)

	USOC	NON- RECURRING CHARGE	CONTRACT MONTHLY RATE	REGULAR MONTHLY RATE
3. Main Station Lines[1,2]				
• Intercom Line				
- Basic Network and Intercom Access Line Terminated at Customer's Premises, one mile transport, each[3]	EXM, EC8	\$43.00[4]	\$5.00	\$23.50
- Intercommunication Calling	NCM	-	6.50	6.50
• Additional Transport, each additional 1/4 mile	1LXUR	-	6.00	6.00

[1] In addition, Network Access Facility(s) required.

[2] *CENTRON* is offered only as a complete service. The Basic Network and Intercom Access Line and the Intercommunication Calling portion of the *CENTRON* Main Station Line are not offered separately.

[3] In addition, End User Common Line Charges apply.

[4] If line is installed on a rearrangement basis, charges from 5.2, preceding, apply in lieu of this charge.

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(M) Material moved from Section 9, Page 74.

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Release 1

Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

C. Rates and Charges (Cont'd)

4. Below Minimum Main Station Lines

When a *CENTRON* customer does not meet the 20 line minimum requirement at a secondary location, the following rates will be applied in addition to each main station line at that location.

	<b>USOC</b>	<b>RATE</b>	(M)
• Below Minimum Transport	IDT	\$13.50	(M)

(M) Material moved from Section 9, Page 75.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1.13 CENTRON**

C. Rates and Charges (Cont'd)

5. Optional Feature Tapered Rates

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
a. Speed Calling			
• Six code, per line equipped[2]			
- First 25 lines equipped (1-25)	ESTIL	\$3.25	\$2.75
- Next 50 lines equipped (26-75)	ESTIL	3.25	2.30
- Next 75 lines equipped (76-150)	ESTIL	3.25	1.85
- Over 150 lines equipped (151 & Over)	ESTIL	3.25	1.40
• Thirty code, per line equipped[2]			
- First 25 lines equipped (1-25)	ESFIL	3.25	5.00
- Next 50 lines equipped (26-75)	ESFIL	3.25	4.20
- Next 75 lines equipped (76-150)	ESFIL	3.25	3.40
- Over 150 lines equipped (151 & Over)	ESFIL	3.25	2.50

[1] Rate tapers are based upon the number of lines equipped with the specific features at a location.

[2] Maximum of 127 lines equipped per common block.

(M) Material moved from Section 9, Page 76.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

C.5.a. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
<ul style="list-style-type: none"> <li>• Each additional line equipped using list, per line equipped <ul style="list-style-type: none"> <li>- First 25 lines equipped (1-25)</li> <li>- Next 50 lines equipped (26-75)</li> <li>- Next 75 lines equipped (76-150)</li> <li>- Over 150 lines equipped (151 &amp; Over)</li> </ul> </li> </ul>			
	ESFAL	\$3.25	\$1.00
	ESFAL	3.25	0.85
	ESFAL	3.25	0.70
	ESFAL	3.25	0.50
<p>b. Call Forwarding</p> <ul style="list-style-type: none"> <li>• Busy Line, equipped <ul style="list-style-type: none"> <li>- First 25 lines equipped (1-25)</li> <li>- Next 50 lines equipped (26-75)</li> <li>- Next 75 lines equipped (76-150)</li> <li>- Over 150 lines equipped (151 &amp; Over)</li> </ul> </li> </ul>			
	E6GUR	4.25	0.10
	E6GUR	4.25	0.10
	E6GUR	4.25	0.05
	E6GUR	4.25	0.05

[1] Rate tapers are based upon the number of lines equipped with the specific features at a location.

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(M) Material moved from Section 9, Page 77.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**

C.5.b. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
• Don't Answer, per line equipped			
- First 25 lines equipped (1-25)	E9GUR	\$5.75	\$1.25
- Next 50 lines equipped (26-75)	E9GUR	5.75	1.00
- Next 75 lines equipped (76-150)	E9GUR	5.75	0.75
- Over 150 lines equipped (151 & Over)	E9GUR	5.75	0.55
• Variable, per line equipped			
- First 25 lines equipped (1-25)	EAT	4.25	1.05
- Next 50 lines equipped (26-75)	EAT	4.25	0.85
- Next 75 lines equipped (76-150)	EAT	4.25	0.70
- Over 150 lines equipped (151 & Over)	EAT	4.25	0.60

[1] Rate tapers are based upon the number of lines equipped with the specific features at a location.

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(M) Material moved from Section 9, Page 78.

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Release 1  
Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.13 CENTRON**  
C.5. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
c. Call Pickup, per line equipped			
- First 25 lines equipped (1-25)	E3P	\$3.25	\$1.00
- Next 50 lines equipped (26-75)	E3P	3.25	0.85
- Next 75 lines equipped (76-150)	E3P	3.25	0.70
- Over 150 lines equipped (151 & Over)	E3P	3.25	0.50
d. Call Waiting			
• Originating, per line equipped			
- First 25 lines equipped (1-25)	ESZ	3.25	2.15
- Next 50 lines equipped (26-75)	ESZ	3.25	1.80
- Next 75 lines equipped (76-150)	ESZ	3.25	1.45
- Over 150 lines equipped (151 & Over)	ESZ	3.25	1.10

[1] Rate tapers are based upon the number of lines equipped with the specific features at a location.

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(M) Material moved from Section 9, Page 79.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS (Cont'd)**

**109.1.17 CENTREX 21 SERVICE**

As of September 20, 2010, Centrex 21 Service is no longer available to new customers.

A. Description

1. Centrex 21 Service is a flat rate, business service for customers 2 to 50 station lines. Centrex 21 Service is furnished only from a Stored Program Controlled central office offered subject to the availability of facilities and applicable generic feature programs and will not be available in a 2BESS Central Office. Centrex 21 consists of standard features which are available to all station lines in the shared customer group. Optional features are also available.
2. Centrex 21 standard features include the following features depending upon the serving central office:

<b>FEATURE</b>	<b>ANALOG</b>
• Call Forwarding - Busy Line	X
• Call Forwarding - Don't Answer	X
• Call Forwarding - Variable	X
• Call Hold	X
• Calling Identity Delivery on Call Waiting Number	X
• Call Pickup	X
• Call Transfer	X
• Call Waiting	X
• Caller Identification Number	X
• Conference Calling	
- 3-Way	X
- 6-Way	X
• Direct Dialing/Originating Terminating	X

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.2. (Cont'd)

<b>FEATURE</b>	<b>ANALOG</b>
• Hunting	X
• Individual Line Billing	X
• Intercept	X
• Message Waiting Service	
- Audible	X
- Visual	X
• Speed Calling	X
• Touch-Tone	X

3. Centrex 21 optional features include the following features depending upon the serving central office:

<b>FEATURE</b>	<b>ANALOG</b>
• Call Park	X
• Electronic Set Service	X
• Minutes Free Calling Plan	X



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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE (Cont'd)**

**B. Terms and Conditions**

1. Centrex 21 Service equips the station lines in the system with all the standard features. Customers subscribing to this service are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation.
2. The monthly rate for Centrex 21 Service covered under the Rate Stabilized Plan is guaranteed against Company initiated changes for the duration of the plan. The minimum Rate Stabilized Plan is 12 months. The maximum Rate Stabilized period is 60 months.
3. Centrex 21 Service customers may add station lines to an existing system at any time during the Rate Stability Plan period at the rates originally applicable to that customer. Customers whose station line growth exceeds 50 station lines, have the option to convert to other Company Services. The service period for converted Company Services will bear the same expiration date as that of the customer's original Rate Stability Plan.
4. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex 21 Service.
5. All Centrex 21 Service station lines must be associated with the same customer group.
6. Customer request for temporary suspension, either full or partial, of Centrex 21 Service is not permitted. Seasonal disconnects are not allowed.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

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

7. One primary directory listing is furnished without charge for each Centrex 21 system. Directory listings of station lines may be provided at the regular business additional listing rate as specified in 5.7.1, preceding.
8. Intercept Service will be provided on the main listed directory number for a total system disconnect only.
9. Customers may reserve additional telephone numbers for future use at the rates specified in 5.3.4, preceding.
10. If a customer terminates the agreement before the established service date, in whole or in part, the customer will pay cancellation charges as defined under the Termination Liability/Waiver Policy as set forth in 2.2.14, preceding.
11. After the service date, if a customer with a fixed-period rate plan removes, in whole or in part, station lines to a level less than 60% of the initial number of station lines, a termination charge may apply, as defined in 2.2.14, preceding.
12. The customer may substitute Centrex 21 Service with another Company service that functionally replaces Centrex 21 Service and provides equivalent or greater feature functionality as defined in 2.2.14, preceding.
13. Centrex 21 Service is not available on Public Communications Service.
14. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in 5.4.5, preceding.
15. Each customer will be required to sign a contractual agreement for the furnishing of services on a rate stabilized basis.
16. Caller Identification Blocking - Per Call and Caller Identification Blocking - Per Line as defined in 10.7, following, is available with Centrex 21 Service.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

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

17. The customer may move the physical location of all or part of Centrex 21 to another location within the same Company serving area provided the following conditions for the move are met:
  - The new Centrex 21 Service is provided to the customer by the Company;
  - The customer advises the Company that the requested Centrex 21 Service replaces the existing Service;
  - The customer's request for the disconnection of the existing Centrex 21 Service and the installation of the new Centrex 21 Service are received by the Company on the same date;
  - The customer requests the Company to install the new Centrex 21 and disconnects the existing Centrex 21 Service within a 30 day period;
  - The customer agrees to sign the appropriate agreements and to pay all then monthly rates and nonrecurring charges related to the new Centrex 21 Service.
18. The customer may add additional Centrex 21 Service at existing or new locations during the term of the agreement under the following conditions:
  - The Company commercially offers such additions and necessary facilities are technically available;
  - The rates and charges for additional service at new locations will be the then current charges in effect for Centrex 21 Service at the time of such additions.
19. Electronic Set Service will be provided from a DMS-100 Central Office and only where facilities permit.
20. Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface card is required.
21. Electronic Set Service is subject to a 1.5 mile limitation from the central office.
22. Electronic Set Service is only available on Centrex 21 main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE (Cont'd)**

C. Standard Service Feature - Description

Call Forwarding Busy Line

Provides for forwarding of "all" calls to a preselected telephone number when the called station is busy.

Call Forwarding Don't Answer

Provides for forwarding of "all" calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable

Allows a user to automatically forward "all" calls to any other number.

Call Hold[1]

Allows a station user to hold any call in progress by dialing a code.

[1] Provided by proprietary CPE on ISDN.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.17 CENTREX 21 SERVICE**

##### **C. Standard Service Feature - Description (Cont'd)**

##### Calling Identity Delivery on Call Waiting - Number[1,2]

Provides calling number delivery following the call waiting tone.

##### Call Pick-Up

Enables a station user to answer calls directed to other specified stations by dialing a special code.

##### Call Transfer

Allows a station line user to transfer any established call to another station line without the assistance of an attendant. This feature also utilizes the switchhook to put a caller on consultation hold.

##### Call Waiting

- Terminating - All Calls
  - Allows for a Centrex 21 station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting if the called station line is busy.
- Cancel Call Waiting
  - Permits a Call Waiting customer to inhibit the call waiting operation for one call through the use of a cancel call waiting code.

[1] Requires CPE that has a display.

[2] Not available from DMS-10, DMS-100, and AXE -10 Central Offices.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.17 CENTREX 21 SERVICE**

##### **C. Standard Service Feature - Description (Cont'd)**

##### Caller Identification - Number[1]

Provides visual indication of the calling number from an outside party, assuming the incoming call has calling party number associated with it and the originating caller has not blocked presentation of calling party number.

##### Conference Calling

Allows a station user to establish conference connections without the aid of attendant or operator assistance. 3-Way allows a station in the talking state to add a third party to the call; 6-Way allows a station user to add up to five other parties.

##### Direct Dialing/Originating Terminating

Allows station users to place or receive calls.

##### Hunting

- Automatically re-routes incoming calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.
- Multi-Line Hunt Group (MLHG) - provides a sequential hunt over the members in the Multi-Line Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.

[1] Requires CPE that has a display.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.17 CENTREX 21 SERVICE**

##### **C. Standard Service Feature - Description (Cont'd)**

- Circular Hunting - allows all lines in a multi-line hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multi-Line Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multi-Line Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
- Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

##### Individual Line Billing

Toll calls are billed directly against the line placing the call.

##### Intercept

Disconnected or unassigned lines can be advised of a new number or given a disconnect recording.

##### Message Waiting Service

- Audible Waiting Indication - when a user goes off hook a stutter dial tone is provided to indicate a message is waiting.
- Visual Waiting Indication - provides a message waiting indication on an electronic set via a message waiting lamp.[1]

[1] Visual waiting indication available with special CPE.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.17 CENTREX 21 SERVICE**

##### **C. Standard Service Feature - Description (Cont'd)**

##### Incoming Calling Identification[1]

Provides user with visual feedback concerning the calling number from an outside party, assuming they do not have Call Blocking, when the electronic set is equipped with appropriate alphanumeric LCD. Name is not available with ISDN.

##### Message Waiting Service

- Audible Waiting Indication - when a user goes off hook a stutter dial tone is provided to indicate a message is waiting.
- Visual Waiting Indication - provides a message waiting indication on an electronic set via a message waiting lamp.[2]

##### Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a one digit speed calling code for a 6 number list, or a 2 digit speed calling code for a 30 number list.

##### Standard Configuration Group

The standard system design allows users to select from a variety of predetermined configuration groups to support ISDN terminals.

##### Touch-Tone

Allows for Customer provided equipment to place calls on their Centrex 21 system using Dual-Tone Multi Frequency dialing.

[1] Requires CPE that has a display.

[2] Visual waiting indication available with special CPE.



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Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 6-5-13

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

C. Standard Service Feature - Description (Cont'd)

Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a one digit speed calling code for a 6 number list, or a 2 digit speed calling code for a 30 number list.

Touch-Tone

Allows for Customer provided equipment to place calls on their Centrex 21 system using Dual-Tone Multi Frequency dialing.

D. Optional Service Feature - Description

Call Park

Allows a user to hold or "Park" a call by dialing a code that can be retrieved from any station by dialing another code.

Minutes Free Calling Plan

The plan includes a designated number of minutes of intraLATA toll. For all additional plan calls, the customer will be charged a special rate. The plan is available on an account level basis, where one or more lines are billed to the same account. Where the customer has one account which includes multiple lines, the plan applies to total usage of the combined lines. This plan applies only to intraLATA, dial station-to-station calls.

## **109. OBSOLETE CENTRAL OFFICE SERVICES**

### **109.1 DIALING SWITCHING SYSTEMS**

#### **109.1.17 CENTREX 21 SERVICE**

##### **D. Optional Service Feature - Description (Cont'd)**

##### Electronic Set Service

Electronic Set Service permits the use of special electronic station sets with Centrex Plus Service. This service utilizes a unique line card to provide communications control for the electronic station set.

The customer-provided electronic set is a touch-tone station that provides programmable keys for features and additional numbers. It is served from the central office by a main or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

- Multiple Appearance Directory Number (MADN)
  - A directory number assigned to more than one electronic station set.
- Software Numbers
  - Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:
    - Primary Appearance - The first appearance of a software number on a key.
    - Secondary Appearance - The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.
    - Single Appearance - A software number that appears only on one station and one key.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE (CONT'D)**

E. Rates and Charges

1. Centrex 21 Analog Station Line

**USOC**

- Month-to-Month Station Line
- Rate Stabilized Station Line
- Month-to-Month Electronic Set Service Station Line
- Rate Stabilized Electronic Set Service Station Line

**RXB**  
**RSX**  
**EPB**  
**R4V**

- 2 - 50 lines, each

<b>NON- RECURRING CHARGE</b>	<b>MONTH TO MONTH</b>	<b>MONTHLY RATE</b>	
		<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>
\$43.00	\$48.95 (I)	\$32.95 (R)	\$32.95 (I)

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Release 2

Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 6-5-13

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

E. Rates and Charges (Cont'd)

2. Miscellaneous Charges

- Nonrecurring charges apply, per Centrex 21 station line, per customer group.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
- Centrex 21 system change charge per station line changed	NRC62	\$ 5.00
• Conversion Charge, per each existing line converted from a Company Access Line to Centrex 21 Service[1,2]	NR9CE12.00	

[1] NR9CE applies in place of the initial Centrex 21 station line nonrecurring charge.

[2] Not applicable for 60 month contracts.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIALING SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

E. Rates and Charges (Cont'd)

3. Optional Service Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Call Park			
• Per station line	C4Z	\$ 5.00	\$1.00
b. Electronic Set Service			
• Electronic Set Service interface, per main station line[1]	PP3	25.00	3.00
• Primary appearance of a software number	SO3	7.50	1.00
• Subsequent appearance of a software number	SO5	15.00	-
• Single appearance of a software number	SFB	7.50	1.00
• Adjunct module, per module[2]	C2TAX	10.00	1.00

c. Minutes Free Calling Plan

<b>USOC</b>	<b>MINUTES</b>	<b>RATE PERIOD</b>	
		<b>INITIAL (30 SEC)</b>	<b>ADDNL (6 SEC.)</b>
OBK5X	0 - 100	-	-
	101 and over	\$0.045	\$0.009

[1] Includes Electronic Set Service standard features.

[2] In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

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Effective: 7-20-17

**NORTHERN IDAHO**  
Issued: 7-7-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.4 CALL MANAGEMENT SYSTEMS**

**109.4.4 UNIFORM CALL DISTRIBUTION**

(M)

A. Descriptions

Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiple hunt group equally and automatically.

B. Optional Features

Queuing

An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

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.

(M)

(M) Material moved from Section 9, Page 96.

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**NORTHERN IDAHO**

Issued: 7-7-17

Effective: 7-20-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.4 CALL MANAGEMENT SYSTEMS**

**109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)**

(M)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable central office (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. Lines terminating in a UCD system must be arranged for multiline hunting service as specified in 5.2.5.D., preceding. UCD is not compatible with circular or preferential list hunt.
4. 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.
5. The music on queue option requires a voice grade private line between the serving central office and a customer provided music source at the customer's premises.
6. 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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(M) Material moved from Section 9, Page 97.

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**NORTHERN IDAHO**

Issued: 7-7-17

Effective: 7-20-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.4 CALL MANAGEMENT SYSTEMS**

**109.4.4 UNIFORM CALL DISTRIBUTION**

(M)

D. Rates and Charges

The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Uniform Call Distribution[1]			
• Per multiline hunt group	UMHPG	\$ 25.00	–
• Per line in multiline hunt group[2]	UMH	–	\$ 2.00
2. Queuing[1]			
• Per queue group	UQGPG	75.00	–
• Per queue slot in group	UQGPQ	–	6.00
3. Delay Announcement[1]			
• Customer specific announcement			
- Per announcement, includes first announcement trunk	URA1X	300.00	150.00
- Each additional announcement trunk	URAAX	25.00	16.00

[1] Available for resale.

[2] Regular rates and charges apply for each line installed in or added to a multiline hunt group as specified elsewhere.

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(M) Material moved from Section 9, Page 98.

NID2017-007



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**NORTHERN IDAHO**

Issued: 7-7-17

Effective: 7-20-17

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**109.4 CALL MANAGEMENT SYSTEMS**

**109.4.4 UNIFORM CALL DISTRIBUTION**

D.3. (Cont'd)

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Standardized Announcement			
- Per announcement in announcement sequence	UDA	\$130.00	\$ 12.50
- Per queue slot in group	UDAPQ	-	9.00
4. Music on Queue[1]			
a. Music Distribution Amplifier			
• Per queue slot	MUW	15.50	-
• Up to 23 queue slots	MUW1X	-	235.00
• 23 to 66 queue slots[2]	MUW2X	-	90.00
b. Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[3]	[3]

[1] Available for resale.

[2] In addition, apply rates for USOC NUW1X.

[3] Apply rates and charges for appropriate voice grade private line. See the Private Line Transport Services Catalog.

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(M) Material moved from Section 9, Page 99.

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**NORTHERN IDAHO**

Issued: 7-7-17

Effective: 7-20-17

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.4 CALL MANAGEMENT SYSTEMS**

**109.4.4 UNIFORM CALL DISTRIBUTION**

D. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
5. Changes		
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 50.00
• Change in content of customer specific announcement	REAAG	200.00
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	50.00

(M)

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(M) Material moved from Section 9, Page 100.

