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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.3 MISCELLANEOUS SWITCHING ARRANGEMENTS (Cont'd)**

**10.3.2 MULTIPLE LINE CONTROL ARRANGEMENT**

A. Description

1. The multiple line control arrangement is designed to enable the customer who has more than one CO line, to manually busy-out a line or a group of lines.
2. Suitable arrangements must be made by the customer for handling incoming calls on one or more lines while the availability control arrangement is in operation. Outgoing calls may be placed over lines in the busy-out condition.

B. Regulations

Where the customer has Telephone Answering Service, the common control equipment may be actuated from the TAS bureau. Under this arrangement the control key and control channel are not required and the rate for the common control equipment only will apply.

C. Rates and Charges

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"> <li>• Common control equipment. Each group of lines in numerical sequence arranged for availability control.[1,2]</li> </ul>	PHY	\$9.50	\$8.02

[1] A Narrowband circuit is also required at rates and charges specified in the Access Service Catalog.

[2] A control key is also required, type is a 99N or equivalent.

## 10. MISCELLANEOUS SERVICE OFFERINGS

### 10.4 SCREENING/RESTRICTION SERVICES

#### 10.4.1 *CUSTOMNET* SERVICE

##### A. Description

1. *CUSTOMNET* Service provides toll access screening options which allow a customer to restrict the classes of chargeable calls originating over some or all of their lines.

*CUSTOMNET* Service enables a customer, by means of Company operator identification, to provide toll access by restricting (0/0+) outgoing toll calls to only those calls which are charged to the called telephone (collect), a third number and/or calling card.

2. Two options, described below, are available with this service.

- Option 1

All local and nonchargeable calls, e.g., calls to 800/800-type service numbers, and calls to Company numbers such as repair and public emergency service numbers (such as 911) will be permitted. Calls dialed 1+, including calls to Directory Assistance, will not be permitted. Calls dialed 0/0+ to Directory Assistance will be permitted if alternate billing is provided.

- Option 2

All local calls, nonchargeable calls and calls dialed 1+ will be permitted. With this option, the customer assumes responsibility for all calls dialed 1+.

##### B. Regulations

1. This service is offered subject to the availability of mechanized operator type services and existing CO facilities. The provision of this service may require some customers to change their existing telephone number.
2. The Company reserves the right to restrict the screening classes or combinations of classes to standard arrangements.
3. Toll Restriction cannot be applied to lines or trunks using *CUSTOMNET* Service.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.1 *CUSTOMNET* SERVICE (Cont'd)**

C. Rates and Charges

1. Multi-lines and trunks, Business

- a. This service is offered to business customers with more than one line or trunk.
- b. This service may be continued for existing individual line residence customers whose *CUSTOMNET* was established prior to 1-1-86 and whose entire residential premises are rented, leased or sublet for a period of less than one year.
- c. The service and equipment charge will apply:
  - To each initial premises location of the customer ordering *CUSTOMNET* Service, regardless of the number of exchange access lines equipped.
  - To a transfer of the customer's entire service to a different central office.
  - When *CUSTOMNET* Service is disconnected at the customer's request and then subsequently ordered by the same customer.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.1 CUSTOMNET SERVICE**

C. Rates and Charges (Cont'd)

2. Individual line, Business/Residence

a. This service is offered to individual line customers.

b. The service and equipment charge will apply:

- When *CUSTOMNET* Service is ordered subsequent to the initial installation of the access line.
- When *CUSTOMNET* Service is changed.

3.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Multi-lines and trunks, Business			
- Initial Installation	N/A	\$372.15	-
- Per exchange access line arranged	SRG	-	\$0.30
• Individual line, Business/ Residence			
- Per exchange access line arranged	SEA	25.50	5.90

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.4.3 BILLED NUMBER SCREENING (BNS)**

**A. Description**

1. BNS prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

**B. Regulations**

1. BNS is subject to the availability of facilities.
2. Collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed. e.g. International calls and calls that do not go through the Billing Validation Authority (BVA) data base.
3. Provision of BNS does not alleviate customer responsibility for completed toll calls.
4. BNS may be used with other Company toll screening/blocking services (e.g. Toll Restriction, Blocking for 10XXX1+/10XXX011+, etc.).

**C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Residence	RTVXQ	\$13.50	-
• Business	RTVXQ	13.50	-



**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.4.4 TOLL RESTRICTION SERVICE**

**A. Description**

1. Toll Restriction Service (TRS) prevents access to the network when one of the following types of calls is attempted:

- 1+IntraLATA
- 1+InterLATA
- 011+
- 101XXXX1+, 101XXXX011+, 101XXXX01+, 101XXXX0+
- 1+900, 1+976, 0+900, 0+976
- 0, 0+, 00+, 01+
- 1+555-1212, 0+555-1212, 1+NPA+555-1212, 0+NPA+555-1212, 0+411

When a restricted call is attempted, the caller will hear a pre-recorded announcement indicating that the call cannot be completed.

2. TRS does not block: local calls; calls to 800 and 888-type toll services; calls to 950 numbers, telephone repair service or 911 emergency services, and 555-1212, 411 and 1-411.

