

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

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

**PREFACE**  
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**Idaho Public Utilities Commission**  
**Office of the Secretary**  
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**PRELIMINARY STATEMENT**

Effective January 1, 1983, in accordance with the order of the FCC in Docket 20828, customer premises equipment, as defined by the FCC, will be provided by the Company for use with new or existing service only so long as the equipment is available from Company inventory acquired prior to January 1, 1983, except as otherwise permitted by the FCC.

The Company will continue to provide maintenance for the Company provided customer premises equipment subject to the availability of replacement parts and/or equipment.

The use and provision of existing customer premises equipment remains subject to the regulations of filed catalogs.

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

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**REGULATIONS , RATES AND CHARGES**

Applying to the provision of

Intrastate Exchange and Network Services

within the operating territory of

Qwest Corporation d/b/a CenturyLink QC

(C)

Whether offered under the name, or the trade or band name CenturyLink

(N)

in the portion of the State of

**IDAHO**

that is part of the SPOKANE, WASHINGTON LATA

**ADOPTION NOTICE**

(N)

Effective April 1, 2011, Qwest Corporation registered the fictitious name CenturyLink QC. Effective August 8, 2011, Qwest Corporation began operating under the name CenturyLink QC. As such, Qwest Corporation d/b/a CenturyLink QC hereby adopts, ratifies and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Idaho Public Utilities Commission, State of Idaho, by or adopted by Qwest Corporation.

By this notice, Qwest Corporation d/b/a CenturyLink QC also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Qwest Corporation has heretofore filed with said Commission.

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**Qwest Corporation d/b/a CenturyLink QC**  
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**1. APPLICATION AND REFERENCE**

**1.1 APPLICATION OF CATALOG**

This Catalog contains the regulations, terms, conditions, rates and charges applicable to intraLATA intrastate exchange and network services and equipment furnished by Qwest Corporation d/b/a CenturyLink QC, hereinafter referred to as the Company. The regulated services offered herein by Qwest Corporation d/b/a CenturyLink QC, whether under that name or the trade or brand name CenturyLink, are subject to the terms and conditions of this Catalog.

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**A Territory Served, Service Rendered, Rates and Rules and Regulations**

The Company renders exchange telephone service, toll telephone service and private line services and channels throughout the territory served by it and its connecting companies as shown in its schedules, which include a description of the service furnished, and maps filed.

**B. Notice of Filing**

The procedure which will be followed by the Company in rendering service is shown in General Regulations - Conditions of Offering in this Catalog.

No officer, employee or agent of the Company has any authority to waive, alter or amend in any respect these rates or general regulations, or any part of, or to make any agreements inconsistent with the information shown in the filed catalogs.

The rates and general regulations shown are subject at all times to addition, change or abolition after proceedings duly held by the Idaho Public Utilities Commission. Changes in the rates and General Regulations shown in the catalogs must first be approved or accepted by the Idaho Public Utilities Commission.

**C. Effective Dates**

1. For services established prior to the effective date shown in the Catalog, the effective date will be as shown in the Catalog.
2. For all new service or equipment furnished on or after the effective date shown in the Catalog, the effective date will be the day following the day connected. This will include changes of address involving changes in billing periods.
3. For all services on which a change of type, class or grade of service is completed on or after the effective date shown in the Catalog, the effective date will be the day following the day changed.
4. For exceptions to the effective dates, see individual sections.

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**1. APPLICATION AND REFERENCE**

**1.4 CATALOG FORMAT**

**1.4.1 LOCATION OF MATERIAL**

1. Section 1 provides the following for all of the sections in this Catalog.
  - Subject Index - an alphabetical listing to find the desired section.
  - Table of Contents - a numerical listing to find the desired section and page.
2. Each individual section in the Catalog provides a Subject Index for the material located within that section.
3. Obsolete Service Offerings

Obsolete service offerings are identified in the Catalog by adding 100 to the current section number, i.e., obsolete items from Section 9, Central Office Services, would be found in Section 109, Obsolete Central Office Services. This section is then filed behind Section 9.