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**NORTHERN IDAHO**  
**ISSUED: 8-8-2019**

**Release 6**  
**Effective: 8-19-2019**

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**August 19, 2019**  
**Boise, Idaho**

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NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 19-07-NID

**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network Services**  
**Catalog No. 3**

**SECTION 10**  
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Release 2  
Effective: 6-15-13

**NORTHERN IDAHO**  
Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

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TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Release 4

**NORTHERN IDAHO**

Issued: 2-12-15

Effective: 3-16-15

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.2 MILEAGE CHARGES (Cont'd)**

**10.2.3 TIE LINES**

A. Description

Tie lines are applicable within an exchange and within a LATA (Local Access and Transport Area) between Private Branch Exchange Systems.

B. Terms and Conditions

1. Terminal Loop Rates, specified in 5.4.1, preceding, apply in addition to the rates shown in this Catalog section except where all terminals are in the same building.
2. Tie lines (except those to subsidiary private branch exchanges or switching equipment) may be equipped to prevent connection with exchange access lines and with stations off the premises on which the switchboards and attendant's equipments are located.
3. The rates provide for the furnishing of two-point connections as follows:
  - a. Connection between any two PBX station lines connected to the switchboard answering positions or attendant's equipment in which the tie line terminates.
  - b. Connection of a single tie line (at either end but not both ends simultaneously) to a PBX exchange access line or where facilities and operating conditions permit, to an interexchange private line.

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.2 MILEAGE CHARGES**

**10.2.3 TIE LINES (Cont'd)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Different Building			
- Each tie line, same customer	1LTBH	[1]	\$ 2.85
- Each tie line, different customer	1LTDH	[1]	11.25

[1] A Nonrecurring Charge from Section 5 of this Catalog also applies.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.1 SELECTIVE CLASS OF CALL SCREENING**

A. Description

Selective Class of Call Screening (SCCS) Service enables a customer, by means of Company operator identification, to provide toll access but restrict outgoing toll calls from station users based on the class of call, i.e., only collect, third number, Company credit card. All local calls and calls to Company numbers such as repair service will not be permitted. Calls to Directory Assistance and to 800/800-type service numbers will be permitted.

B. Terms and Conditions

1. Selective Class of Call Screening Service is furnished in connection with Complex Business Service. It is not furnished on Simple Business or Residence Exchange Service.
2. Toll Restriction cannot be applied to lines or trunks using Selective Class of Call Screening. Toll Restriction can be used on other lines or trunks at appropriate rates.
3. The Company reserves the right to restrict the screening classes or combinations of classes to standard arrangements.
4. Selective Class of Call Screening is furnished in all exchanges where facilities and operating conditions permit.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Establishment[1]	NRO	\$240.00	–
• Per Line/Trunk Equipped[2]	SRG	–	\$42.00

[1] One time charge per trunk group established.

[2] Includes rate for the line or trunk.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES (Cont'd)**

**10.4.4 TOLL RESTRICTION**

A. Description

Toll Restriction prevents access to the toll network, including access to 900 type toll services. When customers dial "0" or "1" from a restricted line the call will be diverted to a Company-provided intercept announcement.

B. Terms and Conditions

1. Provision of Toll Restriction Service does not alleviate customer's responsibility for completed toll calls.
2. Toll Restriction will be provided at no charge to qualifying Telephone Assistance Program customers.

C. Rates and Charges

Rates and charges for this service are in addition to the rates and charges for the class, type and grade of service furnished.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business, per line/PBX Trunk	RTY	\$13.50	\$5.50
• Residence, per line	RTY	—	5.50 (I)

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES (Cont'd)**

**10.4.5 INFORMATION SERVICES ACCESS RESTRICTION**

A. Description

Information Services Access Restriction prevents calls made from individual residence and business access lines from reaching information services (for example, those reached by dialing 900 or 976).

B. Terms and Conditions

1. Information Services Access Restriction is offered only where central office facilities permit.
2. Information Services Access Restriction is only available on directly dialed calls.
3. Information Services Access Restriction is available only on the following local residence lines: Premium Flat, Premium Flat Key, Basic Measured, Budget Measured, and *CENTRAFLEX* 1. Restriction is available on the following local business lines: Premium Flat, Premium Flat Hunting or Key, Basic Measured, Basic Measured Hunting or Key, PBX (including deny terminating), Centrex and *CENTRAFLEX*. Other classes of service may be available on a case-by-case basis.
4. No charge applies to remove Information Services Access Restriction.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.5 INFORMATION SERVICES ACCESS RESTRICTION (Cont'd)**

C. Charges

Charges for this service are in addition to the charges and rates for the class, type and grade of service furnished in B.3., preceding, as referenced in other sections of this Catalog.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Information Services Access Restriction, each line equipped		
- Initial Installation	RTVX9	-
- Subsequent installation on same line for the same service	RTVX9	\$16.50

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Effective: 8-19-2019

**NORTHERN IDAHO**  
**ISSUED: 8-8-2019**

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**August 19, 2019**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES (CONT'D)**

**10.4.7 BLOCKING FOR 10XXX1+/10XXX011+**

A. Description

This service prevents 10XXX1+ and 10XXX011+ calls from being completed. Blocked calls will be routed to an announcement.

B. Terms and Conditions

1. This service is offered subject to the availability of existing central office facilities.
2. In the absence of product malfunction, the provision of 10XXX1+/10XXX011+ Blocking does not alleviate customer responsibility for completed toll calls.
3. Other Toll Restriction type services are available to customers subscribing to 10XXX1+/10XXX011+ Blocking.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line, trunk, or NAF arranged	RTVXY	\$4.00	\$0.10

**10.4.8 INTERNATIONAL BLOCKING SERVICE**

International Blocking Service provides end office blocking of internationally direct-dialed (i.e., 011+ and 101XXXX-011+) calls where technically feasible in Company end office switching equipment and routes such dialed sequences to a recorded announcement. The Company will, at the customer's option, block 011+ and 101XXXX-011+ international direct-dialed sequences on customer line and/or trunk service(s) offered in the Company's general or local exchange tariffs that are provided to residence and business customers. International Blocking Service is not available for residence customers in the state of MN.

When International Blocking Service is ordered and installed on initial installation of service or existing service, the customer is assessed a nonrecurring charge per customer line and/or trunk service(s).

	<b>NONRECURRING CHARGE</b>
• Per line or trunk	\$17.00

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Effective: 6-15-13

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**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 6-5-13

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING**

**10.5.2 SPECIAL BILLING NUMBER SERVICE**

A. Description

Special Billing Number Service is furnished in connection with individual line, PBX or dial switching system service.

The service furnishes to a customer, monthly, a separate listing of toll telephone messages for each Special Billing Number used in placing calls.

B. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each group of 25 special billing numbers	BLN	\$5.00	\$5.00

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**NORTHERN IDAHO**

Issued: 6-5-13

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING (Cont'd)**

**10.5.7 SUMMARY BILLING SERVICE**

A. Description

Summary Billing Service (SB) is an arrangement that allows customers having more than one bill to group their bills with one Summary, payment document, and bill date for all of the bills designated by the customer as a Summary group.

This service will be provided to customers with more than one bill, in one or more exchanges, when the bills identified as a group are billed in the same state.

B. Terms and Conditions

1. Summary Bills must be current. If a Summary Bill becomes delinquent, the Summary Bill may be dismantled and each bill treated individually.
2. The bill name of the party responsible for the bill(s) must be the same for all bills included in the Summary Bill. If bill name changes are required, applicable supersedure charges will apply.
3. Summary Bills may include bills for services in the categories of:
  - Business
  - AT&T only
  - Public Access Lines
  
  - Residence
4. Summary Bills will only be provided for bills prepared by a mechanized billing system. Bills that are manually prepared cannot be included in a Summary Bill.
5. The bill date assigned to a Summary Bill will be selected by the Company. The Company will attempt to accommodate dates requested by customers when it is operationally feasible.

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**10.5 SUPPLEMENTAL BILLING**

**10.5.7 SUMMARY BILLING SERVICE**

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

6. The Summary Bill will show all money owing on the bills included. It will contain a payment document for the entire Summary Bill.
7. The Summary Bill will contain a Current Charges section that summarizes the various charges for all the included bills; i.e., monthly rate would be the total monthly rate for all included bills, order activity would be the total billing for order activity for all included bills, etc.
8. A Summary of Adjustments section will list each bill that had an adjustment and the amount of the adjustment.
9. A Summary of Bills section will list each bill, the amount billed for each and some additional bill information.
10. The individual bills will be included with the Summary Bill.
11. Changes affecting bill dates in a Summary Bill will become effective no sooner than the bill period following that one in which the change(s) were made.
12. The Company may make changes to the bill and/or Summary Bill format as required without advance notice to the customer.
13. Bill detail included on the Summary Bill will not include data which is not normally included on the individual bill.
14. Summary Bill re-creations requested by the customer for whatever reason will be provided if operating conditions permit.
15. The standard delivery method will be by U.S. mail.
16. If the customer cancels the order for Summary Billing prior to the receipt of the first Summary Bill, the customer will be liable for the nonrecurring charges.
17. This service is offered where operating conditions permit.

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**10.5 SUPPLEMENTAL BILLING**

**10.5.7 SUMMARY BILLING SERVICE (Cont'd)**

C. Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
1. Change of bill date per Summary Bill	SUM	\$20.00
2. Subsequent Rearrangement		
• No charge applies for the initial establishment of Summary Billing Service or for the addition of a new service to an existing Summary Bill.		
• A subsequent rearrangement charge will apply to:		
- Each established account added to an established Summary Bill. (An established Summary Bill is one for which the initial Summary Bill has been rendered).		
- Each subaccount removed from a Summary Bill.		
- Each subaccount moved from one Summary Bill to another.		
	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Per rearrangement	D99	\$5.00

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING (Cont'd)**

**10.5.8 TOLL MESSAGE DETAIL SERVICE**

A. Description

Toll Message Detail Service is an arrangement furnishing detailed billing information pertaining to a customer's account(s) and is not represented to be a duplicate of regular telephone bills.

This service will be provided to a single customer with one or more accounts, in one or more exchanges, within the territory served by the Company within the State of Idaho where facilities and operating conditions permit.

B. Terms and Conditions

1. Bill detail for message toll billing will be provided on a recurring monthly basis. Certain types of calls will be excluded, such as:
  - Calls requiring manual entry on the bill
  - Optional Calling Service when detail is not available
  - Interexchange Receiving Service (Zenith) messages are reproduced in summary only
2. Toll Message Detail Service can be arranged to provide extraction for media delivery up to four times per month. Each magnetic tape extraction will be contained on a single tape. Each media delivery can contain the prior month's messages for any number of telephone accounts closing since the last bill extraction date.
3. Each telephone number account extracted will provide the Message Toll Service detail for the full bill period preceding the extraction date.
4. Each arrangement of accounts provides for one billing and one mailing address.
5. For each billing service arrangement for magnetic tape the customer will specify one blocking size, one tape record size and one data set name, with format limits imposed by the Company.
6. Media will be mailed first class with return receipt requested.

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**10.5 SUPPLEMENTAL BILLING**

**10.5.8 TOLL MESSAGE DETAIL SERVICE**

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

7. Tape will not be packaged with the regular monthly bill.
8. Recreated extractions of tape requested by the customer will be provided, if operating conditions permit, at charges based on actual costs. The customer must notify the Company within one month of the original output date. Partial extractions will not be possible.
9. The Company will determine the record description and reserves the right to change record format with two months notice to the customer.
10. When exchange telephone service is discontinued, bill detail will be provided for the last (final or closing) bill.
11. These arrangements will be furnished only to the customer or to the customer's authorized representative.
12. Liability for errors in the magnetic tape is limited to the monthly rate for the arrangement during the month in which the error occurred.
13. This arrangement is not represented to be a reconciliation of the Company's regular billing nor will the Company be responsible for any reconciliation between the media provided and its regular billing.
14. Each arrangement of accounts provides for one form of media, magnetic tape.
15. If a customer has more than one account arranged under one Toll Message Detail Service, one account must be designated as the pilot account. The monthly rate for the appropriate arrangement will be billed to the pilot account.
16. Each arrangement is limited to ten (10) accounts. Customers desiring Toll Message Detail Service on more than ten accounts must subscribe to multiple Magnetic Tape Arrangements.

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**June 15, 2013**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING**

**10.5.8 TOLL MESSAGE DETAIL SERVICE (Cont'd)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Bill Detail for Message Toll			
• Magnetic Tape Arrangement			
- First extraction	Y18	\$280.00	\$76.00
- Each additional extraction, per month	Z18	—	26.00
- Each message		—	0.02
2. Subsequent Rearrangement			
a. A subsequent rearrangement charge will apply individually for:			
• Each telephone account added or changed.			
• Each change of miscellaneous billing name and/or address.			
• Each change of mailing name and/or address of magnetic tape. Each change in service.			
• For magnetic tape, for each change of blocking size, tape record size, and/or data set name.			
• Each change of date that tape will be produced.			
• Each account changed to include listings of line summaries of calls made to Directory Assistance. Also applies to new accounts desiring the service.			

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**10.5 SUPPLEMENTAL BILLING**

**10.5.8 TOLL MESSAGE DETAIL SERVICE**

C.2. (Cont'd)

- b. Any combination of these changes will be billed the subsequent rearrangement charge per account added or changed, not to exceed the Nonrecurring Charge that applies to establish the service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Per rearrangement	NRO	\$21.00

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.7 CALLER IDENTIFICATION BLOCKING OPTIONS**

**10.7.1 PER CALL BLOCKING**

A. Description

Enables a customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number "Private Status" prevents delivery of the name and/or telephone number. Per Call Blocking is provided at no charge.

B. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per call	N/A	–

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**June 15, 2013**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.7 CALLER IDENTIFICATION BLOCKING OPTIONS (Cont'd)**

**10.7.2 PER LINE BLOCKING**

A. Description

Caller Identification Blocking - Per Line provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer by dialing a code, \*82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only.

If a line is equipped with Caller Identification Blocking - Per Line, the name and number of that line will not be delivered to any subscriber of Caller Identification. Poison control centers, hospitals, medical centers and others who might use Caller Identification will not be able to identify callers with Caller Identification Blocking - Per Line who need assistance. E911 is not affected.

B. Rates and Charges

Customers who choose Caller Identification Blocking - Per Line for the first time, or when one of the following conditions occurs, will not be charged the nonrecurring charge:

- The customer is ordering new exchange access line service (See Section 5, preceding).
- The customer is moving their exchange access line service from one address to another address within Northern Idaho.

Caller Identification Blocking - Per Line will always be provided free to law enforcement, domestic violence agencies, and crisis intervention agencies (including sexual abuse agencies).

Upon certification by domestic violence agencies, crisis intervention agencies or sexual abuse agencies, volunteers working for those agencies also qualify for free line blocking.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.7 CALLER IDENTIFICATION BLOCKING OPTIONS**

**10.7.2 PER LINE BLOCKING**

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Caller Identification Blocking - per line, first time			
• Business, per line	NKM	—	—
• Residence, per line	NKM	—	—
2. Caller Identification Blocking - per line, subsequent			
• Business, per line	NKS	\$13.00	—
• Residence, per line	NKS	8.00	—

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

A. Description

1. Message Delivery Service (MDS) transmits call information pertaining to all incoming calls to a MDS customer's Multi-Line Hunt Group (MLHG). This information includes the following:
  - a. The called directory number (10 digits where available).
  - b. The calling directory number (if the calling number is in the same central office switch as the customer; or from other central offices if technically available; 10 digits where available).
  - c. The reason for forwarding on forwarded calls, such as busy or don't answer.
2. This information is transmitted to the customer via a Call Data Input/Output Central Office Facility between the central office switch and the customer's equipment at the customer's premises.
3. This service enables the customer to identify the called client on forwarded calls and provide personalized answering responses to those customer's calls. Additionally, the identity of the calling directory number (if the calling number is available) will allow the customer to provide more personalized answering to the caller.

B. Terms and Conditions

1. The customer must have a MLHG in the same central office switch where the Call Data Input/Output Central Office Facility terminates that is used to transmit call information and the customer client telephone number. Under certain circumstances, the MLHG may be provided from a remote switch served by the central office where the Call Data Input/Output Central Office Facility terminates at the discretion of the Company. This is an intra-office service where the client and the customer's MLHG and Call Data Input/Output Central Office Facility are in the same central office switch or a remote switch served by the same central office.

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

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

2. The customer must have a Call Data Input/Output Central Office Facility to each central office switch where client lines are resident.
3. Signaling on the data link (private line) is ASCII asynchronous.
4. More than one customer MLHG may be served by the same Call Data Input/Output Central Office Facility as long as the customer's equipment can interpret the data transmitted.
5. When used in conjunction with Message Waiting Indication, the customer must have compatible message desk customer premises equipment.
6. Voiceband/Data Circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises, to provide call information and/or Message Waiting Indication.
7. MDS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.
8. Message Delivery Service can be resold.
9. Customers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party; customers will only use the information to complete processing of that call.
10. The customer is required to provide the modem or channel interface equipment at the customer premises end of the Call Data Input/Output Central Office Facility.
11. It is the customer's responsibility to ensure that requests from the customer's CPE to activate or deactivate Message Waiting Indication (via the Call Data Input/Output Central Office Facility) shall be made only for end user client's telephone numbers equipped with a Message Waiting Indication feature. Repeated invalid activation or deactivation requests for the same telephone number may adversely affect the network and therefore shall be considered as a CPE trouble condition.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE (Cont'd)**

**C. Rates and Charges**

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. The nonrecurring charge to change the service is the same as the charge to install it.

	<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 Terminating in Call Data Input/Output Central Office Facility	FHZPA	150.00	15.00
• Call Data, each line arranged	MBH	5.00	3.75

**10.10.2 MESSAGE WAITING INDICATION**

**A. Audible**

**1. Description**

Message Waiting Indication is a feature whereby subscribing clients of Message Delivery Service will hear an audible interrupted tone, when lifting the receiver, giving an indication of a message waiting for the client at the client's chosen Message Delivery Service provider. The tone will be initiated by the provider over the client's telephone line. The client may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION**

A. Audible (Cont'd)

2. Terms and Conditions

- a. Each provider client subscribing to Message Waiting Indication must have the line programmed to accept Message Waiting Indication.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature. (See Message Delivery Service, 10.10.1, preceding.)
- c. Message Waiting Indication can be resold.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge applies per request on a per line basis to establish or change this service.
- c. One nonrecurring charge will apply when Message Waiting Indication and Custom Calling features are ordered at the same time, for the same customer, on the same line. (See Custom Calling Services listed in 5.4.3, preceding.)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each client line arranged			
- Residence	MWW	\$ 7.00	\$0.05
- Business	MWW	11.00	0.25

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION (Cont'd)**

**B. Visual**

**1. Description**

Message Waiting Indication-Visual is a feature whereby subscribing clients will see a visual alerting signal giving an indication of a message waiting for the client at the client's chosen Message Delivery Service provider (provider). The signal will be initiated by the provider over the provider client's telephone line. The client may call the provider for their message or ignore the signal and place a call. The signal will continue until the message has been retrieved. The provider or client must provide the visual device.

**2. Terms and Conditions**

- a. Each provider client subscribing to Message Waiting Indication-Visual must have the line programmed to accept Message Waiting Indication-Visual.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.

**3. Rates and Charges**

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. One nonrecurring charge will apply when Message Waiting Indication and Custom Calling features are ordered at the same time, for the same customer, on the same line. (See Custom Calling Services listed in 5.4.3, preceding.)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each client line arranged			
- Residence	MV5	\$ 7.00	\$0.25
- Business	MV5	11.00	0.85

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION (Cont'd)**

C. Audible/Visual

1. Description

Message Waiting Indication - Audible/Visual is a feature whereby a subscriber will hear an audible interrupted tone when lifting the telephone receiver and see a visual alerting signal giving an indication of a message waiting. The signal will be initiated by the subscriber's Message Delivery Service provider, or other provider source capable of initiating the signal, over the subscriber's telephone line. The subscriber may call the provider for their message or ignore the signal and place a call. The tone and visual signal will continue until the message has been retrieved. The provider or subscriber must provide the visual device.