**B. Terms and Conditions**

1. TRS is not available with Pay Per Call Restriction, which blocks calls to 900 and 976 type services offered by Information Providers.
2. TRS is not available on multiparty lines.
3. TRS may be bypassed by some long distance carriers, who do not access a billing validation system.
4. TRS is designed to prevent certain types of calls from being completed. However, this service will not prevent all toll charges that may be billed to a customer's account. Provision of TRS does not alleviate the customer's responsibility for payment of completed toll calls charged to their line.
5. TRS will be placed on the customer's line(s) by the date the service order is due.
6. Toll Restriction will be provided at no charge to qualifying Telephone Assistance Program customers.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.4 TOLL RESTRICTION SERVICE (Cont'd)**

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Business			
- Each individual line or trunk equipped	RTY	\$13.50	\$5.50
• Residence			
- Each individual line equipped	RTY	—	5.50 (I)

**10.4.5 PAY PER CALL RESTRICTION**

A. Description

Pay Per Call Restriction prevents calls made from individual residence and business access lines from reaching information services (for example, those reached by dialing 900).

B. Terms and Conditions

Pay Per Call Restriction is offered to:

- Single party service
- PBX trunk
- *CENTRON* service

C. Rates and Charges

	USOC	NON- RECURRING CHARGE	MONTHLY RATE
• Per line			
- Initial installation	RTVX9	—	—
- Subsequent installation on same line	RTVX9	\$13.50	—

**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. Regulations

1. This service is offered subject to the availability of existing central office facilities.
2. 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>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Per line, trunk or NAR arranged	RTVXY	\$13.50	\$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

(N)

(N)

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING**

**10.5.3 SEPARATE PAGE BILLING**

A. Description

Separate Page Billing is a billing arrangement which enables a multiline customer to obtain details of toll calls on an itemized basis per access line per subtotal. Subtotals are not integrated on the same page with other subtotals.

B. Regulations

1. Separate Page Billing is required on all lines of an account.
2. Optional calling plans are not compatible with Separate Page Billing.

C. Rates and Charges

1. The Initial Service and Equipment Charge will apply to establish Separate Page Billing per account, regardless of the number of exchange access lines equipped.
2. The Subsequent Service and Equipment Charge will apply per account when additional lines are installed on an account, regardless of the number of exchange access lines added.

	<b>USOC</b>	<b>SERVICE AND EQUIPMENT CHARGE</b>		<b>MONTHLY RATE</b>
		<b>INITIAL</b>	<b>SUBSEQUENT</b>	
• Toll, per access line	TBD	\$35.00	\$13.25	\$0.65

**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	-

C. Liability

The Company cannot guarantee that Caller Identification Blocking will be successful. The sole liability of the Company due to errors, omissions or mistakes with respect to Blocking shall be to refund the charge for the Blocking, and the Company shall not otherwise be liable for any damages whether consequential, incidental, special or otherwise.

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.7.2 PER LINE BLOCKING**

A. Description

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.

There may be disadvantages to Per Line Blocking. As an example of Per Line Blocking's disadvantages, name and number will not be sent to poison control centers, relatives, and others.

B. Rates and Charges

1. Customers may choose one of the following payment options:

- Pay a nonrecurring charge for each line equipped with Per Line Blocking. This charge applies each time customers request Per Line Blocking; or
- Pay a recurring (monthly) charge for each line equipped with Per Line Blocking.

2. Customers may change from one Per Line Blocking payment option to the other, however, the Company will not deduct, apply or credit payments made for the previously selected payment option to any charges required for the payment option being requested.

**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>
Per Line Blocking			
• Business			
- Per month, per line or	NKM	-	\$2.00
- Per line	NKS	\$10.00	-
• Residence			
- Per month, per line or	NKM	-	1.00
- Per line	NKS	8.00	-

**C. Liability**

The Company cannot guarantee that caller identification blocking will be successful. The sole liability of the Company due to errors, omissions or mistakes with respect to Blocking shall be to refund the charge for the Blocking, and the Company shall not otherwise be liable for any damages whether consequential, incidental, special or otherwise.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.8 NETWORK CONNECTING ARRANGEMENTS**

#### **A. Description**

Customer equipment and facilities may be connected to facilities of the Company, subject to the regulations, rates and charges specified herein.

#### **B. Regulations**

1. In accordance with the provisions of Part 68 of the FCC Rules, installations of new connecting arrangements to facilities of the Company will not be made:
  - After July 1, 1979, for connection of customer-provided terminal equipment,
  - After January 1, 1980, for connection of customer-provided multiline terminating systems, and
2. Connecting arrangements of a type associated with customer terminal equipment or multiline terminating systems connected to facilities of the Company prior to the dates set forth in 1. preceding will be provided, subject to their availability, to reconnect such equipment.
3. Certain items provided in this 10.8 may require the use of commercial power. The rates quoted contemplate the use of standard equipment designed to operate on 110 volts, 60 cycles a.c. power. When special equipment, designed to operate on other voltages or frequencies, is required, the Company may make a reasonable additional charge. The commercial power, power wiring and outlets necessary for the operation of the equipment will be furnished by the customer.
4. The operation, maintenance and operating characteristics of the customer equipment and the magnitude and character of the voltages and currents delivered to the Company connecting equipment shall be such as not to interfere with any of the equipment offered by the Company or interfere with others. Such customer equipment shall operate in such a manner as to avoid hazard or damage to Company plant or of injury to Company employees or customers because of the character or location of the customer apparatus and of sources of power to which it is connected. Upon notice from the Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

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

5. Obligation of the Customer

The customer indemnifies and saves the Company harmless against libel, slander or the infringement of copyright or patents arising from the improper use of material transmitted over its facilities or from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

6. Responsibility of Company

The Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth Section 2 of this Catalog.

7. The rates and charges for connecting arrangements are added to those for any associated services or facilities.

8. The charge to install, move or change a connecting arrangement includes connection to the associated service or facility.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

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

9. Unless otherwise specified, the charge to move or change a connecting arrangement is the same as its installation charge.
10. The service and equipment charges listed will apply for each item of equipment installed in addition to any applicable installation or nonrecurring charges. The service and equipment charges do not apply to inside moves of equipment.
11. Unless specifically excepted, installation charges quoted do not apply to reconnections of in-place equipment.
12. Complex installations are subject to the service and equipment charge and other applicable charges as specified elsewhere. The installation charge applies to install, move or change equipment associated with complex services except where otherwise stated.
13. Noncomplex installations are subject to the service and equipment charge specified. Billable Premises Work Charges apply in lieu of installation charges for equipment associated with noncomplex customers.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

#### **C. Definitions**

Certain terms used herein are defined as follows:

##### Communications Systems

Channels and other facilities which are capable, when not connected to the telecommunications network, of communications between customer terminal equipment or Company stations.

##### Conforming Answering Device

A customer device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogations and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

##### Connecting Arrangement

The equipment provided by the Company to accomplish the direct electrical connection of customer facilities with the facilities of the Company.

##### Customer Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and are connected either electrically, acoustically or inductively to Company facilities.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**C. Definitions (Cont'd)**

Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit in the transmission of data.

Direct Electrical Connection

A physical connection of the electrical conductors in the communications path.

Grandfathered Multiline Terminating Systems

Denotes customer multiline terminating systems (including their equipment, premises wiring and protective circuitry if any) connected at the customer's premises in accordance with any telephone company regulations, and that are considered to be grandfathered under the FCC's rules because such systems are connected to the telecommunications network prior to January 1, 1980 and are of a type of system which was directly connected (i.e., without connecting arrangements) to the telecommunications network as of June 1, 1978.

Grandfathered Connections Of Multiline Terminating Systems

Denotes connections via connecting arrangements of customer multiline terminating systems (including their equipment and premises wiring) at the customer's premises in accordance with any telephone company regulations, and that are considered to be grandfathered under the FCC's rules because such connections to the telecommunications network are made via connecting arrangements prior to January 1, 1980, and such connecting arrangements are of a type of connecting arrangement connected to the telecommunications network as of June 1, 1978.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**C. Definitions (Cont'd)**

Grandfathered Terminal Equipment

Denotes customer terminal equipment (including protective circuitry if any) connected at the customer's premises in accordance with any telephone company regulations, and that is considered to be grandfathered under the FCC's rules because such terminal equipment was connected to the telecommunications network prior to July 1, 1979, and is of a type of terminal equipment which was directly connected (i.e., without connecting arrangements) to the telecommunications network as of October 17, 1977.

Grandfathered Connections Of Terminal Equipment

Denotes connections via connecting arrangements of customer terminal equipment connected at the customer's premises in accordance with any telephone company regulations, and that are considered to be grandfathered under the FCC's rules because such connections to the telecommunications network were made via connecting arrangements prior to July 1, 1979, and such connecting arrangements are the same type of connecting arrangement connected to the telecommunications network as of October 17, 1977.

Multiline Terminating Systems

Switching equipment (e.g., PBX, ACD) and key telephone type systems which are capable of terminating more than one exchange access service line, WATS access line, private line, or channel from a communications system.

Registered

Denotes the customer's premises equipment which complies with and has been approved within the Registration Provisions of Part 68 of the FCC's Rules and Regulations.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.1 DATA AND TELETYPEWRITER EQUIPMENT**

A. Description

Customer data transmitting and receiving equipment (includes teletypewriter equipment) and customer teletypewriter equipment may be connected to facilities of the Company for the transmission and reception of data signals.

B. Rates and Charges

	<b>USOC</b>	<b>NON-RECURRING CHARGE</b>	<b>INSTALLATION CHARGE</b>	<b>MONTHLY RATE</b>
• Basic arrangement for manual operation, each[1]	CDT	\$7.00	\$12.00	\$3.01
• Arrangement for unattended sending and receiving through a voltage type control interface, each[1]	CBS	7.00	12.00	9.05
• Arrangement for unattended sending and receiving through a contact closure type control interface, each[1]	CBT	7.00	12.00	6.05

[1] The installation charge does not apply when installed at the same time as the service with which it is associated.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.2 RECORDING, REPRODUCING, AND AUTOMATIC ANSWERING AND  
RECORDING EQUIPMENT**

A. Description

1. Customer recording, reproducing and automatic answering and recording equipment may be used in connection with the facilities of the Company for the following purposes and subject to the conditions, regulations, rates and charges specified herein.
2. Telecommunications service is not represented as adapted to the recording of telephone conversations or incoming messages, or to the transmission of prerecorded messages.