2. Terms and Conditions

- a. Each subscriber must have the line programmed to accept Message Waiting Indication - Audible/Visual.
- b. The provider must subscribe to Message Delivery Service or other source capable of initiating the signal in order for this feature to function.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. Only one nonrecurring charge will apply when Message Waiting Indication - Audible/Visual and Custom Calling features are ordered at the same time, for the same customer, on the same line. (See Custom Calling Services listed in 5.4.3, preceding.)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each line arranged			
- Residence	M1W	\$ 7.00	\$0.30
- Business	M1W	11.00	1.10

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## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)**

#### **10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)**

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

Traffic Data Report Service (TDRS) provides customers a summary of their traffic data on certain network facilities, e.g., individual access lines, Multi-line Hunt Groups (MLGHs), trunk groups network access registers, *CENTRON* system features, etc. Reports are available on a one week, a one month or on an ongoing basis.

##### **B. Definitions**

###### Overflow (Attempt Failures)

Provides a count of the number of times incoming calls attempted to reach an access line or group but found all lines busy.

###### Peg Count

Provides a count of all calls to an access line or group. In certain COs and on certain facilities, specific peg count reports are available for abandon, attempt, delay in-only, out-only, etc.

###### Usage

Provides the measurement of usage, expressed in CCS (hundred call seconds), that a facility was in use.

##### **C. Terms and Conditions**

1. TDRS is available for resale
2. TDRS is available where CO facilities permit.
3. Data included in each TDRS study, i.e., usage, peg count and overflow, is contingent upon the facility or feature being studied and upon the type of CO switch.
4. Weekly reports begin on Sunday and end on the following Saturday. The customer specifies the hours and consecutive days to be included in each report.

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)**

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

5. The data provided in TDRS will be not less than ninety percent complete. Studies that are less than ninety percent complete will be treated as follows:
  - a. One Week Reports
    - (1) Customer accepts incomplete report
      - Issue credit adjustment, per D., following, towards nonrecurring charge.
    - (2) Customer does not accept incomplete report
      - Reschedule another week at no additional charge, or
      - Adjust customer bill; no charge for report.
  - b. One Month and Ongoing Reports
    - (1) Customer accepts incomplete weekly report.
      - Reschedule another week at no additional charge, or
      - Issue credit adjustment, per D., following.
    - (2) Customer does not accept incomplete report.
      - Adjust customer bill for incomplete week.
  - c. Terms and conditions, specified in C.5.a. and b., preceding, constitute the customer's sole recourse for incomplete reports.
6. Ongoing and monthly reports are produced on a weekly basis.
7. Monthly reports contain a minimum of four weeks (consecutive) of data.
8. The minimum service period (billing) for TDRS is as follows:

**REPORT DURATION**

**MINIMUM SERVICE PERIOD**

One week  
One month  
Ongoing

One week  
One month  
Two months

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**10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS) (Cont'd)**

**D. Rates and Charges**

1. TDRS will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Service Establishment Charge			
• Per account, per order	TFD01	\$ 30.00	–
b. TDRS study, per facility i.e., individual access line, group or queue.			
• One week	TFPAW	120.00	–
• One month	TFPAM	210.00	–
• Ongoing	TFPAO	90.00	\$120.00
c. TDRS study for dedicated common block features/measurements			
• One week	TFPBW	500.00	–
• One month	TFPBM	950.00	–
• Ongoing	TFPBO	350.00	600.00

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**10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)**

D.1. (Cont'd)

**CREDIT  
ADJUSTMENT**

d. Credit adjustment applicable when a customer accepts a less than ninety percent complete weekly report.

• Each facility study

- One week	\$ 30.00
- One month	15.00
- Ongoing	10.00

• Each dedicated common block features/measurements study

- One week	135.00
- One month	60.00
- Ongoing	40.00

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)**

**10.10.5 CALL EVENT AND MANAGEMENT SIGNALING SERVICE (CEMSS) SUBSCRIBER**

**A. Description**

Call Event and Management Signaling Service (CEMSS) Subscriber is a feature provisioned on the lines of clients who subscribe to a provider's CEMSS. CEMSS Subscriber enables a subscriber's chosen provider to conduct transactions on their telephone line such as updating a parameter or creating a call log.

**B. Terms and Conditions**

The provider must subscribe to CEMSS in order to provide this feature.

**C. Rates and Charges**

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. The nonrecurring charge to change the service is the same as the charge to install it.
3. The Rates and charges are as follows:

	<b>MONTHLY RATE</b>
• Per client line arranged	\$1.00
	<b>NONRECURRING CHARGE</b>
• Provisioning of the CEMSS Subscriber	\$10.00

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### **10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)**

#### **10.10.8 BUSINESS CONTINGENCY SERVICE**

##### **A. Business Continuation Routing**

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

Business Continuation Routing provides the customer with the ability to activate a predefined business continuity telecommunications service through the use of a Telephone User Interface (TUI) menu. Business Continuation Routing will provide call redirection to one of two telephone numbers that have been preselected by the customer to be part of their Business Continuation Routing Plan. Basic call redirection is considered to be redirection from one number to another. The customer may choose to redirect their calls using one of two forwarding options, Option A or Option B. Only one option can be activated at any point in time. Business Continuation Routing is available on PBX trunks, business exchange access lines, Single Line ISDN lines, Centrex type station lines, DSS Basic trunks and DID numbers.

###### **2. Definitions**

###### **Service Establishment**

The administration of the initial customer service request and testing of the predefined service configuration.

###### **Activation**

The act of invoking a pre-established Business Continuation Routing option by the customer.

###### **Occurrence**

Each separate occasion that the plan configuration is implemented for activation purposes.

###### **Group**

A group is a group of telephone numbers that will be redirected in the same way. For example, if redirection is invoked under Option A, all telephone numbers within that group will be redirected to the numbers under Option A.

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.2. (Cont'd)

Number Establishment or Number Change Charge

The creation of database elements allowing network forwarding to take place. Includes implementation of and or change to any option of a customer telephone number provisioned in the network.

Telephone User Interface

User interaction with the telephone through the interactive voice response system to enable Business Continuation Routing.

3. Terms and Conditions

- a. The Company will furnish Business Continuation Routing where facilities permit.
- b. A maximum of 100 numbers per wire center, per customer is allowed.
- c. The Company reserves the right to invoke a throttling process that could block calls in order to protect the network from extraordinary traffic loads. Extreme call loads could be hazardous to our network.
- d. Business Continuation Routing may be activated 24 hours a day, seven days a week by notifying the Company.
- e. The telephone numbers where the calls will be redirected when Business Continuation Routing is invoked must be in place or subscribed to at the same time as Business Continuation Routing.
- f. Suspension of service, either full or partial of Business Continuation Routing, is not permitted.
- g. Should the customer opt to redirect calls to an intra/interLATA exchange telephone number from the forwarding switch, the customer will be responsible for the selection of the interexchange carrier and all associated rates and charges billed by the interexchange carrier.
- h. The Company will not be responsible for verification or working status of telephone numbers chosen by the customer for their option selections.

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**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.3. (Cont'd)

- i. The customer must redirect all telephone numbers in a group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be preassigned upon the establishment of the service.
4. Rates and Charges
- a. Rates and charges for Business Continuation Routing are in addition to the rates and charges for any other services associated with Business Continuation Routing.
  - b. Nonrecurring charges will apply when adding or changing services associated with Business Continuation Routing.
  - c. A Service Establishment charge will apply for Business Continuation Routing.
  - d. Extraordinary Networking rates and charges will be developed on an individual case basis when unique engineering and/or customer specified dedicated investment is required.

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**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.4. (Cont'd)

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Service Establishment Charge[1]	SEPCS	\$150.00	—
• Service Change Charge[2]	REAKW	50.00	—
• Number Establishment or Number Change Charge, per number	REAKY	8.50	—
• Digital Switched Service/ Primary Rate Service capability, per DS1 Facility[3,4]	C2RDX	—	\$100.00
• Access Line/Trunk capability, per line and/or trunk[3,4]	C2RLX	—	5.00

[1] Applies on initial installation only.

[2] Applies per order when adding additional numbers.

[3] With Digital Switched Service or Primary Rate Service, the customer will be billed the rate associated with the quantity of Digital Switched Facilities (DS1s) or Access Lines (DID numbers), but not both.

[4] Includes the first Company activation occurrence in a 30 day period not to exceed 48 hours of continuous operation.

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**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.4. (Cont'd)

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>MONTHLY RATE</b>	<b>DAILY RATE</b>
• Activation Charge[1]				
- 2nd or more occurrences, in 30 day period or continuance of first occurrence beyond 48 hours of activation	N/A	\$100.00	—	\$200.00
• Group Establishment Charge, per group[2]	SEPCU	50.00	—	—

[1] Includes the first Company activation occurrence in a 30 day period not to exceed 48 hours of continuous operation. Date for billing purposes is determined when the service is restored to normal condition.

[2] Does not apply to the first group on initial installation.

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)**

**10.10.10 CENTRAL OFFICE SIGNALING FOR MESSAGE REGISTER SERVICE**

A. Description

Central Office Signaling for Message Register Service provides a count of completed outgoing calls originating from the customer's premises.

B. Terms and Conditions

1. This service is available only on PBX trunks and is provided only where facilities and operating conditions permit.
2. Refer to the appropriate sections for other types of Message Register Service.
3. The Company shall not be liable for any special, incidental, or consequential damages or for loss, damage or expense directly or indirectly arising from the customer's use of, or inability to use Central Office Signaling for Message Register Service.

C. Rates and Charges

Rates and Charges for this service are in addition to the charges and rates for the class, type and grade of service furnished.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Central Office Signaling for Message Register Service, each PBX Trunk equipment[1]	MR8	\$14.00	\$8.00

[1] Rates and charges apply as specified for a 1009-01 Series Control Channel between the serving central office and the customer's premises for each trunk equipped.

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**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)**

**10.10.11 TRANSFER ARRANGEMENT**

A. Description

This arrangement consists of a central office-located relay which is activated via a separately provided intraoffice channel and premises-located key. This arrangement permits the customer to temporarily disconnect a circuit at one location and transfer service to that circuit to a secondary location.

B. Terms and Conditions

1. An intraoffice channel and on-premises key are required in addition to the transfer arrangement.
2. This service is provided where facilities are available and subject to equipment limitations.
3. Rates shown below apply only to transfer arrangements utilizing a customer-provided key installed on or after December 30, 1982.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Transfer Arrangement	TEECP	\$13.00	\$0.35

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A. 211 Service

1. Description

211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

2. Terms and Conditions

- a. 211 Service is available in Qwest Corporation territory only. To provide 211 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 211 code.
- c. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in 5.7.1, preceding.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

f. Access to 211 is not available to the following classes of service:

- 1+,
- 0+, 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the 211 subscriber will not be completed.

- g. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- h. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 211 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- j. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Idaho Public Utilities Commission.
- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 211 Service is provided where facilities permit.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- n. The 211 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
- o. 211 will be provided under the following conditions:
  - (1) The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
  - (2) The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with the service.
  - (3) The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 211 Services is not allowed.

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2.o. (Cont'd)

- (5) The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
  - (6) The Company will provide both oral and written notification when a 211 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- p. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:
- (1) The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (3) The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 211 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- q. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A. 211 Service (Cont'd)

3. Rates and Charges

- a. A Service Establishment charge will apply per point-to number.
- b. 211 subscribers will pay the normal cataloged charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
- c. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- d. Charges applicable to 211 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$300.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	30.00
(3) Charge per call routed	-

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE (Cont'd)**

**B. 311 Service**

**1. Description**

311 Service (311) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.

**2. Terms and Conditions**

- a. 311 Service is available in Qwest Corporation territory only. To provide 311 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 311 code.
- c. 311 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2. (Cont'd)

- e. Directory listings may be provided for 311 under the terms, conditions, rates and charges specified in 5.7.1, preceding.
- f. Access to 311 is not available to the following classes of service:
  - 1+,
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 311 subscriber will not be completed.

- g. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity, either directly or indirectly.
- h. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 311 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 311 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 311 from areas where 311 Service is not provided will be advised that the service is not available from their number.
- j. Disputes regarding geographic coverage by two or more 311 subscribers will be referred to the Idaho Public Utilities Commission.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2. (Cont'd)

- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 311 Service is provided where facilities permit.
- n. The 311 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach non-emergency local government services provided by dialing 311.
- o. 311 will be provided under the following conditions:
  - (1) The 311 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to handle calls to 311 without impairing the Company's general telephone service or telephone plant.
  - (2) The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2.o. (Cont'd)

- (3) The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 311 Services is not allowed.
  - (5) The 311 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Company, the 311 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
  - (6) The Company will provide both oral and written notification when a 311 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 311 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- p. The following conditions apply if the 311 subscriber provides a pre-recorded announcement:
- (1) The 311 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 311 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.

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**10.11.3 N11 SERVICE**

B.2.p. (Cont'd)

- (3) The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- (4) The 311 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- q. The Company may take all legal and practical steps to disassociate itself from 311 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, its employees or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 311 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone or ZIP Codes can be provided where technically feasible.

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**10.11.3 N11 SERVICE**

**B. 311 Service (Cont'd)**

**3. Rates and Charges**

- a. A Service Establishment charge will apply per point-to number.
- b. 311 subscribers will pay the normal cataloged charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises.
- c. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- d. Charges applicable to the 311 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$300.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	30.00
(3) Charge per call routed	-

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE (Cont'd)**

C. 511 Service

1. Description

511 Service ("511") is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

2. Terms and Conditions

- a. 511 Service is available in Qwest Corporation territory only. To provide 511 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This services if provided subject to the availability of the 511 code.
- c. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 511 at rates under the terms, conditions, and rates specified in 5.7.1, preceding.



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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

f. Access to 511 is not available to the following classes of service:

- 1+,
- 0+, 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the 511 subscriber will not be completed.

- g. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- h. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 service is not being provided will be advised that the service is not available from their number.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- j. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Idaho Public Utilities Commission.
- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 511 Service is provided where facilities permit.
- n. The 511 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach travel information services provided by dialing 511.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- o. 511 will be provided under the following conditions:
- (1) The 511 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant.
  - (2) The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 511 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 511 Service is not allowed.
  - (5) The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. If requested by the Company, the 511 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
  - (6) The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- p. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:
- (1) The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 511 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
  - (3) The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- q. The Company may take all legal and practical steps to disassociate itself from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C. 511 Service (Cont'd)

3. Rates and Charges

- a. A Service Establishment charge will apply per point-to number.
- b. 511 subscribers will pay the normal cataloged charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
- c. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- d. Charges applicable to the 511 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$300.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	30.00
(3) Charge per call routed	-

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE (Cont'd)**

D. 811 Service

1. Description

811 Service ("811") is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide a means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

2. Terms and Conditions

- a. 811 Service is available in Qwest Corporation territory only. To provide 811 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 811 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 811 code.
- c. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.)
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 811 under the terms, conditions and rates specified in 5.7.1 of this Catalog.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

f. Access to 811 is not available to the following classes of service:

- 1+
- 0+, 0- (credit card, third-party billing, collect calls)
- 101XXXX

In addition, operator assisted calls to the 811 subscriber will not be completed.

- g. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
- h. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 service is not being provided will be advised that the service is not available from the number.
- j. Disputes regarding geographic coverage by two or more 811 subscribers will be referred to the Idaho Public Utilities Commission.



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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. The 811 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the One Call Center for services provided by dialing 811.

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

n. 811 will be provided under the following conditions:

- (1) The 811 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
- (2) The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- (3) The 811 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright or resulting from any claim of liable and slander.
- (4) Suspension of 811 Service is not allowed.
- (5) The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.
- (6) The Company will provide both oral and written notification when an 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

- o. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
  - (1) The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (3) The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

- p. The Company may take all legal and practical steps to disassociate itself from 811 subscribers who business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- r. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D. 811 Service (Cont'd)

3. Rates and Charges

- a. A Service Establishment charge will apply per point-to number.
- b. 811 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
- c. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- d. Charges applicable to the 811 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$300.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	30.00
(3) Charge per call routed	0.01

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**

A. Description

*QWEST* Residence Voice Messaging Service (also known as *QWEST* Voice Mail) provides an audio mailbox to record, store, retrieve, review, save and to handle audio messages for residence customers. The service will greet incoming callers with a personal or a standard greeting. It provides audio prompts and personal security codes for customers and users of the service. Customers can send, reply and copy/forward messages to others on the same local messaging system as well as send messages to others on the same messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can access the service from any tone signaling telephone. Listed below are the types of Voice Messaging Service available to residence customers:

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBDA) and with Message Waiting Indication (MWI) in addition to a voice messaging mailbox. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI provides a stutter dial tone when messages are waiting.

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication - Simultaneous (CFBDA/MWI-S)

This capability is provided by equipping a customer's telephone service with CFBDA and with MWI in addition to a voice messaging mailbox. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. CFBDA/MWI-S provides a simultaneous stutter dial tone and light indicator when messages are waiting.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**

A. Description (Cont'd)

Mailbox Only

This capability is provided by equipping a customer's telephone service with a voice-messaging mailbox only. It does not include any other service or feature. Customers subscribing to Mailbox Only must have their lines equipped with a Call Forwarding feature at rates and charges specified elsewhere. In addition, customers wishing to receive notification of new messages waiting to be retrieved must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

Anywhere Voice Mail - GRANDFATHERED

(C)

**Effective September 1, 2023, Anywhere Voice Mail is grandfathered and will no longer be available to new customers.**

(N)

(N)

Equipping a voice-messaging mailbox with Number Forwarding provides this capability. The mailbox functions the same as other mailboxes except the customer who subscribes to Anywhere Voice Mail does not have to have telephone service.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE (Cont'd)**

**B. Optional Features**

Message Notification

This option provides for the delivery or notification of new messages to a different location other than the customer's mailbox number. The customer has the option of sending messages to another telephone number or pager. The customer will have the ability to turn the notification on or off.

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in one increment (Level I) which provides up to 50 additional messages.

Extension Mailbox

This option gives the customer three reduced function mailboxes, in addition to their personal mailbox. Messages can be left for any of these extension mailboxes by pressing certain digits on a tone signaling telephone. Each of the extension mailboxes can have a personal greeting that is played after the caller makes a selection. Messages left in an extension mailbox can only be retrieved using the extension mailbox's security code.



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Release 5

Effective: 12-12-15

**NORTHERN IDAHO**  
Issued: 12-2-15

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**

B. Reserved for Future Use

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE (CONT'D)**

**D. Rates and Charges**

1. The rates and charges for Residence Voice Messaging Service with CFBDA/MWI include the provision of Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication.
2. Except as otherwise indicated, the rates and charges for Residence Voice Messaging Service are in addition to all rates and charges for the associated underlying service.
3. The rates are as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
• Mailboxes, each line arranged				
- With CFBDA/MWI	VMJXA	\$ 7.00	\$10.00	
- Discounted[1]	N/A	—	5.00	
- With CFBDA/MWI-S	VMJXB	7.00	10.00	
- Discounted[1]	N/A	—	5.00	
- Mailbox only	VMJXX	7.00	10.00	
- Discounted[1]	N/A	—	5.00	
- Anywhere Voice Mail - <b>GRANDFATHERED</b>				(C)
	VTLMX	10.00	18.00	

[1] The discounted rate applies for these mailboxes when subscribed to in association with *CUSTOMCHOICE* and *VALUECHOICE*.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**  
**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**  
D.3. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Optional Features		
- Additional Message Capacity		
- Level I	VMC1X	\$4.95
- Extension Mailbox	VBS	6.00
- Message Notification	VFN	4.95
- Spanish	S8V	—

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**NORTHERN IDAHO**

Issued: 6-5-13

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE (Cont'd)**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

A. Description

1. *QWEST* Business Voice Messaging Service (BVMS) (also known as *QWEST* Business Voice Mail) can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service will greet incoming callers with a personal or a standard greeting in either English or Spanish. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

2. Mailboxes

The following mailboxes are available with BVMS. These mailboxes are provided on a stand-alone basis, in association with one or more additional mailboxes, or with one or more options. The mailboxes are as follows:

Voice Mail

This mailbox answers incoming calls placed to the customer when their telephone number is busy or if the call is not answered. The Voice Mail mailbox can greet callers with a personal or standard greeting. The mailbox receives and saves the caller's message for review by the customer. The basic features of the Voice Mail mailbox include Route To Other Number, personal and extended absence greeting, security code, receiving and disposing of messages, pause, skip-forward, skip-backwards and replay of messages. Customers can also send, reply and copy/forward messages to others on the same local messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can retrieve messages left for them from any tone signaling telephone. It does not include any other service or feature. Customers subscribing to Voice Mail must have their lines equipped with a Call Forwarding feature at rates and charges specified elsewhere. In addition, customers wishing to receive notification of new messages waiting to be retrieved, must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

A.2. (Cont'd)

Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBLDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A provides a stutter dial tone when messages are waiting.

Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible/Visual

Equipping a customer's telephone service with CFBLDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

Call Forwarding- Don't Answer and Message Waiting Indication- Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Don't Answer (CFDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A provides a stutter dial tone when messages are waiting.

Call Forwarding-Don't Answer and Message Waiting Indication- Audible/Visual

Equipping a customer's telephone service with CFDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE**

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

##### **3. Optional Feature Mailboxes**

###### Call Routing

This feature is a front-end call routing service, using menu selections, that helps callers make quick connections to a particular customer or department's mailbox by pressing single digits on a tone signaling telephone. This feature is used in conjunction with any combination of two or more Voice Mail mailboxes. Calls placed to a call router may be directed to another call router.

This feature is not technically compatible with an Extended Absence Greeting.

###### Call Routing to Number

This feature is a front-end call routing service, using menu selections, that helps touch-tone callers make quick connections to a particular customer's or department's Voice Mail mailbox, or another local or 800/800 type telephone number. Below are the potential options a caller will have once they are in the call routing mailbox:

- Route to a Voice Mail mailbox, leave a message or press "0" and route to the customer's attendant, and/or,
- Route to another telephone number. If this number is busy, isn't answered, or is answered by some form of telephone answering, the caller will not be routed back to the original routing mailbox.

Calls routed via this service may route to numbers within the same local calling area or 800/800 type numbers. The customer has the option of selecting a default option for calls placed from rotary dial telephones. This feature must be used in conjunction with two or more Voice Mail mailboxes that are billed to the same telephone number.

This feature is not technically compatible with an Extended Absence Greeting.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

A. Description (Cont'd)

4. Optional Features

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in one increment (Level I) which provides up to 50 additional messages.

Extension Mailbox

This option gives the customer three reduced function mailboxes, in addition to their personal mailbox. Messages can be left for any of these Extension Mailboxes by pressing certain digits on a tone signaling telephone. Each of the Extension Mailboxes can have a personal greeting that is played after the caller makes a selection. Messages left in an Extension Mailbox can only be retrieved using the individual Extension Mailboxes' security code. This option is not technically compatible with Scheduled Greetings or an Extended Absence Greeting.

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Effective 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

A.4. (Cont'd)

Message Notification

This option provides for the delivery or notification of new messages to a different location other than the customer's mailbox number. The customer has the option of sending notification or messages to another number in their BVMS system, or notification only to a local telephone number or pager. A notification schedule may be established to call the customer immediately when new urgent messages are left in the customer's mailbox or when any message is left. The customer will have the ability to turn the notification on or off.

Scheduled Greetings

This option offers the customer the ability to have two separate greetings that would play at different times during the workday. These "open" and "closed" greeting times would be controlled by the customer. The customer can also designate that either of these greetings be played at different times during the weekend.



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Release 5  
Effective: 12-12-15

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**December 12, 2015**  
**Boise, Idaho**

**NORTHERN IDAHO**  
Issued: 12-2-15

**10. MISCELLANEOUS SERVICE OFFERINGS**

- 10.12 VOICE MESSAGING SERVICE**
- 10.12.2 BUSINESS VOICE MESSAGING SERVICE**
  - A.4. Reserved for Future Use

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)**

**B. Terms and Conditions**

1. The minimum service period for BVMS is one month.
2. BVMS will be provided 24 hours per day, 7 days per week.
3. BVMS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.
4. Customers subscribing to Voice Mail mailbox should have their lines equipped with Call Forwarding - Variable, Call Forwarding Busy Line, Call Forwarding Don't Answer or Call Forwarding Busy Line/Don't Answer, or Remote Access Forwarding/Scheduled Forwarding in order to transport their calls to the voice response unit. Customers wishing to receive notification of messages waiting to be retrieved must have their lines equipped with Message Waiting Indication.
5. The Company may apply, at no monthly charge, additional features for the purpose of enhancing service. Spanish and the restart function are examples of these features.
6. Any long distance or usage charges that may be generated when using Call Routing to Number will be the responsibility of the Call Routing to Number customer.
7. Customers with a Voice Mail mailbox may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in C., following.

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TRANSMITTAL NO. 13-02-NID

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Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

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Issued: 6-5-13

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)**

C. Rates and Charges

1. Changes in the ringing cycle associated with the Call Forwarding-Busy Line/Don't Answer feature will be charged for in accordance with the rates and charges for that feature.
2. The "add and/or change..." nonrecurring charge applies for each mailbox added or changed.
3. The CRTS monthly rate applies for each menu selection on the call router being studied.
4. The rates and charges for BVMS are in addition to all rates and charges for the associated underlying service.

a. Month to Month Rates

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Add and/or change router and/or Route to Other Number, per mailbox/router[1,2,3]	REAVD	\$10.00	-

[1] Charge does not apply to router if the router is added at the same time as a mailbox is added.

[2] Charge does not apply to add Route To Other Number if Route To Other Number is added at the same time the associated router or mailbox is added.

[3] With each order placed, customers may make from one to ten number changes to each call router associated with Call Routing to Number. This note does not apply to changes in the Call Routing Feature.

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TRANSMITTAL NO. 13-02-NID

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Release 3

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

C.4.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Mailboxes, each			
- Voice Mail	MBB, MBBXA	\$10.00	\$13.95
- Discounted[1]	N/A	-	9.75
- With CFBLDA & MWI-A[2]	VVMAD	[3]	16.72
- With CFBLDA & MWI-A/V[2]	VVMAE	[3]	17.55
- With CFDA & MWI-A[2]	VVMAF	[3]	16.20
- With CFDA & MWI-A/V[2]	VVMAG	[3]	17.05
• Optional mailboxes, each			
- Call Routing[4]	VPH, VPHXA	-	9.95
- Call Routing to Number[4]	VJMXU, VJMXV	-	12.00

[1] The discounted rate applies when subscribed to in association with Business *CUSTOMCHOICE*, Centrex 21, or *QWEST BUSINESS LINE PLUS*.

[2] Nonrecurring charge applies in addition to the nonrecurring charge for voicemail mailbox.

[3] Nonrecurring charge is equal to the nonrecurring charge associated with the installation of message waiting indication and call forwarding features.

[4] A minimum of two mailboxes is required.

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 THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
 TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
Exchange and Network Services  
Catalog No. 3

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Release 7  
Effective: 12-12-15

Idaho Public Utilities Commission  
Office of the Secretary  
ACCEPTED FOR FILING  
December 12, 2015  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 12-2-15

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**  
**10.12.2 BUSINESS VOICE MESSAGING SERVICE**  
C.4.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Optional features, per mailbox, each			
- Additional Message Capacity			
- Level I	VMC1X	-	4.95
- Extension Mailbox	VBS	-	6.95
- Message Notification	VFN	-	4.95
- Scheduled Greetings	VGT	-	4.95

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(D)

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 15-11-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

C.4. (Cont'd)

b. Monthly Rates - Volume Discounted

- (1) Volume discounts are offered to customers, which allows customers to pay a guaranteed fixed monthly rate for Voice Messaging over a 1- to 6-year period. Customers who sign an agreement are guaranteed against Company initiated changes in the monthly rates for the length of the agreement. The minimum service period for these agreements is 12 months and mailbox quantities may vary within the contracted price category. The terms specified in the Termination Liability/Waiver Policy in 2.2.14, preceding, apply.
- (2) The nonrecurring charges are specified in 10.12.2.C.4.a.

	<b>12 TO 23 MONTHS</b>	<b>24 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 72 MONTHS</b>
• Mailboxes, each				
- Voice Mail				
2 - 5	\$11.48	\$11.22	\$10.84	\$10.84
6 - 35	11.22	10.84	10.46	10.20
36 - 60	10.84	10.46	10.20	9.95
61 - 150	10.46	10.20	9.95	9.56
151 - 500	10.20	9.95	9.56	9.18
501 +	10.20	9.56	9.18	8.93
• Optional Features, per mailbox, each				
- Additional Message Capacity - 50 Messages				
	2.50	2.25	2.00	1.75
- Message Notification				
	2.50	2.25	2.00	1.75
- Scheduled Greetings				
	2.50	2.25	2.00	1.75

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 THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
 TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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**Catalog No. 3**

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

C.4.b.(2) (Cont'd)

	<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>
• Centrex 21 Voice Mail		
1 - 5	\$9.75	\$9.75
6 - 35	9.75	9.75
• Centrex 21 Optional Features, per mailbox, each		
- Additional Message Capacity	1.75	1.75
- 50 messages		
- Message Notification	1.75	1.75
- Scheduled Greetings	1.75	1.75

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.13 CALL LINE IDENTIFIER**

A. Description

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) for applicable terms and conditions.

B. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$ 46.00	\$ 108.00
Renewal, Each	20.00	41.00



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Release 5  
Effective: 11-8-19

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING**  
November 8, 2019  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 10-29-19

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

<b>SUBJECT</b>	<b>PAGE</b>	
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NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 19-11-NID

### **13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

#### **13.1 CUSTOMER PREMISES WIRE**

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

Premises wire is wiring located within individual living units or business suites. Premises wire includes extension wiring between buildings on continuous property on the customer's side of the Network Interface. Premises wire does not include riser cable or interbuilding cable located between the Network Interface and the individual living unit or business suite.

All wiring must comply with Part 68 of the Federal Communication Commission's (47 CFR 68) Rules and Regulations and the National Electrical Code or Company-provided technical standards.

##### **B. Definitions**

###### Change

The change of premises wire at the request of the customer.

###### Complex Premises Wire

Wiring and jacks on a premises that is associated with customer-provided equipment such as Multiline Telephone Systems, PBX Systems, Multifunction Systems, LAN and data equipment (programmable, universal and fixed loop loss), etc.

###### Estimate

A broad statement of expected price, which is not necessarily the price the customer will be billed.

###### Firm Bid

A firm price, in writing, for a stated purpose and good for a limited time period. Quotations accepted by the customer will be billed at the stated price, regardless of the actual costs incurred by the Company.

###### Intra Premises Wire

Wiring located on the customer's side of the Network Interface, within the same building or between different buildings, on continuous property.

### **13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

#### **13.1 CUSTOMER PREMISES WIRE**

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

##### Minimum Point of Presence (MPOP)

The Minimum Point of Presence is the location where the Company's protected network facilities end. The Network Interface/Demarcation point will be located at the MPOP.

##### Moves

A customer-requested move of premises wiring from one location to another on the same premises.

##### Network Interface

The Network Interface for the connection of customer premises wire consists of a standard registered jack and is provided as part of the exchange access line. The Network Interface will be installed on or near the customer's premises, at a location determined by the Company, which is accessible to the customer. The Network Interface is normally combined with, or in close proximity to, the protector or equivalent.

##### Noncomplex Premises Wire

Wiring and jacks on the customer's side of the Network Interface that does not terminate in customer-provided equipment described under Complex Premises Wire.

##### Rearrangement

Work required to remove and/or replace premises wiring and/or jacks in response to a customer's request for a relocation of premises wire.

##### Service Call

A premises visit by a Company employee or representative for the purpose of performing billable premises work requested by the customer or the customer's representative.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.1 CUSTOMER PREMISES WIRE (Cont'd)**

C. Terms and Conditions

1. Premises wire may be installed and/or maintained by the Company or the customer. Where installation or maintenance is provided by the Company, rates and charges specified in this Catalog will apply.
2. Billable work performed on the network side of the Network Interface can be found in 3.1.2, preceding.
3. The customer or property owner must provide and maintain, or pay the expense of, rights-of-way, poles, attachments, conduits or other supporting structures required for the placing of premises wire.

D. Warranties For Installation and Repair of Premises Wire

1. Limited Thirty-Day Installation Warranty

a. Coverage

The Company warrants the premises wiring for a period of thirty days. If there is a defect or malfunction, the Company will, at its option, either repair or replace this wiring at no charge to the customer. If replacement parts are used in making repairs, these parts may be refurbished or may contain refurbished materials.

b. Exclusions

- (1) The warranty shall not apply to defects and malfunctions resulting from any equipment or service furnished by any person other than the Company, any accident, alteration, abuse, misuse, fire, Acts of God, such as storms and floods, or any unauthorized repair.
- (2) The Company disclaims any and all implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose.
- (3) The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of, or inability to use this wiring, either separately or in combination with other equipment.

**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network Services**  
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**SECTION 13**

Page 4

Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.1 CUSTOMER PREMISES WIRE**

D.1. (Cont'd)

c. Customer Responsibility

- (1) To obtain Company repair service, the customer must call the Company repair number which can be found in the telephone directory, or call any Company Business Office, collect.
- (2) When the repair person arrives and before any work is performed, the customer must present proof of the date the warranty commenced before any warranty work can be performed.

E. Responsibility of the Customer

1. Where the customer elects to install and/or maintain premises wire, such installation and/or maintenance must comply with Part 68 of the FCC Rules and Regulations and the National Electrical Code as well as any applicable local electrical codes or Company-provided technical standards.
2. Where customer premises wire is maintained by the customer, the customer is responsible for correcting any service difficulty upon notice from the Company that such wire is causing the difficulty.

F. Violation of Regulation

1. Where any customer-provided premises wire or associated jack has been installed or maintained in violation of Part 68 of the FCC's Rules and Regulations, National or applicable local Electrical codes or Company-provided technical standards, the Company will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of premises wire, as is necessary for the protection of the telecommunications network and/or Company employees.
2. The customer shall discontinue use of the customer-provided premises wire and/or associated jacks or correct the violation and notify the Company in writing within 10 days after receipt of Company notice of violation that the violation has been corrected.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

### **13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

#### **13.2 PREMISES WORK CHARGES**

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

Premises Work Charges are charges for work performed on the customer's side of the demarcation point by a Company employee or representative, at the customer's request, which are not covered by other charges. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the network side of the demarcation point is excluded from Premises Work Charges.

Included in the Premises Work Charges category are Time and Material Charges, the Premises Visit Charge, the Flat Installation Charge and the Trouble Isolation Charge.

Time and Material Charges are charges applicable for repair work, rewiring and installations of complex wiring. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements.

##### **B. Definitions**

###### Initial Time and Material Charge

The first 30 minute increment or fraction thereof of billable premises work performed on the customers premises.

###### Additional Time and Material Charges

All 15 minute increments or fraction thereof beyond the first 30 minute increment of billable premises work performed on the customer's premises.

###### Flat Installation Charge

A nonrecurring charge(s) which applies to noncomplex wire and jack installation.

###### Premises Visit Charge

A charge per premises visit or series of visits by a Company technician to the customer premises for the purpose of performing billable premises work requested by the customer or customer's representative.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES

B. Definitions (Cont'd)

Trouble Isolation

A nonrecurring charge which applies when the Company **dispatches a technician to investigate a customer reported issue and determines the trouble is caused by customer wiring, equipment, or customer actions. The charge also applies when a customer requests or allows CenturyLink to dispatch a technician to investigate and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access. This charge is waived for customers who have inside wire protection, unless CenturyLink determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, the charge applies whether or not the customer has inside wire protection.**

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C. Terms and Conditions

1. Premises Work Charges are in addition to other applicable rates and charges.
2. Premises Work Charges apply to all customer-requested:
  - Installations, moves, changes, removals, rearrangements and replacements of premises wire, per premises visit.
  - Maintenance [1]
  - Repair visits for replacement or repair of customer inside wire[1]
  - Replacement of wire not installed in accordance with technical standards.
  - Prewiring
3. A Premises Visit Charge is in addition to all applicable Time and Material Charges except as specified.

[1] When the customer has previously subscribed to a Company Premises Wire Maintenance Plan, Time and Material Charges **and** Premises Visit Charge will not apply. **A Trouble Isolation Charge will also not apply except as otherwise Specified in Section 13.2.C.13.**

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

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

4. The Flat Installation Charge is applicable only to installations of noncomplex wiring.
5. The Flat Installation Charge does not apply to rewiring work. Time and Material Charges would apply.
6. Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.
7. Only one Initial Time and Material Charge and one Premises Visit Charge will apply when, for Company initiated reasons more than one Company technician or representative is involved in performing premises work on the same premises. Only Additional Time and Material Charges apply for work performed by the additional technicians or representatives.
8. Except as specified in 7., above, one Initial Time and Material Charge, one Premises Visit Charge and any Additional Time and Material Charges will apply per Company technician or representative when performing premises work on the same premises, per premises visit.
9. Premises Work Charges and a Premises Visit Charge apply separately for each premises involved per service call, when billable premises work is performed on premises wire. Such charges are due and payable when billed.
10. Wiring work requested by the customer and performed under the Time and Material Charge Plan under Schedules II and III is subject to a minimum charge of two hours for business customers.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

C. Terms and Conditions (Cont'd)

11. Premises Work Charges do not apply to the following work:

- To move or change a customer's telephone service if required or initiated by the Company.
- To install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
- The "from" portion of work involved in a transfer of service from one premises to another.
- Disconnection of access line services providing no work subject to Premises Work Charges is involved.
- Repair service except as stated otherwise.

12. Business customers utilizing complex wiring may request an estimate or a firm bid before ordering wire installation work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual Premises Work Charge incurred. When a firm bid is provided at the customer's request, the charge to be billed is the amount quoted to the customer for the work requested.

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(M) Material moved to Page 8.1.

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Release 2

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**June 1, 2020**  
**Boise, Idaho**

**NORTHERN IDAHO**  
Issued: 05-20-2020

Effective: 06-01-2020

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

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

13. When a customer is not a subscriber of a Company Premises Wire Maintenance Plan, and a Company **technician visits** the customer's premises to **investigate a customer-reported trouble**, the customer will be subject to the following charges:

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**a. A Trouble Isolation Charge if:**

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- **A service difficulty is found to be caused by customer-provided equipment, wire, facilities or communications system on the customer's side of the network interface device and the customer does not have the Company repair the premises wire trouble. However, this charge will not apply when a service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).**

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- **The customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.**

(N)

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- **The Company is able to determine conclusively through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, the charge applies whether or not the customer has inside wire protection.**

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**b. A Premises Visit Charge and Time and Material Charges, as found in D.1.a and b. and D.2.a. and b., following, will apply if the customer requests the Company to isolate and repair the premises wire trouble. A Trouble Isolation Charge will not apply.**

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**c. A Premises Visit Charge and Time and Material Charges, as found in D.1.a. and b. and D.2.a and b., following, will apply if the customer has isolated the trouble and has the Company make the appropriate repairs. A Trouble Isolation Charge will not apply.**

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Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**  
Issued: 6-5-13

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES (Cont'd)**

D. Charges

1. Residence

a. Time and Material Charges  
(Maintenance/Repair and  
complex wire installation.)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule I		
Applicable to work performed during regularly scheduled business hours.		
- Initial 30 minute increment or fraction thereof	HRD11	\$60.00
- Additional 15 minute increment or fraction thereof	HRDA1	30.00
• Schedule II		
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD12	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	35.00

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

D.1.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule III		
Applicable to work performed on Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD13	\$80.00
- Additional 15 minute increment or fraction thereof	HRDA3	40.00
b. Premises Visit Charge[1]		
• Per visit	N/A	25.00
c. Flat Installation Charge		
Applies for the installation of noncomplex wire and jacks.		
Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.		
	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Per order, per premises		
- 1st Jack	HRDJ1	\$99.00
- Each Additional	HRDS1	60.00

[1] A Premises Visit Charge applies to all Time and Material Charge Schedules except as specified elsewhere.