B. Regulations

1. Use of Company facilities for public announcements are subject to the following conditions:
  - a. For the purposes of identification, customers who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.
  - b. Customers transmitting factual public announcements such as time, weather, stock market quotations, air line schedules and similar information are excluded from the preceding condition.
  - c. Failure to comply with the provisions herein shall be cause for termination of the service.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**10.8.2 RECORDING, REPRODUCING, AND AUTOMATIC ANSWERING AND  
RECORDING EQUIPMENT**

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

2. Connecting equipment used for unattended operation is only available where full selective ringing is employed. The service arrangements are not furnished on a nonpublished basis, and information regarding the telephone number, name and address of the customer or responsible party, etc., is available to the public, upon request.
3. Customer recording, reproducing and automatic answering recording equipment may be connected with facilities of the Company only when and for so long as the customer subscribes to a sufficient number of telephone lines to handle adequately the volume of telephone calls received without interfering with any of the services offered by the Company. In the event that the use of customer equipment causes such interference, the Company shall have the right to discontinue service without prior notification to the customer.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**10.8.2 RECORDING, REPRODUCING, AND AUTOMATIC ANSWERING AND  
RECORDING EQUIPMENT (Cont'd)**

C. Rates and Charges

1. Recorder-Coupler equipment, which does not involve recording of two-way telephone conversations.[1]

	NON- RECURRING	INSTALLATION	MONTHLY
USOC	CHARGE	CHARGE	RATE
<ul style="list-style-type: none"> <li>• To provide either incoming or outgoing transmission. Simultaneous 2-way transmission is precluded.[2]</li> </ul>	RDL	\$7.00	\$24.50
		\$24.50	\$5.30

[1] These connecting arrangements are equipped to:

- Answer calls automatically.
- Couple prerecorded announcements to a telephone line from the customer-provided unit.
- Couple incoming messages from a telephone line to the customer-provided recording equipment.
- Transmit a single short tone to the telephone line at the time of mode transfer (start and end of recording).
- Transmit a low-level tone to the telephone line as required by the customer-provided equipment.
- Disconnect from the telephone line on signal from the customer-provided equipment.

[2] Simultaneous 2-way transmission is that capability which permits manufacturers of dictation equipment to incorporate end-to-end signaling to control the dictation equipment from remote telephones over the exchange network rather than that of 2-way voice transmission.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.3 ALARM SENDING DEVICES**

A. Description

Customer alarm sending systems may be connected to Company facilities by means of an alarm coupler provided by the Company. The alarm coupler is designed to connect customer burglar and fire alarm systems to individual access line exchange facilities and individual dial PBX lines, including Centrex lines.

B. Regulations

The types of alarm systems which can be accommodated by the alarm coupler are restricted to those alarm sending devices which transmit 1-way rotary dial pulses and prerecorded voice messages.

C. Rates And Charges

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>INSTALLATION CHARGE</b>	<b>MONTHLY RATE</b>
• Alarm coupler, each	CAU	\$7.00	\$26.00	\$3.23

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.4 VOICE TERMINAL EQUIPMENT**

A. Description

Customer-provided voice transmitting and/or receiving terminal equipment may be connected to the telecommunications network by means of suitable connecting arrangements and other equipment furnished by the Company.

B. Rates and Charges

	USOC	SERVICE & EQUIPMENT CHARGE	INSTALLATION CHARGE	MONTHLY RATE
• Connection of customer-provided dial pulse repertory dialers, per line equipped	SU7QW	\$7.00	\$24.50	\$3.01
• Connection of customer-provided originate only or originate and answer terminal equipment, typically alarm sending devices, per line equipped	SU6AQ	7.00	24.50	3.01
• Connection of customer-provided message register equipment to the exchange facilities. This arrangement provides indications of message registration for outgoing calls placed over associated CO facilities, per facility arranged, each	CEK	7.00	12.00	3.78

NOTICE

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TRANSMITTAL NO. 13-02-SID

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

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

**SECTION 10**

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Release 2

Effective: 6-15-2013

Idaho Public Utilities Commission

Office of the Secretary

**ACCEPTED FOR FILING**

June 15, 2013

Boise, Idaho

**SOUTHERN IDAHO**

Issued: 6-5-2013

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**10.8.4 VOICE TERMINAL EQUIPMENT**

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

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>INSTALLATION CHARGE</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"><li>Automatic connection that permits the connection of customer voice transmitting and/or receiving terminal equipment to an exchange or PBX line, per line equipped</li></ul>				
- Each	STC	\$7.00	\$30.00	\$9.44
- Each	STP	7.00	30.00	7.93
<ul style="list-style-type: none"><li>Connection of customer telephone answering devices, per line equipped</li></ul>				
	GTS	7.00	18.00	3.70

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TRANSMITTAL NO. 13-02-SID

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.5 MULTILINE TERMINATING SYSTEMS AND COMMUNICATIONS SYSTEMS**

A. Description

Customer Multiline Terminating Systems and Communications Systems may be connected to the telecommunications network by means of suitable connecting arrangements.

B. Rates and Charges

1. Automatic connecting arrangements.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>INSTALLATION CHARGE</b>	<b>MONTHLY RATE</b>
• To connect a customer attendant position to an exchange trunk line				
- Each line so arranged in connection with both-way service	CD9	\$7.00	\$30.00	\$8.68

10. MISCELLANEOUS SERVICE OFFERINGS

10.8 NETWORK CONNECTING ARRANGEMENTS

10.8.5 MULTILINE TERMINATING SYSTEMS AND COMMUNICATIONS SYSTEMS

B.1. (Cont'd)

	USOC	NON- RECURRING CHARGE	INSTALLATION CHARGE	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Connection to customer equipment from Centrex CO stations via a trunk level access code (e.g., dial "7")</li> <li>- Each arrangement, when installed whereby the arrangement and the PBX switching equipment or the attendant position of a Centrex CO service are on different customer premises[1]</li> </ul>	DCL	\$7.00	\$49.00	\$12.89

[1] Voiceband/Data Circuit rates and charges (2 channels (cable pairs) per connecting arrangement) also apply.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS (Cont'd)**

**10.8.7 TELEPHOTOGRAPH EQUIPMENT**

**A. Description**

Telephotograph equipment provided by the Press may be connected to lines of the Company for use by the Press for the transmission and reception of pictures and similar material for publication. Telephotograph equipment provided by law enforcement agencies may be connected to lines of the Company for use by law enforcement agencies for the transmission and reception of fingerprints, ballistic data, identification photographs and similar law enforcement material. Telephotograph equipment provided by the armed forces of the United States may be connected to lines of the Company for use by the armed forces of the United States for transmission and reception of information of military necessity essential to the national defense. Telephotograph equipment provided by civilian defense agencies may be connected to lines of the Company for use by civilian defense agencies for the transmission and reception of information essential for the discharge of their responsibilities in emergencies.

**B. Regulations**

1. Customer telephotograph equipment may be connected either by direct physical connection or by acoustic or inductive coupling. Direct physical connection may be made only by means of protective connection equipment furnished by the Company. The connection of the telephotograph equipment may be made by the customer only to the terminals of the protective connection equipment.
2. Portable protective equipment will be furnished, if desired, for use with portable telephotograph equipment of the customer.
3. The telephotograph equipment may be used in connection with any class of business service, except PAL Service, or to Private Line Access Service furnished to the customers specified in A. above or made available to them under a joint user agreement. Portable protective equipment may be used also at PBX stations in guest rooms of hotels, subject to the consent of the hotel concerned.
4. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from the above requirements.
5. The Company assumes no responsibility for the quality of, or defects in, the material transmitted or received regardless of cause.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**  
**10.8.7 TELEPHOTOGRAPH EQUIPMENT (Cont'd)**

C. Rates and Charges

1. The provision of jacks to connect the portable protective connection equipment is subject to the regulations specified for jack and plug equipment.
2. Where special arrangements are furnished or unusual costs are incurred, special rates or charges may be applied based on the requirements in each case.
3. Exchange-Network Connections

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"> <li>• Protective connection equipment, including connection equipment, monitoring receiver, key and, for portable installations, cord for connection to telephone facilities, each</li> </ul>	667	\$7.00	\$1.51
4. Private Line Connections			
<ul style="list-style-type: none"> <li>• Protective connection equipment with terminals for the direct connection to private line facilities, each</li> </ul>	667	7.00	1.39



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

A. Description

1. Message Delivery Service transmits call information pertaining to all incoming calls to a Message Delivery Service customer's Multi-Line Hunt Group. 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 that client'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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

**B. Terms and Conditions**

1. The customer must have a Multi-Line Hunt Group (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's clients 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.
2. The customer must have a Call Data Input/Output Central Office Facility to each central office switch where client lines are resident.
3. Signalling on the Call Data Input/Output Central Office Facility is ASCII asynchronous.
4. More than one customer Multi-Line Hunt Group 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-Audible, Visual or Audible/Visual, the customer must have compatible message desk CPE equipment.
6. A voiceband/data circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signalling between the central office and the customer premises to provide call information and/or message waiting indication.
7. Message Delivery Service will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

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

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 or to provide Voice Messaging Service.
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.

**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 Service and Equipment Charge to change the service is the same as the charge to install it.
3. The rates and charges are as follows:

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
• Per Multiline Hunt Group Terminating in Call Data Input/ Output Central Office Facility	FHZPA	150.00	15.00
• Call data, each line arranged	MBH	5.00	3.75

NOTICE

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

D. Message Delivery Service - Interoffice

1. Description

a. Message Delivery Service - Interoffice (MDSI) transmits call related information pertaining to all incoming calls to an MDSI customer's multiline hunt group. This information includes the following:

- (1) The 10 digit called directory number.
  - (2) The 10 digit calling directory number (if the central office switch that serves the calling party is connected to the same SS7 network as the central office serving the MDSI customer and is equipped with the proper software).
  - (3) The reason the call was forwarded (e.g. busy line, don't answer, all calls forwarded) or that the call was direct dialed.
- b. The central office ("host" office) that serves the MDSI customer may receive call related information from their clients in other central offices that are connected via Signaling System 7 (SS7) trunks and contain the proper software.

2. Terms and Conditions

- a. The customer must have a Multiline Hunt Group (MLHG) in the same central office switch (or a subtending remote switch module if technically possible without adverse network impacts) where the data link (private line) terminates that is used to transmit call related information to the customer's premises equipment.
- b. A 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.
- c. Message Delivery Service - Interoffice will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.

## 10. MISCELLANEOUS SERVICE OFFERINGS

### 10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

#### 10.10.1 MESSAGE DELIVERY SERVICE

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

- d. The Company reserves the right to limit growth of an existing service arrangement or the installation of a new service arrangement based on available capacity of the serving central office switch and/or its associated network connection.
- e. The Custom Local Area Signaling Service (CLASS) Caller Identification Blocking features are effective with this product for the calling party to control the transmission of their telephone number. Should CLASS Caller Identification Blocking be ineffective from a specific switch type providing Message Delivery Service - Interoffice, 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 or to provide Voice Messaging Service.