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Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**

Issued: 6-5-13

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

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

**2. Business**

**a. Billable Time and Material Charges**  
(Maintenance/Repair and  
Installation of complex wiring)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
<ul style="list-style-type: none"><li>• Schedule I</li></ul> <p>Applicable to work performed during regularly scheduled business hours.</p> <ul style="list-style-type: none"><li>- Initial 30 minute increment or fraction thereof</li><li>- Additional 15 minute increment or fraction thereof</li></ul>	<p>HRD11</p> <p>HRDA1</p>	<p>\$60.00</p> <p>30.00</p>
<ul style="list-style-type: none"><li>• Schedule II[1]</li></ul> <p>Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays.</p> <ul style="list-style-type: none"><li>- Initial 30 minute increment or fraction thereof</li><li>- Additional 15 minute increment or fraction thereof</li></ul>	<p>HRD12</p> <p>HRDA2</p>	<p>70.00</p> <p>35.00</p>

[1] Subject to a minimum charge of two hours.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Release 2

Effective: 6-15-13

Idaho Public Utilities Commission  
Office of the Secretary  
**ACCEPTED FOR FILING (C)**  
June 15, 2013  
Boise, Idaho

**NORTHERN IDAHO**

Issued: 6-5-13

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

D.2.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule III[1]		
Applicable to work performed on Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD13	\$80.00
- Additional 15 minute increment or fraction thereof	HRDA3	40.00
b. Premises Visit Charge[2]		
• Per visit	N/A	25.00
c. Flat Installation Charge		
Applies for the installation of noncomplex wire and jacks.		
Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.		
• Per order, per premises		
- 1st Jack	HRDJ1	\$110.00
- Each Additional	HRDS1	70.00

[1] Subject to a minimum charge of two hours.

[2] A Premises Visit Charge applies to all Time and Material Charge Schedules except  
as specified elsewhere.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

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

3. Holidays subject to Schedule III Residence and Business Charges are:

<b>HOLIDAYS</b>	<b>DAY OBSERVED</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

4. Material

- Normal repair material are included in the first increment charge and are not billed separately, e.g., RJ11C, RJ14C, PWL, 2 to 6 per inside wire, faceplates, staples, screws, nails, tape, connectors, etc.,
- Additional material charges are based on current Company material price list.

<b>USOC</b>	<b>NONRECURRING CHARGE</b>
AKT++ (e.g., AKT57)	\$1 to 99 \$57.00)
BAC++ (e.g., BAC01)	\$100 to 199 \$101.00)
CDR++ (e.g., CDR73)	\$200 to 299 \$273.00)
DPY++ (e.g., DPY29)	\$300 to 399 \$329.00)
Two USOCs (e.g., CDR63/ DPY00)	\$400 + \$563.00)

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES**

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

5. Trouble Isolation Charge [1]

	<u><b>USOC</b></u>	<u><b>NONRECURRING CHARGE</b></u>
Residence and Business	LTESX	<b>\$99.00 (I)</b>

[1] See C.13.2.C.13.a. preceding, for charge applications. Premises Visit Charge does not apply when LTESX is applicable.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.3 RESIDENCE MAINTENANCE PLANS**

A. Description

1. Residence Maintenance Plans are available from the Company for noncomplex residence customers. These noncomplex maintenance plans provide for trouble isolation and maintenance of premises wire and associated jacks located on the customer side of the Network Interface.
2. The following plans are available:

Residence *LINE-BACKER* Service (a.k.a. Inside Wire Protection)

(T)

A premises wire maintenance plan that provides residence customers with inside wire and jack repair, and isolation of trouble. With the exception of a qualifying package customer, i.e. *QWEST* Home Phone, each individual line at an address is subject to the per premises, per line (OWM) rate in C., following. Customers who subscribe to a package with multiple lines at an address may subscribe to *LINE-BACKER* at the per premises rate (OWMPA) in C., following. The per premises rate provides coverage to all lines on the account.

B. Terms and Conditions

1. Residence Maintenance Plans are subject to a minimum billing period of one month.

### 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

#### 13.3 RESIDENCE MAINTENANCE PLANS

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

2. When a trouble condition is attributed to the presence of nonstandard wiring or installation, only that portion of the wiring and jacks where the problem exists will be rewired, if necessary, using standard wire, jacks and installation methods. The Company will not entirely rewire the premises even though nonstandard wire may have been used on other working jacks. Rewiring work that is required to remedy an existing case of trouble will be performed in a reasonable manner.
3. Coverage of these plans will commence for existing customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan, except as follows: When a customer reports a trouble to the Company and, before a Company technician is dispatched, elects to subscribe to the Plan, the Trouble Isolation Charge will be waived, **except as described in Section 13.2.C.13.a.**, and the Plan will apply for that reported trouble. (T)

If a customer elects to subscribe to the Plan after a Company technician isolates a trouble on the customer's side of the network interface device, the Plan will become effective the day following repair of the reported trouble. If the customer authorizes the Company to make the needed repairs, the applicable repair charges for inside wiring and/or customer-provided equipment will apply.

If the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer's inside wiring that is covered by the Plan, a technician will not be dispatched to the customer's premises. If, upon customer demand, a technician is then dispatched, and no trouble is found, the **Trouble Isolation Charge** will apply. (T)

New customers or customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. The Plan will not cover installation of new jacks and wiring or rewiring of existing jacks at the new location.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.3 RESIDENCE MAINTENANCE PLANS**

- B. Terms and Conditions (Cont'd)
- C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE [2]
• <i>LINE-BACKER</i> Service (a.k.a. Inside Wire Protection)			
- per premises, per line	LBRXB	—	\$20.00 (I)
- per premises[1]	OWMPA	—	20.00 (I)

[1] Rate for *LINE-BACKER* service is available on a per premise basis when an account has a specific voice package that includes wire maintenance.

[2] As of September 1, 2018, a discount no longer applies when *LINE-BACKER* Service is added as an option to a single line or multiline *QWEST* Home Phone package described in 105.9.1 of this Catalog.

### 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

#### 13.4 BUSINESS MAINTENANCE PLANS

##### A. General

Business *UNISTAR* Service (a.k.a. Inside Wire Protection) provides for inside wire maintenance, trouble isolation and repair services for business customers as specified below.

##### B. Terms and Conditions

1. Business *UNISTAR* Service is subject to a minimum billing period of one month.
2. Coverage of these plans will commence for existing customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan, except as follows: When a customer reports a trouble to the Company and, before a Company technician is dispatched, elects to subscribe to the Plan, the Trouble Isolation Charge will be waived, **except as described in Section 13.2.C.13.a.**, and the Plan will apply for that reported trouble. (T)

If a customer elects to subscribe to the Plan after a Company technician isolates a trouble on the customer's side of the network interface device, the Plan will become effective the day following repair of the reported trouble. If the customer authorizes the Company to make the needed repairs, the applicable repair charges for inside wiring and/or customer-provided equipment will apply.

If the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer's inside wiring that is covered by the Plan, a technician will not be dispatched to the customer's premises. If, upon customer demand, a technician is then dispatched, and no trouble is found, the **Trouble Isolation Charge** will apply. (T)

New customers or customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. The Plan will not cover installation of new jacks and wiring or rewiring of existing jacks at the new location.

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS**

B. Terms and Conditions

(D)  
|  
(D)

C. Business *UNISTAR* Service (a.k.a. Inside Wire Protection)

1. Description

Business *UNISTAR* Service provides for the following:

- Noncomplex coverage which includes maintenance of the inside wire and jacks within the individual business suite. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Complex coverage which includes isolation and maintenance of the inside wire from the inside terminal or MPOP to the common equipment jack. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Waiver of Premises Work Charges when trouble is isolated to customer-provided equipment.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS (Cont'd)**

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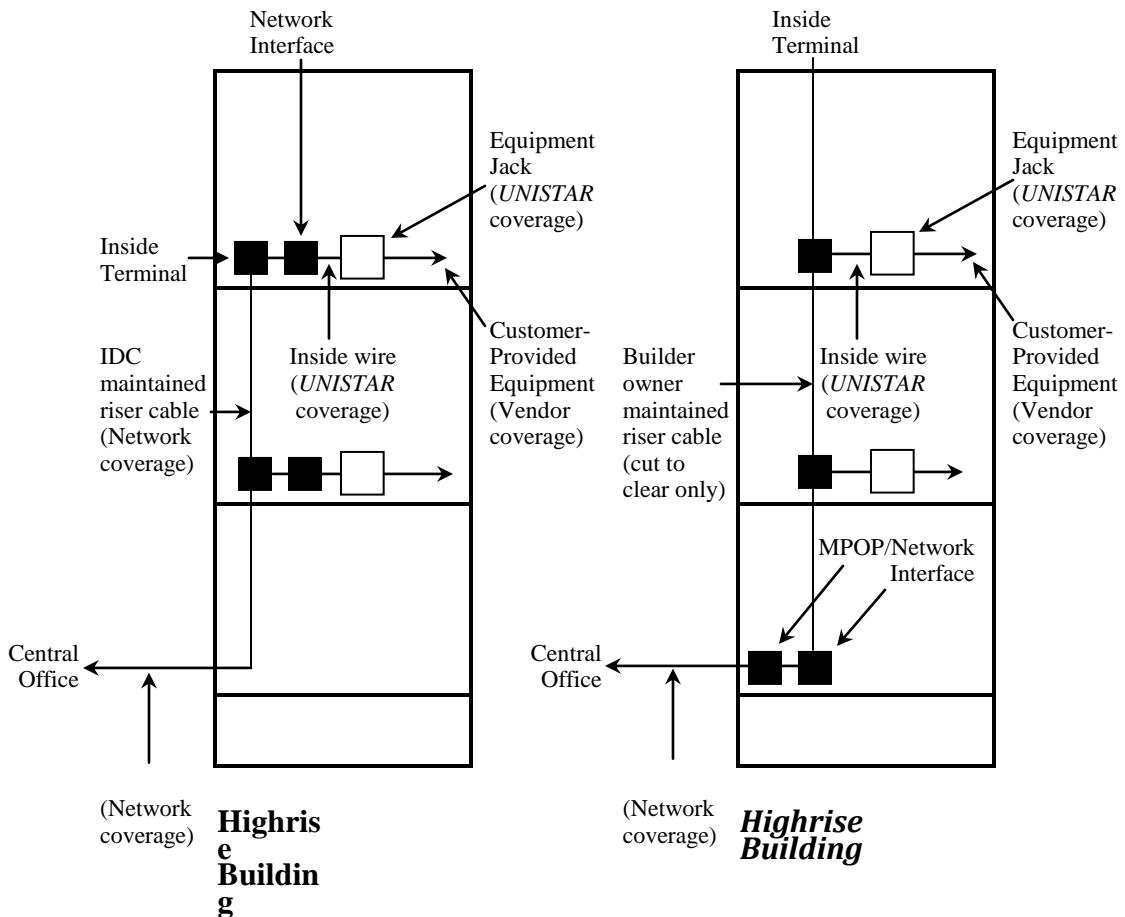
**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS (Cont'd)**

D. Illustrations

1. The following illustration exemplifies the network coverage, Business *UNISTAR* Service, and Customer/Vendor coverage.

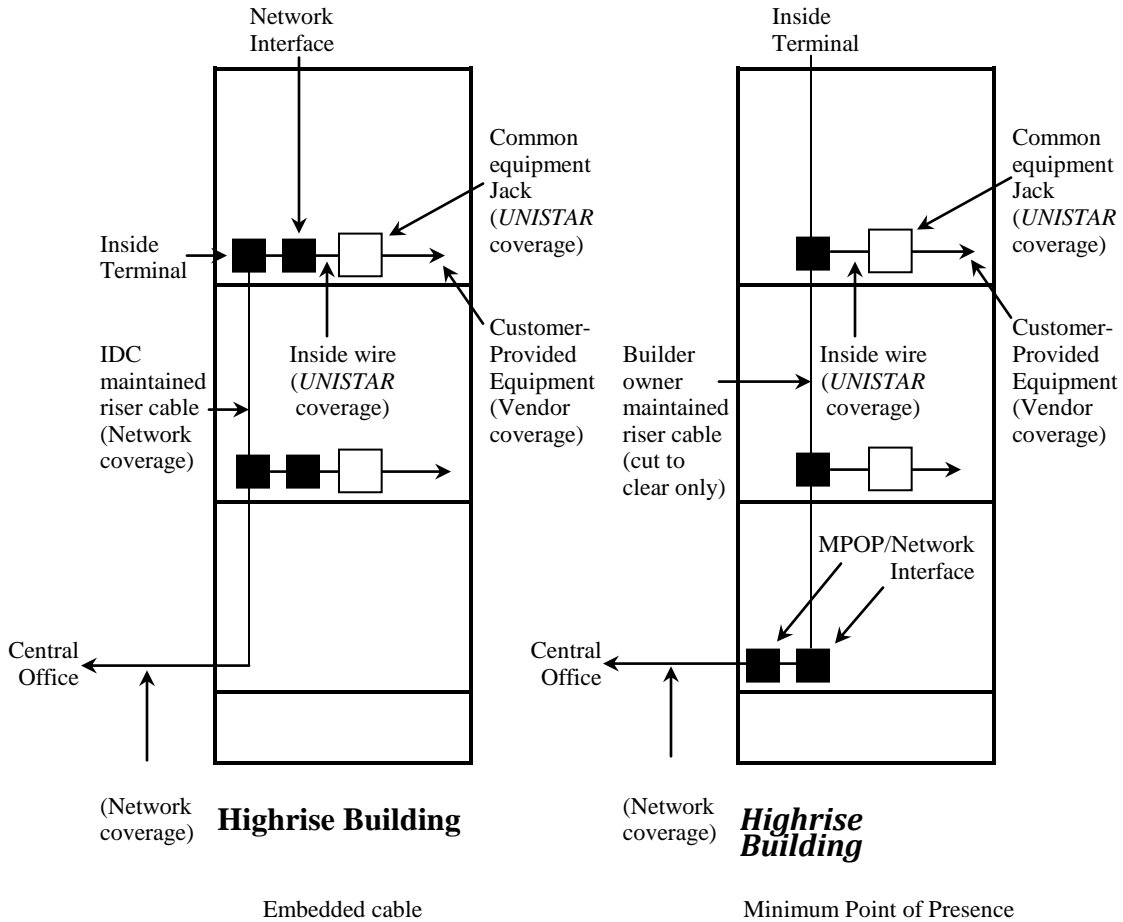
**NONCOMPLEX COVERAGE**



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS**  
 D. Illustrations (Cont'd)

**COMPLEX COVERAGE**





**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS (CONT'D)**

E. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business <i>UNISTAR</i> Service, (a.k.a. Inside Wire Protection) each line	SEQ1X	—	<b>\$20.00 (I)</b>

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**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

Reserved for Future Use

[1] Page 22 was previously canceled.

(T)

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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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Issued: 6-5-13

**113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

<b>SUBJECT</b>	<b>PAGE</b>
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Residence Maintenance Plans .....	1

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**113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.3 RESIDENCE MAINTENANCE PLANS**

For terms, conditions, rate and charge applications see 13.3 of this Catalog.

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete packages only as long as service remains at the same location for the same customer.

Residence *COMPLETE COVERAGE* (a.k.a. Inside Wire Protection) [1]

A maintenance plan that provides residence customers, per exchange access line, per premises, with inside wire, jack repair and trouble isolation. This plan is obsolete as of October 1, 2005.

B. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence <i>COMPLETE COVERAGE</i> (a.k.a. Inside Wire Protection)	LBRXP, GSD2X	–	<b>\$20.00 (I)</b>

[1] Residence *COMPLETE COVERAGE* is equivalent to per line, per premises, Residence *LINE-BACKER* Service described in 13.3 of this Catalog.

**13. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.4 BUSINESS MAINTENANCE PLANS**

For terms, conditions, rate and charge applications see 13.4 of this Catalog.

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete packages only as long as service remains at the same location for the same customer.

Business COMPLETE COVERAGE (a.k.a. Inside Wire Protection) [1]

A maintenance plan that provides business customers with inside wire maintenance, trouble isolation and repair services. This plan is obsolete as of October 1, 2005.

B. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Business <i>COMPLETE COVERAGE</i>, (a.k.a. Inside Wire Protection) per account</li> </ul>	MNSNX	—	<b>\$20.00 (I)</b>

[1] Business *COMPLETE COVERAGE* is equivalent to Business *UNISTAR* Service described in 13.4 of this Catalog.

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Effective: 4-26-2012

**NORTHERN IDAHO**  
Issued: 4-16-2012

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**14. INTEGRATED SERVICES DIGITAL NETWORK**

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TRANSMITTAL NO. 12-04-NID

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Effective: 6-15-13

**NORTHERN IDAHO**  
Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

A. Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, video, image and facsimile by two standard methods of access: a Basic Rate Service (BRS) or a Primary Rate Service (PRS). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

B. Definitions

Account

An account is equivalent to one customer at one address with the same type of Basic Rate Access.

Basic Rate Service

BRS consists of up to three distinct channels on one pair of wires (line): one or two B (Bearer) channels and one D (Delta) channel. Cataloged BRS is a packaged offering referred to as Single Line ISDN Service. A Single Line ISDN Service line is referred to as a Digital Subscriber Loop (DSL) or a Basic Rate Access (BRA). Single Line ISDN Service is only available as a flat rate service.

B (Bearer) Channel

The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 kbit/s, from the customer's premises, over the loop facility, to the central office.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

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

##### B-Channel Circuit-Switched Data

Circuit-Switched Data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit-switched data call ties up network/system resources for the duration of the call. Similar to voice, Calling Line Identification functionality is provided.

##### D (Delta) Channel

The D-channel carries signaling and/or packet data information, at speeds up to 16 kbit/s on BRS, and signaling only information up to 64 kbit/s for PRS, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

##### D-Channel Packet-Switched Data

The X.25 Logical Circuit Call allows users to originate and receive X.25 data calls over the D-channel. Multiple data calls can be active simultaneously on a single D-channel.

##### Digital Subscriber Loop (DSL)

The ISDN basic rate interface loop from the CO to the customer's premises.

##### Primary Rate Service (PRS)

PRS has a capacity of 1.544 megabits per second (Mbit/s) and has multiple channels: 23 B-channels, and 1 D-channel, and is also known as 23 B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.



## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

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

##### T1 Facility

This element is the digital facility transmitting at a rate of 1.544 Mbit/s. The T1 signal provided to the customer's premises will have a loss not greater than 16.5 dB. The T1 facility may be provided, at the customer's request, via a fiber optic facility between the Company's CO and the customer's premises. Construction charges, specified in Section 4 of this Catalog, may apply.

##### T3 Facility

A channel for point-to-point, two-way, digital transmission at a rate of 44.736 Mbit/s. At the customer's request, a T3 facility may be provided between the Company's CO and the customer's premises. Construction charges, specified in Section 4, preceding, may apply.

#### **C. Terms and Conditions**

##### **1. General**

- a. The customer or the customer's authorized agent will be responsible for the procurement of associated Customer Premises Equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
- b. Single Line ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. Single Line ISDN Service does not offer B- channel packet service capabilities.
- c. The Company will terminate ISDN Services at the Company network interface.
- d. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN service fail due to inside wiring (including riser cable) not owned by the Company, CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

C.1. (Cont'd)

- e. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.
- f. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30 day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.
- g. Early termination charges will apply if a Rate Stability Plan (RSP) is terminated in whole or in part by the customer, or is terminated for cause by the Company. The customer must give 30 days written notice of termination.
  - (1) If a customer terminates the RSP prior to the installation date, customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.
  - (2) If a customer terminates the RSP after the date of installation but prior to the expiration of the contract, termination charges will apply as specified in the Termination Liability/Waiver Policy, set forth in 2.2.14, preceding.
  - (3) If Waiver Policy conditions are met, as specified in 2.2.14, preceding, termination charges will not apply if the PRS facility is moved to an existing DS3 facility.

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**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

C.1. (Cont'd)

- h. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog.
- i. Refer to 2.2.1, preceding, for order cancellation policy.

2. Availability

- a. The rates and charges specified for Single Line ISDN Service are applicable only to customers whose serving central office has been identified by the Company as having ISDN available.
- b. Single Line ISDN Service may be provided to customers from a central office other than their normal serving office as determined by the Company.
- c. Service is offered where ISDN compatible facilities and equipment are available. Service is generally considered "available" for loops 18 kilofeet or less in length (40 Db loss). Loops greater than 18 kilofeet in length must meet ISDN extension technology design requirements. Service will be considered available if ISDN compatible pair gain systems or Single Line loop extension equipment are in place, or planned to serve the area.
- d. Some services are not available and/or compatible with ISDN.

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Effective: 6-15-13

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Issued: 6-5-13

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

C. Terms and Conditions (Cont'd)

3. Local Calling Areas and Telephone Numbers

- a. If a customer is provided service from a designated central office which is not the customer's normal serving office, the local calling area for the customer's Single Line ISDN Service will be that of the designated ISDN-equipped central office.
- b. Calling areas are subject to change as additional central offices become capable of directly providing ISDN services to the customer's own and nearby serving area. Changes to calling areas will affect customer telephone numbers.