### 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. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
• Per Multiline Hunt Group terminating in Call Data Input/Output Facility, each	FHGPA	275.00	75.00
• Call Data - Interoffice, each line arranged	M4H	5.00	55.00

## **10. MISCELLANEOUS SERVICE OFFERINGS**

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

#### **10.10.2 MESSAGE WAITING INDICATION**

##### **A. Audible**

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

Message Waiting Indication is a feature whereby subscribing clients 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 (provider). The tone 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 tone and place a call. The tone will continue until the message has been retrieved.

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

- a. Each provider client subscribing to Message Waiting Indication must have their line programmed to accept Message Waiting Indication.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.
- c. Message Waiting Indication can be resold.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION**

A. Audible (Cont'd)

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 Service and Equipment Charge to change the service is the same as the charge to install it.
- c. Only one Service and Equipment Charge will apply when one or more 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.)
- d. The rates and charges are as follows:

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE[1]</b>	<b>MONTHLY RATE</b>	
			<b>RESIDENCE</b>	<b>BUSINESS</b>
• Each client line arranged billed to provider	MWS	\$12.00	\$0.25	\$0.25
• Each client line arranged billed to client	MWW	12.00	0.25	0.25

[1] Applies to business customers only.



**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 their 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 Service and Equipment Charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Each client line arranged			
- Residence	MV5	—	\$0.50
- Business	MV5	\$13.00	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 their 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.

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Each line arranged			
- Residence	M1W	-	\$0.60
- Business	M1W	\$13.00	1.10

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 13-02-SID

## 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, multiline hunt groups, trunk groups, network access registers, *CENTRON* system features, etc. Reports are available on a one-week, a one-month or on an ongoing basis. (T)

##### 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 central offices 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. Regulations

1. TDRS is available where central office facilities permit.
2. TDRS can be resold.
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 central office 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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

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

5. The data provided in TDRS will be not less than 90 percent complete. Studies that are less than 90 percent complete will be treated as follows:
  - a. One Week Reports
    - Customer Accepts Incomplete Report
      - Issue credit adjustment, per D. following, towards nonrecurring charge.
    - 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
    - Customer Accepts Incomplete Weekly Report
      - Issue credit adjustment, per D. following.
    - Customer Does Not Accept Incomplete Report
      - Reschedule another week at no additional charge, or
      - Adjust customer bill for incomplete week.
  - c. Terms and conditions, specified in a. and b. above, 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 week

One month

One month

Ongoing

Two months

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

D. Rates and Charges

TDRS will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Service Establishment Charge, per account, per order	TFD01	\$30.00	-
• 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
• TDRS study for dedicated common block features/measurements			
- One week	TFPBW	500.00	-
- One month	TFPBM	950.00	-
- Ongoing	TFPBO	350.00	600.00

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

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

**CREDIT  
ADJUSTMENT**

- Credit adjustment applicable when a customer accepts a less than 90 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

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

**SECTION 10**

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Release 3

Effective: 9-29-18

**SOUTHERN IDAHO**

Issued: 9-18-18

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES (CONT'D)**

**10.10.5 RESERVED**

(C)

(D)

(D)

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **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.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.4. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING 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.

NOTICE

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.4. (Cont'd)

	USOC	NON- RECURRING CHARGE	MONTHLY RATE	DAILY RATE
• Activation Charge[1]				
- 2nd or more occurrences, in a 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.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **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, preceding.
- e. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in 5.7.1, preceding.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **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.
- 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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- 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.
- 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.

## **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.

NOTICE

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TRANSMITTAL NO. 13-02-SID



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

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

**SECTION 10**

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Release 2

Effective: 6-15-2013

Idaho Public Utilities Commission

Office of the Secretary  
**ACCEPTED FOR FILING**

June 15, 2013

Boise, Idaho

**SOUTHERN IDAHO**

Issued: 6-5-2013

**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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

TRANSMITTAL NO. 13-02-SID

**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	—

## **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 if 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, preceding.

## **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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**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	-



## **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, preceding.
- e. Directory listings may be provided for 511 at rates under the terms, conditions, and rates specified in 5.7.1, preceding.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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.

## **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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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 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 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.

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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	-

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE (Cont'd)**

D. 711 Services

1. Description

711 Service ("711") is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.

2. Terms and Conditions

- a. 711 Service is available in Qwest Corporation territory only. To provide 711 access to end users in an independent company territory, or to a Competitive Local Access Carrier's (CLEC) end user, the 711 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 711 code.
- c. 711 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, preceding.
- e. Directory listings may be provided for 711 at no charge.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE (Cont'd)**

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

f. Access to 711 is not available to the following classes of service:

- 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the 711 subscriber will not be completed.

- g. The 711 subscriber is restricted from selling or transferring the 711 code to an unaffiliated entity, either directly or indirectly.
- h. 711 will not provide calling number information in real time to the 711 subscriber. If the 711 subscriber needs this type of information, the 711 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 711 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 711 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 711 service from areas where 711 service is not provided will be advised that the service is not available from their number.
- j. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 711 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 711 subscriber has failed to establish service or decides to discontinue service establishment, the 711 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.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.11 MISCELLANEOUS SERVICES**

#### **10.11.3 N11 SERVICE**

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

- k. 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.
- l. 711 Service is provided where facilities permit.
- m. The 711 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach relay services provided by dialing 711.
- n. 711 will be provided under the following conditions:
  - (1) The 711 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to handle calls to 711 without impairing the Company's general telephone service or telephone plant.
  - (2) The 711 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 711 subscriber will 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 711 Services is not allowed.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2.n. (Cont'd)

- (5) The 711 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. At the Company's request, the 711 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 711 service.
- (6) The Company will provide both oral and written notification when a 711 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 711. 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 711 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- o. The following conditions apply if the 711 subscriber provides a pre-recorded announcement:
  - (1) The 711 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The Company's provision of access to the 711 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 711 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 711 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.

NOTICE

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TRANSMITTAL NO. 13-02-SID

**10. MISCELLANEOUS SERVICE OFFERINGS**

**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 711 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.
- q. 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 by the Company, or its employees, or agents, in connection with this Catalog. The Company shall 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 711 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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D. 711 Services (Cont'd)

3. Rates and Charges

- a. A Service Establishment charge will apply per point-to number.
- b. 711 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 711 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. The charge per call routed shall be waived until such time as a new contract for the provision of Telecommunications Relay Service (TRS) in this state is negotiated between the 711 customer (TRS provider) and the appropriate agency.
- e. Charges applicable to the 711 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	-

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.11 MISCELLANEOUS SERVICES**

#### **10.11.3 N11 SERVICE (Cont'd)**

##### **E. 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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.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.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.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.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E. 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

## **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. The mailbox includes the Easy Access Feature. 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.

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 two increments; Level I provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

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

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**SOUTHERN IDAHO**  
Issued: 12-2-2015

Effective: 12-12-2015

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**

B. Optional Features (Cont'd)

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.

(D)

(D)

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TRANSMITTAL NO. 15-11-SID

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE(Cont'd)**

C. Terms and Conditions

1. Residence Voice Messaging Service will be provided 24 hours per day, 7 days per week.
2. Residence Voice Messaging Service will be offered where adequate and suitable facilities are available.
3. Customers subscribing to Market Expansion Line may subscribe to Mailbox Only. These customers would not subscribe to another Call Forwarding feature nor would Message Waiting Indication be necessary.
4. The Company may apply, at no charge, additional features for the purpose of enhancing service. Removal of the audio logo and the restart function are examples of these features.
5. Customers may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in D., following.
6. All terms and conditions for Number Forwarding as specified in 5.4.19, preceding, apply to Anywhere Voice Mail.



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Release 4

Effective: 9-1-2023

**Idaho Public Utilities Commission  
Office of the Secretary  
ACCEPTED FOR FILING  
September 1, 2023  
Boise, Idaho**

**SOUTHERN IDAHO**  
Issued: 8-21-2023

**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 and charges for Anywhere Voice Mail include the provision of Number Forwarding.

4. The rates are as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
• Mailboxes, each line arranged				
- With CFBDA/MWI	VMJXA	-	\$10.00	
- With CFBDA/MWI-S	VMJXB	-	10.00	
- Mailbox only	VMJXX	-	10.00	
- Anywhere Voice Mail - <b>GRANDFATHERED</b>				(C)
VTLMX	\$10.00	18.00		

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

**Book Name**

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Release 8

**SOUTHERN IDAHO**

Issued: 12-2-2015

Effective: 12-12-2015

**Idaho Public Utilities Commission**

**Office of the Secretary**

**ACCEPTED FOR FILING**

**December 12, 2015**

**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 RESIDENCE VOICE MESSAGING SERVICE**

D.4. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Optional Features		
- Additional Message Capacity		
- Level 1	VMC1X	\$4.95
- Extension Mailbox	VBS	6.00 (I)
- Message Notification	VFN	4.95
- Spanish	S8V	—

(D)

(D)

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**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, replay of messages, and Easy Access. 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.

Listen Only

This mailbox provides the caller with information that can only be listened to, not replied to. This information is provided by the Listen Only mailbox customer. This mailbox includes the route to other number feature, but does not include the send/copy/forward features.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE**

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

Listen Only mailbox gives the customer a reduced function mailbox which allows the customer to record one message, up to fifteen minutes in length, that is listened to by incoming callers.

##### 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's 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 or Listen Only 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 Listen Only or 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 a Listen Only 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 Listen Only or Voice Mail mailboxes that are billed to the same telephone number.

This feature is not technically compatible with an Extended Absence Greeting.

**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 two increments; Level I provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 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.

## **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.

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

**Book Name**

**Catalog**

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Release 5

**SOUTHERN IDAHO**

Issued: 12-2-2015

Effective: 12-12-2015

**Idaho Public Utilities Commission**

**Office of the Secretary**

**ACCEPTED FOR FILING**

**December 12, 2015**

**Boise, Idaho**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE**

A.4.Reserved for Future Use

(D)

(D)

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**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, 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.

**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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"> <li>• Add and/or change router and/or Route to Other Number, per mailbox/router[1,2,3]</li> </ul>	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.

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each			
- Voice Mail	MBB,MBBXA	\$10.00	\$13.95
- Discounted[1]	MBJ	—	13.95
- Discounted[2]	N/A	—	9.75
- Discounted[3]	N/A	—	7.95
- With CFBLDA & MWI-A[4]	VVMAD	[5]	19.70
- With CFBLDA & MWI-A/V[4]	VVMAE	[5]	20.55
- With CFDA & MWI-A[4]	VVMAF	[5]	18.20
- With CFDA & MWI-A/V[4]	VVMAG	[5]	19.05
- Listen Only	VJMXW	10.00	24.95

[1] The discounted rate applies when subscribed to in association with a *SMARTSET PLUS* Package. No nonrecurring charge will apply if subscribed to on the same order as a *SMARTSET* Package.