4. Indemnification

- a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this Catalog. Indemnification shall include, but is not limited to, costs and attorney's fees.
- b. The Customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications result in any claim or legal action brought by any nonparty, the customer shall indemnify and hold the Company harmless.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

C. Terms and Conditions (Cont'd)

5. Protection of the Network

- a. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company provided facilities or other companies' facilities used in connection with provision of ISDN capabilities, such as customer-provided equipment.
- b. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.
- c. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

6. Contract

Each customer, who is not subscribing to Single Line ISDN Service or Primary Rate Service, will be required to sign a contract for the furnishing of ISDN service not provided under this Catalog. Additions or changes to the contract may be negotiated only with agreement by both parties to new terms.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

Single Line ISDN Service is compatible with National ISDN and includes circuit-switched voice, circuit-switched data and packet functionality.

A. Standard Features and Functions

Two sets of features are being offered: One for "voice" and one for "data". Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available or may be required to be offered via an access code. The standard features and functions support two terminals per BRS. The two feature sets are as follows:

1. Voice Features

Call Appearance (CA)

A CA is the position(s) on a terminal to which numbers are assigned. A Directory Number (DN) can be shared by more than one ISDN terminal. The quantity and/or position of CAs for the Primary Directory Number (PDN), Secondary Directory Numbers (SDN), and Shared Call Appearances (SCA) are limited by the standard configuration developed for the CPE. A total of six CAs per terminal are included in the standard package.

**[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

(N)  
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(N)

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

A.1. (Cont'd)

Call Exclusion

This feature has two options:

• Automatic Exclusion

This option allows a user to restrict other users that share a DN from bridging onto an active call or retrieving a held call. This option is automatically invoked whenever the user goes off-hook to receive or place a call.

• Manual Exclusion

This option allows a user to restrict other users that share a DN from bridging onto on active call or retrieving a held call. This option is activated by pressing a feature button before dialing or during the call.

Call Forwarding Busy Line-All Calls (Pre-programmed)

This feature allows all calls to a busy PDN to be forwarded to another number either within the same central office, for the same customer at the same location, outside the customer system within the same central office, or in a different central office.

Call Forwarding-Don't Answer (Pre-programmed)

This feature allows all calls terminating to an idle PDN to be forwarded to another number when the called PDN does not answer after a predetermined number of seconds.

Call Forwarding Variable-All Calls

The user can forward all PDN calls to another number by pressing the Call Forwarding-Variable feature button. The forward-to number is customer changeable. The user must activate or deactivate the forwarding function by using either an access code or a feature button. The standard configuration provides for this feature on a feature button.

**[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

A.1. (Cont'd)

Call Hold

This feature allows the user to place a call on hold by depressing a button.

Call Transfer

This feature enables the user to transfer a call to a third party by depressing a button.

Caller Identification Blocking - Per Call

This feature enables a customer to control the disclosure of their name and/or DN to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the DN. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the name and/or DN. "Private status" prevents delivery of the name and/or DN. Per Call Blocking is provided at no charge.

Calling Line Identification

Calling Line Identification is provided on both an incoming and outgoing basis.

• Incoming (ICLID)

This feature displays the call identification information and the calling party's DN (including nonpublished and nonlisted directory numbers) prior to the call being answered. Calling party's name is available as an optional feature. Callers have the ability to inhibit the display of calling party information to the terminating number. ICLID is provided to the PDN and to any associated SDNs. ICLID cannot just display to the PDN when the number is shared.

• Outgoing (OCLID)

This feature provides a user who is originating a call with information about the called party and the facility or destination.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

A.1. (Cont'd)

Conference

This feature allows a user to establish a three-way conference call by depressing a button.

Display

This feature provides the ISDN terminal a display of the time and date, calling number, call appearance identification, called number, incoming call identifier and feature activation operation.

Drop

The Drop button allows the user to drop the last party added to a conference call or to disconnect a two-party call.

Intercom

Intercom service allows the user to establish a dedicated priority call to any other station that is a member of the same intercom group within the same central office. Special alerting, depending on CPE, is provided for an incoming intercom call. As part of the standard package the user can select either Auto Intercom or Dial Intercom.

• Auto Intercom

This feature allows two members to be part of an intercom group, which enables intercom calls to be completed by pressing the feature button. Dialed digits are not required.

• Dial Intercom

This feature allows the user to establish a call to any other station that is a member of the same intercom group. This is done by pressing the Intercom button and dialing one or more digits. Special alerting, depending on CPE, is provided for an incoming Intercom call.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERINGS

#### 14.2.1 SINGLE LINE ISDN SERVICE [1]

(C)

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

##### Message Waiting Indication

This feature is available on PDN's and notifies the user of a message waiting by providing either an audible stuttered dial tone or visually by illuminating a light on the customer's telephone set. Messages may be retrieved by calling the message service center or by accessing a voice mail system.

##### Primary Directory Number (PDN)

Each ISDN terminal is assigned one PDN. If more than two terminals are attached to a DSL, an additional PDN charge will apply.

##### Ringling Options

Ringling options allows ISDN station users to establish flexible call handling arrangements for answering incoming calls that terminate on the SCAs of a DN. The ringling options available on a per station basis for a shared DN are:

- Abbreviated Ringing

Ringling begins immediately for an incoming call and stops ringling after "N" seconds.

- Delayed Ringing

Ringling for an incoming call is delayed for "N" seconds, however, the CA indicator or "status" lamp begins flashing immediately.

- No Ringing

There is no ringling for an incoming call that terminates on a CA of that DN.

- Normal Ringing

Ringling begins immediately for an incoming call and continues until the call is forwarded, answered, or abandoned.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

A.1. (Cont'd)

Secondary Directory Number (SDN)

A SDN is any DN other than the PDN assigned to an ISDN terminal. If more than one SDN is assigned to a terminal, additional charges will apply.

Shared Call Appearance (SCA)

This allows several users to share one or more CAs for a particular DN. Origination of and termination of calls on one terminal will affect all terminals sharing the CA. All SCAs must be provisioned from the same serving central office. If more than two SCAs are assigned to a terminal, additional charges will apply.

Speed Calling

Speed calling permits the user to dial pre-programmed numbers using fewer digits than normally required. A speed call list allows for up to 30 preprogrammed numbers per terminal.

Standard Configuration Group

The standard arrangement which associates a button of an ISDN station set to a feature.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

A. Standard Features and Functions (Cont'd)

2. B-Channel Circuit-Switched Data Features

Call Forwarding Busy Line For Circuit-Switched Data

This feature permits all circuit-switched data calls, attempting to terminate to a busy PDN, to be redirected to another customer-specified DN. A busy line condition exists when a circuit-switched data B-channel is unavailable. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

Call Forwarding Don't Answer For Circuit-Switched Data

This feature permits all circuit-switched data calls attempting to terminate to an idle PDN to ring a specified number of seconds prior to being forwarded to a previously specified DN. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

Call Forwarding Variable-All Calls For Circuit-Switched Data

This feature allows circuit-switched data calls, attempting to terminate to a line, to be redirected to another specified line. The user must activate or deactivate the forwarding function by either using an access code or a feature button. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERINGS

#### 14.2.1 SINGLE LINE ISDN SERVICE [1]

(C)

##### A. Standard Features and Functions (Cont'd)

#### 3. D-Channel Packet Switched Data Features

##### X.25 Fast Select

Fast Select is a function of the CPE and is used on a per-call basis allowing the user to send up to 128 octets in the user data field of the call request packet to a terminal with Fast Select Acceptance.

##### X.25 Flow Control Parameter Negotiation

This packet feature permits negotiation on a per-call basis of the flow control parameters associated with a given virtual call, such as packet size and window size for each direction of data transfer. The data window size and the maximum packet size is negotiated automatically during an X.25 data call.

##### X.25 Logical Channels

Virtual circuits rather than physical circuits are used to establish packet switch calls. When a virtual circuit is established, a logical channel is assigned at the CPE and the switch for the duration of the call. A virtual circuit does not use any capacity of the facility unless data is actually being transferred. Two logical channels are provided per DSL.

##### X.25 Reverse Charging

X.25 Reverse Charging is a function of the CPE and allows a user to assign billing to the called data telephone number on a per call basis.

##### X.25 Throughput Class Negotiation

This packet feature permits negotiation on a per call basis of the throughput class for each direction of data transfer associated with a virtual call. The data terminal can negotiate the throughput class for an X.25 data call.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERINGS

#### 14.2.1 SINGLE LINE ISDN SERVICE [1] (CONT'D)

(C)

##### B. Optional Features and Functions

###### 1. Additional Primary Directory Number

If more than two terminals are connected to a DSL, additional PDNs are required. Included with each PDN is the standard set of voice and data features. Rates and charges specified in C., following, each additional PDN.

###### 2. Analog Call Appearance

This feature enables analog station users to share their CA on a Single Line ISDN Service user's terminal. All Analog Call Appearances must be provisioned from the same serving central office as the Single Line Service. One appearance, per number, per terminal is allowed. Some analog services are not compatible with Single Line ISDN Service.

###### 3. Call Pickup

Allows a user to answer a call at another station, even when the user's station does not have a CA for the called DN. While the other station is ringing, the user goes off-hook and enters a call pickup code or presses a call pickup feature button to answer the call.

###### 4. Caller Identification Blocking - All Calls

This feature provides a permanent private indicator on a per station basis. Once the blocking is established on the station, the private status cannot be deactivated by the customer. Rates and charges are provided in C., following. Federal, State, and Local law enforcement agencies and non-profit domestic violence agencies may be provided additional arrangements for private status and/or all call blocking, on a per station basis, at no charge. Stations that share appearances of a restricted station must also be restricted to avoid passing caller identification information.

###### 5. Calling Name Identification

With this feature, at the time of an incoming call, the name and number of the calling party is displayed on the called party's ISDN terminal. The called party may receive a private or unavailable indicator, in that case the caller's name and number will not be displayed. Calling Name Identification is used in conjunction with calling number identification which is part of the Display standard feature.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

**B. Optional Features and Functions (Cont'd)**

**6. CLASS Features**

• **Call Rejection**

This feature enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. 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.

• **Continuous Redial**

This feature 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.

• **Last Call Return**

This feature allows a customer to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. 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 line is available.

• **Priority Call**

This feature allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list. The distinctive ring may be CPE dependent.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERINGS

#### 14.2.1 SINGLE LINE ISDN SERVICE [1]

(C)

##### B.6. (Cont'd)

- Selective Call Forwarding

This feature allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

#### 7. Hunting

Hunting is available for circuit-switched voice and data on PDNs.

Hunting will affect the operation or availability of some other optional features on the hunting B-channel. The features most often affected include forms of Call Forwarding, Speed Calling and others, depending on the Service Configuration. Call Forwarding features will override the Hunting Services.

Hunting is done sequentially by terminal within the group. One or two B-channels are associated with each terminal in the group. One begin-hunt telephone number must be assigned to the first terminal within a Regular or Circular group of sequentially ordered terminals that form a Multiline Hunt Group (MLHG). Telephone numbers may be assigned, in any sequence, to terminals within a MLHG.

Multiline Hunt Service provides a hunting sequence that attempts to complete a call to the first available B-channel associated with the lead telephone number of the group. Busy tone is not sent to the caller unless all remaining B-channels in the hunt group list have been found busy. The call will be completed to the first available B-channel.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERINGS

#### 14.2.1 SINGLE LINE ISDN SERVICE [1]

(C)

##### B. Optional Features and Functions (Cont'd)

##### 8. Multiline Hunt Service

MLHGs can be assigned two types of telephone numbers; begin-hunt and non-hunting telephone numbers. The begin-hunt telephone number has the multiline hunt feature and, when called, starts the hunting sequence associated with the hunt group. An MLHG must have at least one begin-hunt telephone number but can have essentially one per terminal in the group. Non-hunting telephone numbers can be assigned to terminals within a MLHG; these terminals do not have the multiline hunt feature. Incoming calls are terminated directly to the individual terminals.

- Regular hunting starts when a begin-hunt telephone number is called in a MLHG. Hunting proceeds in ascending order through each subsequent terminal in the group until an idle terminal is reached or the last (highest numbered) terminal in the group is reached.
- Circular hunting is provided optionally with regular hunting groups. Circular hunting occurs in these groups when the hunt for an idle terminal commences beyond the first terminal in the hunt group and finds all higher numbered terminals busy, the hunt returns to the first terminal in the group. The hunt ends with the terminal number preceding the terminal where the hunt in the group initially began.

This feature allows all terminals within a MLHG to be tested for busy regardless of the point of entry into the group before returning busy tone.

- Uniform Call Distribution (UCD) is a hunting arrangement that provides uniform termination call assignment (distribution) to members of a MLHG. UCD hunting does not include queuing or announcements.

##### 9. Key Short Hunt

This voice feature provides the capability for incoming calls to search a set of DN appearances on an ISDN set for an idle DN for call termination.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

B. Optional Features and Functions (Cont'd)

10. Non-Standard Configuration Group

This is a terminal arrangement, associating buttons of a terminal with a feature, which differs from the standard arrangement.

11. Redirecting Number Delivery

This is a terminating user feature that allows the delivery of the redirecting number information to the user, to indicate that call forwarding has occurred. If the received call is a forwarded call, the first and last forwarding DNs will be delivered to the called party.

12. Series Completion Hunt

This voice feature automatically redirects a call from a busy DN to another specified DN.

13. Six-Way Conference

This feature allows the user to sequentially add additional parties (up to five), and add them together to make a six-way call.

14. Speed Calling 8

This feature permits the user to dial pre-programmed numbers using fewer digits than normally required. It allows the customer to change speed calling lists directly from their terminal.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

B. Optional Features and Functions (Cont'd)

15. X.25 Fast Select Acceptance

This packet feature authorizes incoming packets from a sending data terminal equipped with Fast Select .

16. X.25 Reverse Charging Acceptance

This packet feature authorizes transmission of incoming calls identified as Reverse Charge calls.

C. Rates and Charges

1. Extended Area Service increments and the Optional Calling Plan rates and charges are applied per B-channel which carry circuit-switched voice and/or data traffic.
2. The standard package includes a total of six CAs, per terminal. The six CAs will include one PDN and five CAs made up of the following:
  - Maximum of one SDN
  - Maximum of five CAs of the PDN (same number)
  - Maximum of four CAs of the SDN (same number)
  - Maximum of two shared DNs

Additional CAs are available at rates and charges specified, following.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

C. Rates and Charges (Cont'd)

3. Single Line ISDN Basic Rate Access (BRA) may be rate stabilized for a minimum of one year. The RSP offers length of term discounts for both nonrecurring charges and monthly rates.
  - a. Each customer will be required to sign a contractual agreement for the furnishing of SLS on a rate stabilized basis. Minimum installation requirements for contracted basic rate access lines will be specified in the individual customer contract.
  - b. The customer may add Single Line Service at contracted rates during the term of the agreement subject to terms and conditions specified in individual customer contracts. Such additions will be coterminous with the original contract.
  - c. The minimum billing level is 60% and only applies to the contracted quantity of BRAs. There is no minimum service period. Customers subscribing to the RSP shall be subject to the Termination Liability/Waiver Policy set forth in 2.2.14, preceding.
  - d. RSP BRAs may be located at different addresses within the state but must be billed on one summary bill.
  - e. Service may be moved, for the same customer, to a different address within the state and retain the RSP, provided the new service is billed on the summary bill. Nonrecurring charges will apply to the new installation.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

(C)

C. Rates and Charges (Cont'd)

4. Following are the monthly rates and nonrecurring charges for Single Line ISDN Service. These rates and charges apply in addition to applicable rates and charges for other services as provided in this and other Company catalogs.

Single Line ISDN Service Basic Rate Access is offered as business flat rated service. D-channel packet switching usage is included in the BRA monthly rates.

- a. Basic Rate Access Including  
 Standard Features and Functions

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(1) Month-to-Month			
• Flat, per BRA	BAFHB	\$110.00	\$73.00
(2) Rate Stability Plan			
• Flat, per BRA	BAFTB		
- 1 year		93.50	71.54
- 2 year		82.50	70.08
- 3 year		55.00	68.62
- 5 year		—	65.70

[1] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [3]**

(C)

C.4. (Cont'd)

b. Optional Features and Functions

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Additional Call Appearances, per appearance[1]	ACS	\$10.00	\$ 1.00
• Additional Primary Directory Number, per PDN[1,2]	A6PPK	10.00	12.00
• Additional Secondary Directory Number, per SDN[1]	A6QPN	10.00	1.00
• Additional Shared Call Appearance, per appearance[1]	AS9	10.00	1.00
• Additional X.25 Logical Channel, per logical channel[1]	NW9AL	10.00	—

[1] Feature description is located in A.1., preceding.

[2] Inherent with the purchase of an additional PDN are all of the standard voice and data features for Single Line ISDN Service.

[3] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [4]**

(C)

C.4.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Analog Call Appearance, per terminal	MAZ	\$10.00	\$1.00
• Call Forwarding Busy Line-All Calls, per number[1,2]	NQ5PN	10.00	—
• Call Forwarding Don't Answer-All Calls, per number[1,2]	NQ6PN	10.00	—
• Call Forwarding Variable-All Calls, per SDN[1,2]	NZGPN	10.00	—
• Call Pickup, per number	NZHPN	10.00	—
• Caller Identification Blocking-All Calls, per DSL[3]	NDD	10.00	—
• Calling Name Identification, per number	NMCPN	10.00	2.50

[1] Feature description is located in A.1., preceding.

[2] Optional with additional SDNs.

[3] See 10.7.2, preceding, for the application of the nonrecurring charges.

[4] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [2]**

(C)

C.4.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• CLASS Features			
- Call Rejection, per PDN	FKQPN	\$10.00	\$ 3.50
- Continuous Redial, per PDN	FKAPN	10.00	2.50
- Last Call Return, per PDN	FKDPN	10.00	2.00
- Priority Call, per PDN	NC8PN	10.00	2.00
- Selective Call Forwarding, per PDN	FKEPN	10.00	2.50
• Key Short Hunt			
- Per group	NHGPG	10.00	–
- Per number	NHGPN	10.00	2.00
• Multiline Hunt for Circuit-Switched Data[1]			
- Circular Hunt,			
- Data, per B-channel	HDT	20.00	4.00
- Data, per group	HDTPG	20.00	–
- Voice, per B-channel	NZS	20.00	4.00
- Voice, per group	NZSPG	20.00	–
- Regular Hunt,			
- Data, per B-channel	N2D	20.00	4.00
- Data, per group	N2DPG	20.00	–
- Voice, per B-channel	NZQ	20.00	4.00
- Voice, per group	NZQPG	20.00	–
- UCD Hunt,			
- Data, per B-channel	H6U	20.00	17.00
- Data, per group	H6UPG	40.00	–
- Voice, per B-channel	NZT	20.00	17.00
- Voice, per group	NZTPG	40.00	–

[1] There is no charge to change hunting arrangements due to the removal of a terminal(s) from a hunt group.

[2] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE ISDN SERVICE [1]**

C.4.b. (Cont'd)

(C)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Non-Standard Configuration Group, per button	N3CPB	\$15.00	–
• Redirecting Number, Delivery, per number	RD7PN	10.00	\$2.00
• Series Completion Hunt			
- Per group	SE3PG	10.00	–
- Per number	SE3PN	10.00	2.00
• Six-Way Conference, per terminal	NZ6PK	10.00	1.00
• Speed Calling 8, per terminal	NN8PK	10.00	1.00
• X.25 Fast Select, per number	GXDPN	10.00	–
• X.25 Fast Select Acceptance, per number	GXEPN	10.00	–
• X.25 Reverse Charge, per number	GX8PN	10.00	–
• X.25 Reverse Charge Acceptance, per number	G5BPN	10.00	–

**[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERINGS**

**14.2.1 SINGLE LINE SERVICE [3]**

(C)

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. Change Charges			
• Access changes made to a DSL will result in an access charge[1]	REA17	\$10.00	–
• Feature changes made to the standard package or optional features will result in a feature charge[1,2]	REA1B	10.00	–

[1] Only one change charge applies per service order. If multiple changes are made on a service order, the highest change charge will apply.

[2] Changes are allowed once, at no charge, in the standard package within the first 45 days following the installation date of new service. The waiver does not apply to changes resulting in a Non-Standard Configuration Group, or Optional Features purchased.

[3] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

(N)  
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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

The basic Primary Rate Service (PRS) structure consists of 23 B-channels and a D-channel, for a total transmission rate of 1.544 Mbps, which is equivalent to a T1 facility. Each 64 kbps B-channel carries user information such as voice calls, circuit-switched data, or video. The D-channel is a 64 kbps channel that is used to carry the control or signaling information.

Circuit-Switched Data PRS consists of 23B+D, which is equivalent to a T1 facility. The customer may use CPE to bond together 64 kbps B-channels for the transmission of circuit-switched data or video.

##### **B. Definitions**

###### **1. Service Configurations**

###### **23B+D**

This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information. When equipped, the D-channel can control a maximum of 479 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other PRS T1 facilities.

###### **24B**

This service configuration provides for 24 B-channels. The B-channels carry user information such as voice calls, circuit-switched data, or video. The signaling information is provided by a D-channel on the first T1 facility.

###### **23B+Back-up D**

This service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple T1 facilities, fails. All active calls are maintained during the switch-over to the back-up D-channel.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

##### **2. Network Connections**

###### Circuit-Switched Data Connection

A Circuit-Switched Data Connection is a central office translation that provisions 23 or 24 B-channels on a PRS T1 facility. All B-channels are dedicated with 2-way operation and have access to the exchange network. Incoming calls are restricted to circuit-switched data or video.

###### ISDN Trunk Connection

An ISDN Trunk Connection (TC) is a central office translation that provisions each B-channel in a PRS. The TC allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRS.

- Call-By-Call PRS

The PRS B-channels are configured to support inward and outward call flexibility predetermined by the customer's traffic flow.

- Dedicated PRS

Each B-channel is dedicated to inward, outward or 2-way traffic.

###### Uniform Access Solution (UAS) Network Connection

The UAS network connection provides switching to the local exchange and toll networks, and includes the channel trunk-side configuration for the entire T1.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

##### **3. Standard Features**

###### Calling Number Identification

This feature displays the call identification information and the calling party's directory number (including nonpublished and nonlisted directory numbers) prior to the call being answered. Callers have the ability to inhibit the display of calling party information to the terminating number.

###### Calling Number Identification Blocking-All Calls

All outgoing calls will be blocked for PRS customers where technically feasible as determined by the Company.

###### Direct Inward/Outward Dialing

Allows station users to place or receive calls bypassing the attendant.

###### Circuit-Switched Data

Allows the transmission of circuit-switched data on a voice channel.

##### **C. Terms and Conditions**

1. PRS is provided subject to the availability of central office facilities.
2. Each PRS consists of one T1 facility and one Service Configuration. A customer may request more than one PRS per premises.
3. Terms and Conditions, and Rates and Charges, as described for PRS, are in addition to the regular Rates and Charges for the service with which PRS is associated.
4. Some services are not available and/or compatible with PRS.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

5. Loop Diversity and Avoidance defined in the Private Line Transport Services Catalog is available with PRS.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional PRS facilities and TCs for the secondary route.
  - b. Customers subscribing to Avoidance must pay DS1 Transport Mileage rates between the local serving office and the alternate serving office.
6. The PRS facility may be provided from a foreign central office or foreign exchange at the DS1 Transport Mileage rates. Associated charges will be applied to the PRS facility.
7. PRS offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
8. The PRS facility for all channels may be provisioned on an existing or new T3 facility.
9. PRS customers must subscribe to a minimum of one 23B+D Service Configuration.
10. *DID* numbers associated with PRS are found in 5.3.4, preceding. A *DID* Trunk Termination, also found in 5.3.4, preceding, is required for each inward or 2-way B-channel in a PRS.
11. Circuit-Switched Data PRS is intended only for data calls, including video.
12. ISDN PRS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

C. Terms and Conditions (Cont'd)

13. ISDN Calling Name Delivery (CNAM) is an optional central office-based feature available for use with ISDN PRS. The Company may monitor the customer's usage of this feature to ensure that the customer's use of CNAM is consistent with applicable restrictions and limitations as listed below. Unacceptable use will result in the Company disabling the feature from future use.

Unacceptable use of ISDN CNAM includes, but is not limited to, any of the following situations:

- High volume, short duration calls that show a pattern inconsistent with calls intended for completion at the number called.
- Calls that originate and attempt to terminate or terminate on PRS facilities for the same subscriber at the same physical location.
- Using Caller ID digits other than those belonging to the PRS subscriber.

If the Company has any reason to believe a customer is using ISDN CNAM in an unacceptable manner as defined above, the Company will immediately disable the feature without notice to the customer. Further, once the Company has disabled the ISDN CNAM for reasons of unacceptable use, the feature will not be restored during the life of the PRS service.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

C. Terms and Conditions (Cont'd)

14. Cancellation of Application for Service

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled.
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
  - Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
  - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.



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Effective: 8-31-12

**NORTHERN IDAHO**

Issued: 8-21-12

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

C.14. (Cont'd)

d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D.6., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.

e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
• Primary Rate Service	13	44	77	[1]

f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.

g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.

h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

i. PRS may not be used to exchange Toll VoIP-PSTN Traffic, as defined by the Federal Communications Commission in FCC 11-161, In the Matter of Developing a Unified Intercarrier Compensation Regime, issued, December 29, 2011

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**NORTHERN IDAHO**  
 Issued: 6-5-13

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE (Cont'd)**

D. Rates and Charges

1. Transport

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$1,100.00	\$150.00

2. Service Configuration

• 23B+D	ZPAZD	1,025.00	400.00
• 24B	ZPA1X	1,025.00	400.00
• 23B+Back-up D	ZPAZA	1,025.00	400.00

3. ISDN Trunk Connection, per B-Channel[2,3]

• Call-By-Call	PT31C	72.00	23.00
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[1] One Service Configuration is required for each T1 facility.

[2] ISDN TC charges do not apply to B-channels on Circuit-Switched Data PRS or UAS.

[3] Requires a *DID* trunk circuit termination. See 5.3.4, preceding, for terms and conditions, rates and charges applicable to Direct-Inward-Dialing (*DID*) Service.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Dedicated			
- Inward[1]	PT311	\$ 72.00	\$ 23.00
- Outward	PT31O	72.00	23.00
- 2-Way[1]	PT312	72.00	23.00
4. Circuit-Switched Data Connection, per T1 facility			
• 23B data only channels	PT3TA	1,265.00	583.00
• 24B data only channels	PT3TB	1,340.00	608.00
5. UAS Network Connections, per T1 facility			
• UAS Network Connection	NWO	1,200.00	1,100.00
• Two-Way Network Connection	NWO2X	1,200.00	1,100.00
• In-Only Network Connection	NWO1X	1,200.00	1,100.00
6. Nonrecurring charges apply as follows:			
			<b>NONRECURRING CHARGE</b>
• All miscellaneous changes or rearrangements of facilities, per facility		\$ 50.00	
• Cancellation Charge		1,500.00	
• Moving current customer T1 facility			
- Within same central office		500.00	
- Outside current central office		1,000.00	

[1] Requires a *DID* trunk circuit termination. See 5.3.4, preceding, for terms and conditions, rates and charges applicable to Direct-Inward-Dialing (*DID*) Service.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

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

**7. Primary Rate Service Rate Stability Plan (RSP)**

- a. The PRS RSP is an optional payment arrangement for T1 facilities and Service Configurations for customers who agree to continue to subscribe to PRS facilities for a 3-year period, and/or Trunk Connections for 3- or 5-year periods. Customers who subscribe to a RSP are guaranteed against Company initiated changes in monthly rates.
  - b. Any additions of PRS facilities/Service Configurations to an existing RSP service are permitted with rates and charges as specified in 1. and 2., preceding, or by subscribing to a separate RSP.
  - c. Early termination charges will apply if a RSP is terminated in whole or in part by the customer, or is terminated for cause by the Company. The customer must give 30 days written notice of termination. The Termination Liability/Waiver Policy specified in 2.2.14, preceding, applies.
- (1) If the customer terminates the RSP prior to the installation date, customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.

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**14.3.1 PRIMARY RATE SERVICE**

D.7.c. (Cont'd)

- (2) If the customer terminates the RSP after the date of installation but prior to the expiration of the 3-year RSP, termination charges will apply as specified in the Termination Liability/Waiver Policy, set forth in 2.2.14, preceding.
- (3) If a PRS facility is moved to an existing DS3 facility and the Waiver Policy conditions are met, termination charges will not apply.
- d. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog. Certain applications of the PRS service may require additional terms and conditions on an Individual Case Basis. PRS DS1 facility, common equipment, and network connections in quantities greater than 3 shall be priced on an Individual Case Basis.
- e. Regular nonrecurring charges, specified in 1., preceding, apply.

	<b>USOC</b>	<b>STABILIZED MONTHLY RATE</b>
• T1 facility		
- 3 Years	ZPT13	\$150.00
- 5 Years	ZPT15	150.00
- 7 Years	ZPT17	150.00
- 10 Years	ZPT10	150.00

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**14.3.1 PRIMARY RATE SERVICE**

D.7. (Cont'd)

f. Regular nonrecurring charges, specified in 2., preceding, apply.

	<b>USOC</b>	<b>STABILIZED MONTHLY RATE</b>
• Service Configuration		
- 23B+D		
- 3 Years	ZPXB3	\$340.00
- 5 Years	ZPXB5	292.00
- 7 Years	ZPXB7	280.00
- 10 Years	ZPXBO	280.00
- 24B		
- 3 Years	ZPXC3	340.00
- 5 Years	ZPXC5	292.00
- 7 Years	ZPXC7	280.00
- 10 Years	ZPXCO	280.00
- 23B+Back-up D		
- 3 Years	ZPXD3	340.00
- 5 Years	ZPXD5	292.00
- 7 Years	ZPXD7	280.00
- 10 Years	ZPXDO	280.00

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Issued: 6-5-13

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**14.3.1 PRIMARY RATE SERVICE**

D.7. (Cont'd)

g. ISDN Trunk Connection, per B-channel

	<b>USOC</b>	<b>STABILIZED NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• 3-Year Plan			
- Call-By-Call			
- Inward	PT331	\$61.00	\$70.00
- Outward	PT33O	36.00	23.00
- Dedicated			
- Inward	PT331	61.00	70.00
- Outward	PT33O	36.00	23.00
- 2-Way	PT332	61.00	70.00
• 5-Year Plan			
- Call-By-Call			
- Inward	PT351	—	65.00
- Outward	PT35O	—	23.00
- Dedicated			
- Inward	PT351	—	65.00
- Outward	PT35O	—	23.00
- 2-Way	PT352	—	65.00

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**14.3.1 PRIMARY RATE SERVICE**

D. Rates and Charges (Cont'd)

8. The following rates apply for a bulk rated ISDN Primary Rate Service arrangement and are only available on a Rate Stabilized basis. The rate includes a PRS T1 facility and common equipment, a 23B+D, 24B, or 23B+D Backup Service Configuration and 23 Voice and Data trunks provisioned as In-only with DID, Out-only or Two-way with DID or a UAS Network Connection.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• PRS T1 facility and Common Equipment with 23 Voice and Data trunks			
- 1-Year Plan	ZPG61	—	\$775.00
- 2-Year Plan	ZPG62	—	725.00
- 3-Year Plan	ZPG63	—	625.00
- 5-Year Plan	ZPG65	—	550.00
• PRS T1 facility and Common Equipment provisioned on a DS3 with 23 Voice and Data trunks			
- 1-Year Plan	ZPG71	—	775.00
- 2-Year Plan	ZPG72	—	700.00
- 3-Year Plan	ZPG73	—	600.00
- 5-Year Plan	ZPG75	—	525.00

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**NORTHERN IDAHO**

Issued: 6-5-13

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**14.3.1 PRIMARY RATE SERVICE**

D.8. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• PRS T1 facility and Common Equipment with UAS Network Connection			
- 1-Year Plan	ZPG81	—	\$725.00
- 2-Year Plan	ZPG82	—	675.00
- 3-Year Plan	ZPG83	—	575.00
- 5-Year Plan	ZPG85	—	500.00
• PRS T1 facility and Common Equipment provisioned on a DS3 with UAS Network Connection			
- 1-Year Plan	ZPG91	—	725.00
- 2-Year Plan	ZPG92	—	650.00
- 3-Year Plan	ZPG93	—	550.00
- 5-Year Plan	ZPG95	—	475.00

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**June 15, 2013**  
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**14.3.1 PRIMARY RATE SERVICE**

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

9. In remote central offices where ISDN Primary Rate Service (PRS) is not deployed, but can be provided from the host switch, the service will be provided with DID telephone numbers from the remote (serving) central office. Customers requesting DID telephone numbers from the host switch will be billed interoffice mileage charges. The following rates apply for PRS in a remote switch provisioned with remote central office telephone numbers. The service will be offered on a BULK rated basis only. The rate includes a PRS T1 facility and common equipment, interoffice transport, a 23B+D, 24B, or 23B+D Back-up Service Configuration and 23 Voice and Data trunks provisioned as In-only with DID, Out-only or Two-way with DID or a UAS Network Connection.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• PRS T1 facility and Common Equipment with 23 Voice and Data trunks			
- 1-Year Plan	ZPGW1	—	\$825.00
- 2-Year Plan	ZPGW2	—	775.00
- 3-Year Plan	ZPGW3	—	675.00
- 5-Year Plan	ZPGW5	—	600.00

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Effective: 4-26-2012

**NORTHERN IDAHO**  
Issued: 4-16-2012

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**14.3 PRIMARY RATE SERVICE OFFERINGS (Cont'd)**

**14.3.2 RESERVED FOR FUTURE USE**

**14.3.3 PRIMARY RATE SERVICE (PRS) BUNDLE**

A. Description

Primary Rate Service (PRS) Bundle is an optional business service enrollment plan. This offering permits a customer to receive features and services for a flat monthly rate for each bundle provided. PRS Bundle includes the following features and services:

1. Bulk rate Integrated Services Digital Network Primary Rate Service, consisting of 23B+D and 23 Voice and Data trunks provisioned as Two-way with DID
2. Up to 100 Direct-Inward-Dialing (DID) Numbers (in blocks of 20) -Optional
3. Primary Rate Service Standard Features
4. ISDN Calling Name Delivery (ICNAM)

B. Terms and Conditions

1. Unless specified otherwise in this section, the regulations for Integrated Services Digital Network Primary Rate Service, including Service Charges, apply in addition to the regulations herein.
2. Service Charges do not apply when PRS Bundle replaces existing Local Exchange Service.
3. Unless specified otherwise in this section, the regulations for Direct-Inward-Dialing (DID) Service, including Non-recurring and Installation Charges, set forth in Section 5.3, apply in addition to the regulations herein.

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TRANSMITTAL NO. 12-04-NID

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Effective: 4-26-2012

**NORTHERN IDAHO**  
Issued: 4-16-2012

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.3 PRIMARY RATE SERVICE (PRS) BUNDLE**

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

4. Customers may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 20. When a customer activates fewer than 100 numbers concurrent with establishment of service, Service Charges do not apply for the initial or subsequent activations of 20-number blocks (up to 100 numbers).
5. Customers may order additional DID numbers, in excess of 100 for an individual PRS Bundle, subject to availability, at the rates specified in Section 5.3 of this tariff. Nonrecurring Charges apply for subsequent activation of numbers beyond those included in the bundle.
6. The Optional Features available for Primary Rate Service are available with PRS Bundle at the rates specified in Section 14.3.1.
7. PRS Bundle is available under the term commitments of 1, 2 3, and 5 years on a Rate Stabilized basis. Termination Liability Charges set forth in Section 2 apply.
8. Unless terminated by the PRS Bundle customer or the Company, a customer will remain enrolled in the PRS Bundle, as amended from time to time, with any applicable changes in rate, for as long as the PRS Bundle continues to be offered by the Company. If any features or services in the bundle are discontinued by the customer, the remaining features and services will be charged the normal tariff rate or charge.
9. Customers enrolled in the bundle, who subsequently become subject to Company initiated toll restriction will have all existing PRS Bundle lines converted to the applicable tariff rates. Service Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in this bundle until such time as all associated unpaid balances are satisfactorily paid in full.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 12-04-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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Release 2

Effective: 4-26-2012

**NORTHERN IDAHO**  
Issued: 4-16-2012

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS (Cont'd)**

**14.3.3 PRIMARY RATE SERVICE (PRS) BUNDLE**

C. Rates and Charges

The following rates apply when the customer's serving central office is the host switch from which ISDN Primary Rate Service is deployed and when the customer is served by a remote central office (RCO) where ISDN Primary Rate Service is not deployed, but can be provided from the host switch. DID telephone numbers will be provided from the customer's serving central office. If a RCO customer requests DID telephone numbers from the host switch, interoffice mileage charges will apply.

Host Switch

<b>Term Period</b>	<b>Monthly Charge</b>	<b>Nonrecurring Charge</b>
1 Year	\$ 790.00	\$0.00
2 Years	740.00	0.00
3 Years	640.00	0.00
5 Years	565.00	0.00

Remote Central Office

<b>Term Period</b>	<b>Monthly Charge</b>	<b>Nonrecurring Charge</b>
1 Year	\$ 840.00	\$0.00
2 Years	790.00	0.00
3 Years	640.00	0.00
5 Years	615.00	0.00

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 12-04-NID

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.4 INDIVIDUAL CASE ISDN**

**A. General**

Customers requiring ISDN service not offered by the Catalog will be considered on an Individual Case Basis (ICB). Customers who want to migrate to Single Line ISDN Service or PRS can do so without any penalties. However, this may result in changes to the existing service based on different technical standards and features.

Recurring and nonrecurring charges, for customers other than those subscribing to Single Line ISDN Service or PRS, will be determined on individual case basis and specified in the associated contract. The ICB prices will apply in addition to applicable charges for other services as provided in this and other Company Catalogs.

The contract period offered will be negotiable between the Company and the customer.

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Effective: 6-15-13

**NORTHERN IDAHO**  
Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**114. OBSOLETE INTEGRATED SERVICES DIGITAL NETWORK**

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

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**114. OBSOLETE INTEGRATED SERVICES DIGITAL NETWORK**

**114.2 RESERVED FOR FUTURE USE**

**114.2.1 RESERVED FOR FUTURE USE**

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THE INFORMATION CONTAINED NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 13-02-NID

NID2013-002



## 114. OBSOLETE INTEGRATED SERVICES DIGITAL NETWORK

### 114.3 PRIMARY RATE SERVICE OFFERINGS

#### 114.3.2 PURCHASE PLUS REWARD PLAN FOR ISDN

Effective April 16, 2010, *PURCHASE PLUS REWARD* Plan For ISDN is grandfathered to current customers for the life of their contract and will not be offered to new customers.

##### A. Description

1. *PURCHASE PLUS REWARD* Plan For ISDN is an offering available to business customers who enter into a one-year, two-year or three-year *TOTAL ADVANTAGE* Express (QTA Express) Agreement or *TOTAL ADVANTAGE* (QTA) Agreement, and who agree to increase their monthly spend under QTA Express or QTA. Descriptions of QTA Express and QTA are found in 2.16, preceding.
2. When a customer increases their monthly spend on Qwest products or services included in the QTA Express and/or QTA Agreements, a discount will be applied to the 36 and 60 month contract rates of *QWEST* Primary Rate ISDN.

##### B. Terms and Conditions

1. A maximum of ten *QWEST* Primary Rate ISDN facilities may receive *PURCHASE PLUS REWARD* discounts per customer.
2. Terms, conditions, rates and charges specified elsewhere for qualifying lines apply. Customers may subscribe to additional products and services, however, subsequent increases will not affect the monthly discount level unless the customer signs a new term agreement.
3. The discount will appear as a credit(s) on the customer's monthly bill. No partial month's credit(s) can be provided. The discounts in C.1., following, apply to each qualifying line subscribed to by the customer under this plan.

**114. OBSOLETE INTEGRATED SERVICES DIGITAL NETWORK**

**114.3 PRIMARY RATE SERVICE OFFERINGS**

**114.3.2 PURCHASE PLUS REWARD PLAN FOR ISDN (Cont'd)**

**C. PURCHASE PLUS REWARD Plan Discounts**

1. The monthly discounts are based on the following level of increased spend within QTA Express or QTA Agreement.
  - a. Discount for customers spending up to \$2,999 monthly.

<b>INCREASED QTA EXPRESS/QTA SPEND</b>	<b>DISCOUNTED SERVICE</b>	<b>MONTHLY DISCOUNT</b>
--	-------------------------------	-----------------------------

- 3 Year QTA Term

**3 Year Primary Rate ISDN Contract[1]**

\$100 - \$499	15%
\$500 - \$999	17%
\$1,000+	22%

**5 Year Primary Rate ISDN Contract[2]**

\$100 - \$499	25%
\$500 - \$999	27%
\$1,000+	32%

[1] Discount may only be applied to ISDN Primary Rate Service USOC "ZPG63" as described in 14.3.1, preceding.