[2] The discounted rate applies when subscribed to in association with the obsolete Business *CUSTOMCHOICE*, obsolete Centrex 21, or the obsolete *QWEST BUSINESS LINE PLUS*.

[3] The discounted rate applies when subscribed to in association with *QWEST CHOICE* Business Prime.

[4] Nonrecurring charge applies in addition to the nonrecurring charge for voicemail mailbox.

[5] Nonrecurring charge is equal to the nonrecurring charge associated with the installation of message waiting indication and call forwarding features.

**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 mailboxes, each			
- Call Routing[1]	VPH,VPHXA	—	\$ 9.95
- Call Routing to Number[1]	VJMXU,VJMXV	—	12.00

[1] A minimum of two mailboxes is required.

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

**Book Name  
Catalog**

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**SOUTHERN IDAHO**  
Issued: 12-2-2015

Effective: 12-12-2015

**Idaho Public Utilities Commission  
Office of the Secretary  
ACCEPTED FOR FILING  
December 12, 2015  
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>
• 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

(D)

(D)

NOTICE  
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TRANSMITTAL NO. 15-11-SID

**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 of this Catalog apply.

(2) The nonrecurring charges are specified in 10.1.2.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

- Centrex 21 Voice Mail

	<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>
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

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

**Exchange and Network  
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Release 3

Effective: 6-15-2013

Idaho Public Utilities Commission (6)

Office of the Secretary  
**ACCEPTED FOR FILING**

June 15, 2013

Boise, Idaho

**SOUTHERN IDAHO**

Issued: 6-5-2013

**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 23 MONTHS</b>	<b>24 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 72 MONTHS</b>
• 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-SID

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

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

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Release 1

Effective: 3-16-15

Idaho Public Utilities Commission

Office of the Secretary

ACCEPTED FOR FILING

March 16, 2015

Boise, Idaho

**SOUTHERN IDAHO**

Issued: 2-12-15

**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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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
TRANSMITTAL NO. 15-03-SID



**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network**  
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**SOUTHERN IDAHO**  
Issued: 6-5-2013

Effective: 6-15-2013

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

**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

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Residence Voice Messaging Service .....	1

**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

**110.12 VOICE MESSAGING SERVICE**

**110.12.1 RESIDENCE VOICE MESSAGING SERVICE**

A. Mailboxes

See 10.12.1, preceding, for descriptions, terms, conditions and application of rates and charges.

1. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each line arranged			
- With CFBDA/MWI			
- Discounted[1]	N/A	-	\$4.95
- Discounted[2]	N/A	-	5.00
- With CFBDA/MWI-S			
- Discounted[1]	N/A	-	4.95
- Discounted[2]	N/A	-	5.00
- Mailbox only			
- Discounted[1]	N/A	-	4.95
- Discounted[2]	N/A	-	5.00

[1] This discounted rate is obsolete effective January 6, 2003. However, existing customers will continue to be billed the discounted rate above for mailboxes in service prior to January 6, 2003, when part of an existing *CUSTOMCHOICE* or *VALUECHOICE* package.

[2] This discounted rate is obsolete effective August 16, 2004. Existing customers will continue to be billed the discounted rate for mailboxes added after January 6, 2003, as part of existing *CUSTOMCHOICE*, Two-line *CUSTOMCHOICE*, *VALUECHOICE* and Two-line *VALUECHOICE* found in 105.9.1.

NOTICE

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

**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

**110.12 VOICE MESSAGING SERVICE**

**110.12.1 RESIDENCE VOICE MESSAGING SERVICE (Cont'd)**

B. 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 two increments; Level I, found in 10.12.1, provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Optional Features, each line arranged			
- Additional Message Capacity			
- Level II[1]	VMC2X	-	\$4.95

[1] This feature is not available with Extension Mailbox.

## 110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

### 110.12 VOICE MESSAGING SERVICE (Cont'd)

#### 110.12.2 BUSINESS VOICE MESSAGING SERVICE

See 10.12.2 for terms, conditions, and rate applications.

##### A. 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 two increments; Level I, found in 10.12.2, provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

##### B. Rates and Charges

	USOC	NON RECURRING CHARGE	MONTHLY RATE
• Optional features, per mailbox, each			
- Additional Message Capacity			
- Level II[1]	VMC2X	-	\$4.95

**Qwest Corporation d/b/a CenturyLink QC**  
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**SOUTHERN IDAHO**  
Issued: 6-5-2013

Effective: 6-15-2013

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

**11. POLE ATTACHMENTS**

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**11. POLE ATTACHMENTS**

**11.1 APPLICATION**

1. Individuals or associations who, as service station customers (i.e., not operating exchanges), connect their lines with the Company's system under the provisions of this document covering "Service Stations" are allowed to attach wires used for this purpose to the Company's poles, where such attachment is feasible.
2. Where the wires are attached to the poles themselves, the owners of such wires are required, in addition to the charges specified in (a) below to furnish the necessary brackets and insulators of a type approved by the Company. If the attachments are made to crossarms, the Company generally furnishes the pins, but not the insulators.
3. Attachments of telephone wires used for other than service station purposes, and of crossarms, cables or other property, whether for telephone or other uses, are sometimes permitted by special arrangement.

**11.2 RATES AND CHARGES**

**CHARGE**

- Per annum for the attachment of each wire to each pole

\$0.05