[2] Discount may only be applied to ISDN Primary Rate Service USOC "ZPG65" as described in 14.3.1, preceding.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**114. OBSOLETE INTEGRATED SERVICES DIGITAL NETWORK**

**114.3 PRIMARY RATE SERVICE OFFERINGS**

**114.3.2 PURCHASE PLUS REWARD PLAN FOR ISDN**

C.1. (Cont'd)

b. Discount for customers spending \$3,000 to \$25,000.

	<b>INCREASED QTA EXPRESS/QTA SPEND</b>	<b>DISCOUNTED SERVICE</b>	<b>MONTHLY DISCOUNT</b>
• 3 Year QTA Term			
			3 Year Primary Rate ISDN Contract[1]
	\$700 - \$1,399		15%
	\$1,400 - \$2,499		17%
	\$2,500+		22%
			5 Year Primary Rate ISDN Contract[2]
	\$700 - \$1,399		25%
	\$1,400 - \$2,499		27%
	\$2,500+		32%

[1] Discount may only be applied to ISDN Primary Rate Service USOC "ZPG63" as described in 14.3.1, preceding.

[2] Discount may only be applied to ISDN Primary Rate Service USOC "ZPG65" as described in 14.3.1, preceding.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 13-02-NID

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Effective: 6-15-13

**NORTHERN IDAHO**  
Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

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TRANSMITTAL NO. 13-02-NID

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

A. Description

Digital Switched Services (DSS) provides digital exchange service for PBX customers. DSS includes a DSS facility, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. Each DSS facility utilizes 24 channels which may be configured as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

B. Definitions and Application of Services

DSS Facility and Common Equipment

This element includes the digital DSS facility, transmitting at a rate of 1.544 Mbit/s, and the common equipment necessary to interface each of the 24 channels into the central office switch. The DSS signal provided to the customer's premises will have a loss not greater than 16.5 dB.

DS3 Service

A channel for point-to-point, two-way, digital transmission at a rate of 44.736 Mbit/s. A maximum of 28 DSS facilities may be provisioned on DS3 Service.

Fiber Optic Facility

The DSS facility may be provided, at the customer's request, via a fiber optic facility between the Company's central office and the customer's premises.

## **15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

### **15.1 DIGITAL SWITCHED SERVICES (DSS)**

#### **B. Definitions and Application of Services (Cont'd)**

##### Basic Trunks

- **In-Only Trunk**

One-way trunk which only allows traffic from the central office switch to be transmitted to the PBX.

- **Out-Only Trunk**

One-way trunk which only allows traffic originating in the PBX to be transmitted to the central office switch.

- **Two-Way Trunk**

Trunk which allows for traffic to be transmitted from either the central office or the PBX.

##### Advanced Trunks

- **In-Only *DID* Trunk with Direct Inward Dialing (*DID*)**

In-only trunk with *DID* feature. Requires a *DID* trunk circuit termination.

- **Out-Only Trunk with Answer Supervision**

Out-only trunk with answer supervision feature. This feature passes answer back signalling from the central office switch to the customer's PBX when a PBX call has been either completed or answered.

- **Two-Way Trunk with *DID* and Answer Supervision**

Two-way trunk with *DID* and answer supervision features. Requires a *DID* trunk circuit termination.

- **Two-Way Data Trunk with *DID***

Two-way data trunk with *DID* at a transmission speed of 56 kbit/s. Requires a *DID* trunk circuit termination and hunting.

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Release 3

Effective: 6-1-2022

**NORTHERN IDAHO**  
Issued: 5-18-2022

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**June 1, 2022**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS) (CONT'D)**

C. Terms and Conditions

1. DSS is provided subject to the availability of central office facilities.
2. The type of DSS facility installed will be determined by the Company. A fiber optic facility will be engineered if requested by the customer.
3. Each DSS facility enables the customer to install up to a maximum of 24 trunks per DSS facility. The customer is billed for the actual number and types of trunks in service on each DSS facility.
4. The minimum number of trunks per customer is six.
5. Business exchange access line rates, as found in Section 5 of this Catalog, do not apply with the exception of toll access trunks.
6. Terms and conditions, rates and charges, as described elsewhere in this Catalog apply as appropriate.
7. Rate Stability Plans are available for DSS. See D., following. The Rate Stability Plan is subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.A., preceding.
8. The minimum service period for the DSS facility and common equipment and trunks is one month.
9. When 800/800-type service terminates on a DSS facility, the 800/800-type service access lines are classified as basic trunks for the application of DSS facility and common equipment rates and charges. 800 Service rates and charges specified in Section 7 of this Catalog also apply.
10. The following services will not be provided within the DSS facility:
  - Automatic Identified Outward Dialing (AIOD)
  - Commercial trunks (exception: Toll Access)
  - Feature groups A, B, C or D
  - Other private line/access services and facilities unless specified herein.

(D)

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

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

11. Loop Diversity and Avoidance defined in the Private Line Transport Services Catalog is available with DSS.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional DSS facilities, common equipment and trunks for the secondary route.
  - b. Customers subscribing to Avoidance must pay DS1 individual case basis interoffice mileage charges between the local serving office and the alternate serving office.
12. The DSS facility and common equipment may be provided from a foreign central office or foreign exchange at DS1 individual case basis interoffice mileage rates. Associated charges will be applied to the DSS facility channel and common equipment and will not apply to the trunks.
13. Voice Grade 32 and Voice Grade 33 channels are available with DSS on vacant DSS facility channels at rates and charges specified in the Private Line Transport Services Catalog.
14. Selective Class of Call Screening Service is available with DSS on vacant DSS facility channels, at rates and charges specified in Section 10, Selective Class of Call Screening Service.
15. Customers are required to provide muxing/demuxing, at the customers premises, for trunks riding the DSS facility, if appropriate.
16. DSS offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers, and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
17. The DSS facility and common equipment for all advanced trunks may be provisioned on an existing DS3 facility.
18. DSS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.



**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

C.19. (Cont'd)

19. Cancellation of Application for Service

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled.
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Digital Switched Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
  - Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
  - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

C.19. (Cont'd)

- d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D.2., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
• Digital Switched Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS) (Cont'd)**

**D. Rates and Charges**

1. DSS will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• DSS facility and common equipment			
- Stand alone DSS facility and common equipment, per 24 channel facility			
- All basic trunks or a combination of basic and advanced trunks	D7W	\$1,100.00	\$285.00
- All advanced trunks	D7Z	1,100.00	150.00
- DSS facility and common equipment provisioned on DS3 Service, per DSS facility activated			
- All advanced trunks	D3F	1100.00	-
• Basic trunks with flat usage, each			
- In-only trunk[1]	T2D1X	72.00	30.00
- Out-only trunk	T2DOX	72.00	30.00
- Two-way trunk[1]	T2DCX	72.00	30.00

[1] Hunting from 5.2.5, preceding, is available at current rates.

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Release 2

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

D.1. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Advanced trunks with flat usage, each			
- In-only trunk with <i>DID</i> [1,2]	T2J1X	\$72.00	\$23.00
- Out-only trunk with answer supervision	T2JOX	72.00	23.00
- Two-way trunk with answer supervision and <i>DID</i> [1,2]	T2JCX	72.00	23.00
- Two-way data trunk[1,3]	T2JCD	72.00	23.00

2. Nonrecurring charges apply as follows:

	<b>NONRECURRING CHARGE</b>
• Cancellation Charge	\$1,500.00
• DSS Facility and Common Equipment Change Charge	
- Change system from all basic/combination channels to all advanced or vice versa	[4]
• Trunk Change Charges	
- All miscellaneous changes or rearrangements, of DSS trunks, per trunk	[4]
• Moving current customer T1 facility	
- Within same central office	500.00
- Outside current central office	1,000.00

[1] Hunting from 5.2.5, preceding, is available at current rates.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, preceding, for terms and conditions, rates and charges applicable to *DID* service.

[3] Hunting is required. Rates and charges specified in 5.2.5, preceding, apply.

[4] Same nonrecurring charges as for initial installation.

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 TRANSMITTAL NO. 13-02-NID

**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network Services**  
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Release 3

Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

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

**3. Rate Stability Plan**

- a. The Digital Switched Service Rate Stability Plan (RSP) is an optional payment arrangement, offered under contract between the Company and the customer. DSS RSP allows a customer to pay a guaranteed fixed monthly rate for the DSS facility and common equipment over a 3-year to 10-year period, and/or, receive stabilize monthly rates and discount nonrecurring charges for DSS Advanced Trunks with *DID* over a 3-year and 5-year period when the trunks are used with a DSS facility and common equipment for all advanced trunks.
- b. Regular nonrecurring charges, specified in D.1., preceding, apply to the RSP DSS facility and common equipment.
- c. If Waiver Policy conditions are met, as specified in 2.2.14.A., preceding, termination charges will not apply if the DSS facility and common equipment for all advanced trunks is moved to an existing DS3 facility.
- d. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog. Certain applications of the DSS service may require additional terms and conditions on an Individual Case Basis. All rate stabilized trunks in quantities of 96 (4 DSS DS1 facilities) or more, shall be priced on an Individual Case Basis.

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TRANSMITTAL NO. 13-02-NID

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

D.3. (Cont'd)

- d. The following rates apply for rate stabilized DSS facility and common equipment.

	<b>USOC</b>	<b>STABILIZED MONTHLY RATE</b>
DSS facility and common equipment, per 24 channel facility		
• 3 years		
- All basic trunks or a combination of basic and advanced trunks	D7W2X	\$265.00
- All advanced trunks	D7Z2X	126.90
• 5 years		
- All basic trunks or a combination of basic and advanced trunks	D7W3X	245.00
- All advanced trunks	D7Z3X	109.98
• 7 years		
- All basic trunks or a combination of basic and advanced trunks	D7W4X	245.00
- All advanced trunks	D7Z4X	108.57
• 10 years		
- All basic trunks or a combination of basic and advanced trunks	D7W5X	245.00
- All advanced trunks	D7Z5X	105.75

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**Office of the Secretary**  
**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

D.3. (Cont'd)

- e. Advanced trunks packaged with *DID* trunk terminations are available on a rate stabilized basis. The following rates apply for under 241 trunks. Trunks in quantities of 241 or more, shall be priced on an Individual Case Basis.

	USOC	NONRECURRING CHARGE	STABILIZED MONTHLY RATE
(1) 3-Year Plan			
• Advanced trunks with flat usage, each[1]			
- In-only trunk with <i>DID</i>	TY413	\$61.00	\$70.00
- Out-only trunk with answer supervision	TY4O3	36.00	23.00
- Two-way trunk with <i>DID</i> and answer supervision	TY4C3	61.00	70.00
(2) 5-Year Plan			
• Advanced trunks with flat usage, each[1]			
- In-only trunk with <i>DID</i>	TY415	-	65.00
- Out-only trunk with answer supervision	TY4O5	-	23.00
- Two-way trunk with <i>DID</i> and answer supervision	TY4C5	-	65.00

[1] Separate *DID* Trunk Termination charges do not apply.

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

**Idaho Public Utilities Commission**  
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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

D.3. (Cont'd)

- f. The following rates apply for a bulk rated Advanced DSS service arrangement and are only available on a Rate Stabilized basis. The rate includes an Advanced DSS DS1 facility and common equipment, and 24 trunks provisioned as In-only with DID, Out-only or Two-way with DID.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• DSS DS1 facility and Common Equipment with 24 trunks			
- 1-Year Plan	4D1DU	-	\$825.00
- 2-Year Plan	4D1DV	-	625.00
- 3-Year Plan	4D1DM	-	600.00
- 5-Year Plan	4D1DN	-	575.00
• DSS DS1 facility and Common Equipment provisioned on a DS3 with 24 trunks			
- 1-Year Plan	4D1DW	-	825.00
- 2-Year Plan	4D1DX	-	600.00
- 3-Year Plan	4D1DO	-	575.00
- 5-Year Plan	4D1DP	-	550.00

4. Digital Switched Service Volume Discount Plan

- a. The Digital Switched Service Volume Discount Plan is available to customers subscribing to more than 50 DSS trunks at one premises on one customer billing number. The discounted rate, specified below, begins with the 51st DSS trunk at the same customer premises. Discounted trunks must be subscribed to by the same customer but the customer billing number may be different than the initial 50 trunks.



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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**June 15, 2013**  
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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICES (DSS)**

D.4. (Cont'd)

- b. Trunks other than DSS trunks, utilizing the DSS common equipment, will not be discounted.
- c. Rates and charges, specified in either D.1. or D.3., preceding, apply to the DSS facility and common equipment and are not part of the Volume Discount Plan.
- d. Rates and charges for 51 trunks and above

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Basic trunks with flat usage, each			
- In-only trunk[1]	2LM1X	\$72.00	\$25.50
- Out-only trunk	2LMOX	72.00	25.50
- Two-way trunk[1]	2LMCX	72.00	25.50
• Advanced trunks with flat usage, each			
- In-only trunk with <i>DID</i> [1,2]	2LJ1X	72.00	19.55
- Out-only trunk with Answer Supervision	2LJOX	72.00	19.55
- Two-way trunk with <i>DID</i> and Answer Supervision[1,2]	2LJCX	72.00	19.55
- Two-way data trunk[1,3]	2LJCD	72.00	19.55

[1] Hunting from 5.2.5, preceding, is available at current rates.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, preceding, for terms and conditions, rates and charges applicable to *DID* Service.

[3] Hunting is required. Rates and charges specified in 5.2.5, preceding, apply.

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Issued: 6-5-13

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

A. Description

Uniform Access Solution (UAS) Service provides an arrangement that allows channels to function with one number per channel group. UAS includes a DS1 facility with common equipment and a network connection which provides switching for local exchange and toll network access. Each DS1 facility utilizes 1 through 24 channels configured with trunk-side termination and one number functionality.

B. Definitions

Channel Group

Denotes a set of channels that are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are identical.

DS1 Facility and Common Equipment

The DS1 facility, transmits at a rate of 1.544 Mbit/s, and includes common equipment necessary to interface each of the channels into the CO switch. The DS1 signal provided to the customer's premises will have a loss not greater than 16.5 dB.

Network Connection

The network connection provides switching to the local exchange and toll networks, and includes the channel trunk-side configuration for the entire DS1 facility.

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Effective: 6-1-2022

**NORTHERN IDAHO**  
Issued: 5-18-2022

**Idaho Public Utilities Commission**  
**Office of the Secretary**  
**ACCEPTED FOR FILING**  
**June 1, 2022**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE (CONT'D)**

C. Terms and Conditions

1. The type of DS1 facility installed will be determined by the Company. A fiber optic facility will be engineered if requested by the customer.
2. The minimum service period for UAS is one month.
3. The following services will not be provided with UAS:
  - PBX trunks specified in 5.3, preceding
  - Feature groups A, B, C or D
  - Other private line/access services and facilities unless specified herein
  - Basic exchange enhancement
4. Temporary suspension of service is not available.
5. Loop Diversity and Avoidance, defined in the Private Line Transport Services Catalog, is available.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional UAS Service for the secondary route.
  - b. Customer subscribing to Avoidance must pay DS1 transport channel rates between the local serving office and the alternate serving office.

(D)

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Effective: 6-15-13

**NORTHERN IDAHO**

Issued: 6-5-13

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

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

6. UAS Service may be provided on a Foreign Central Office basis.
7. UAS Service is not available for use by Commercial Mobile Radio Carriers and Private Mobile Radio Carriers in the provision of service to their customers, and Interexchange Carriers in the provision of access service to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.
8. UAS Service may be provisioned on an existing DS3 facility.
9. UAS Service Rate Stability Plan:
  - a. The UAS Service Rate Stability Plan is an optional payment arrangement, offered under contract between the Company and the customer, which allows customers to pay a guaranteed fixed monthly rate for UAS Service over a 3- to 10-year period. The Rate Stability Plan is subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14, preceding.
  - b. If Waiver Policy conditions are met as specified in 2.2.14, preceding, termination charges will not apply if UAS Service is moved to an existing DS3 facility.
  - c. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog. Certain applications of the UAS service may require additional terms and conditions on an Individual Case Basis. UAS DS1 facility and common equipment in quantities greater than 3 shall be priced on an Individual Case Basis.
10. UAS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.
11. Cancellation of Application for Service
  - a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

C.11. (Cont'd)

- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which Critical Date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Uniform Access Solution Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
- **Application Date (APP):** The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - **Design Layout Report Date (DLRD):** The date the Design Layout Report which contains the design for the service(s) ordered is forwarded to the customer.
  - **Plant Test Date (PTD):** The date acceptance testing is performed with the customer.
  - **Service Date (DD):** The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

C.11. (Cont'd)

- d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D.1., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
• Uniform Access Solution Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.

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**ACCEPTED FOR FILING (C)**  
**June 15, 2013**  
**Boise, Idaho**

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE (Cont'd)**

**D. Rates and Charges**

1. UAS Service will be provided at the following rates and charges. The following nonrecurring charge applies to add or change UAS Service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• One DS1 facility with common equipment, per facility			
- Month to Month	D1OXM	\$1,100.00	\$ 150.00
- Rate Stability Plan			
- 3 years	D1OX3	1,100.00	126.90
- 5 years	D1OX5	1,100.00	109.98
- 7 years	D1OX7	1,100.00	108.57
- 10 years	D1OXJ	1,100.00	105.75
• One DS1 facility with common equipment provisioned on DS3 Service, per each DS1 facility activated[1]	D3O	1,100.00	–
• Network Connection, per DS1 facility	NWO	1,200.00	1,100.00
• Moving current customer T1 facility			
- Within same central office	N/A	500.00	–
- Outside current central office	N/A	1,000.00	–
• Cancellation Charge	N/A	1,500.00	–

[1] Also requires a DS3 facility and multiplexing specified elsewhere.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE (Cont'd)**

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

2. The following rates apply for a bulk rated Uniform Access Solution (UAS) arrangement and are only available on a Rate Stabilized basis. The rate includes a DS1 facility and common equipment and 24 trunks provisioned as In-only with DID, or Two-way with DID.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• UAS DS1 facility and Common Equipment with 24 trunks.			
- 1-Year Plan	4D1FA	—	\$775.00
- 2-Year Plan	4D1FB	—	575.00
- 3-Year Plan	4D1ER	—	550.00
- 5-Year Plan	4D1ES	—	525.00
• UAS DS1 facility and Common Equipment provisioned on a DS3 with 24 trunks.			
- 1-Year Plan	4D1FC	—	775.00
- 2-Year Plan	4D1FD	—	550.00
- 3-Year Plan	4D1ET	—	525.00
- 5-Year Plan	4D1EU	—	500.00

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Issued: 11-04-14

Effective: 11-14-14

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**17. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**17.1 RESERVED FOR FUTURE USE**

(D)(T)

[1] Section 17 is cancelled in its entirety.

(N)

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TRANSMITTAL NO. 14-11-NID

**Qwest Corporation d/b/a CenturyLink QC**  
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**20. RESERVED FOR FUTURE USE**

**SUBJECT**

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[1] Section 20 was previously canceled.

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**25. CUSTOMIZED SERVICES**

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**ACCEPTED FOR FILING (C)**  
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**NORTHERN IDAHO**  
Issued: 6-5-13

**25. CUSTOMIZED SERVICES**

**25.1 SPECIAL ASSEMBLIES OF EQUIPMENT**

A. General

1. For special equipment and arrangements requested by a customer, for which provision is not otherwise made, the appropriate charges and monthly rate equivalent to the estimated cost of furnishing such equipment or arrangement may apply.
2. Estimated cost consists of an estimate of the following items to the extent that they are applicable:
  - a. Cost of maintenance.
  - b. Cost of operation.
  - c. Depreciation on the estimated cost installed, of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.
  - d. Administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items.
  - e. Any other specific items of expense associated with the particular situation.
  - f. A reasonable amount, computed on the estimated cost installed, of any facilities provided, for return and contingencies.
3. Estimated cost installed as mentioned in e. and f. above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and any other items which are chargeable to the capital accounts.
4. The Company will provide the Idaho Public Utilities Commission with a copy of each special equipment cost estimate described above.

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TRANSMITTAL NO. 13-02-NID