**1.4.2 OUTLINE STRUCTURE**

The Catalog uses nine levels of indentations known as Tariff Information Management (TIM) Codes, as outlined below:

LEVEL	APPLICATION	EXAMPLE
1	Section Heading	<b>5. EXCHANGE SERVICES</b>
2	Sub Heading	<b>5.2 LOCAL EXCHANGE...</b>
3	Sub Heading	<b>5.2.1 MEASURED RATE...</b>
4	Sub Heading/Catalog Text	A. Basis of Offering
5	Sub Heading/Catalog Text	1. Text
6	Sub Heading/Catalog Text	a. Text
7	Sub Heading/Catalog Text	(1) Text
8	Sub Heading/Catalog Text	(a) Text
9	Footnotes	[1] Text

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**1.4 CATALOG FORMAT (Cont'd)**

**1.4.3 RATE TABLES**

Within Catalog rate tables, three types of entries are allowed:

- Rate Amount

The rate amount indicates the dollar value associated with the service.

- A dash "-"

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- A footnote designator "[1]"

The footnote designator indicates that further information is contained in a footnote.

**1.4.4 USOC COLUMN**

Within Catalog USOC columns, two types of entries are allowed:

- USOC

The three- or five-character code for the product or service.

- N/A

The "N/A" indicates that there is no applicable USOC.



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**1.5 EXPLANATION OF CATALOG CHANGE SYMBOLS**

<b>SYMBOL</b>	<b>EXPLANATION</b>
(C)	To signify changed regulation, rule, condition or listing
(D)	To signify discontinued material
(I)	To signify rate increase
(M)	To signify material moved from or to another part of the Catalog with no change, unless there is another Catalog change symbol present
(N)	To signify new material
(R)	To signify rate reduction
(T)	To signify a change in text but no change in rate, condition, rule, or regulation

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**1.6 EXPLANATION OF ABBREVIATIONS**

ADAD	- Automatic Dialing and Announcement Device
CO	- Central Office
Cont'd	- Continued
dB	- Decibel
<i>DID</i>	- Direct Inward Dialing
DSS	- Digital Switched Service
ENI	- Extended Network Interface
FCC	- Federal Communications Commission
FCO	- Foreign Central Office
FX	- Foreign Exchange
IC	- Interexchange Carrier
Mbps	- Megabits per second
MTS	- Message Telecommunications Service
OCC	- Other Common Carrier
PAL	- Public Access Line
PBX	- Private Branch Exchange
QC	- Qwest Communications
QCC	- Qwest Communications Corporation
QLDC	- Qwest Long Distance Corporation
RCC	- Radio Common Carrier
SUS	- Suspension of (all) Service
TDRS	- Traffic Data Report Service
TIM	- Tariff Information Management (Code)
TSP	- Telecommunications Service Priority
USOC	- Uniform Service Order Code
WATS	- Wide Area Telecommunication Service

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**1. APPLICATION AND REFERENCE**

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**1. APPLICATION AND REFERENCE**

**1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES (Cont'd)**

**MARK**

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QWEST<sup>®</sup>

QWEST BUSINESS LINE PLUS<sup>™</sup>

QWEST UTILITY LINE<sup>™</sup>

SIMPLE VALUE<sup>SM</sup>

SUPER SAVINGS<sup>SM</sup>

TOTAL ADVANTAGE<sup>®</sup>

VALUECHOICE<sup>™</sup>

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS**

Certain terms and phrases used in this Catalog have the meaning as given in the definitions as shown below.

800 Service and 800 Serviceline Option

Denotes a toll-free service when the 803 service access code (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) is used. The term 800/800-type service is used interchangeably with 800 Service and 800 Serviceline Option throughout this Catalog to describe this service.

Applicant

An individual or concern making application to the Company for telephone service.

Auxiliary Line

An additional individual line from the same central office to the same premises as the main individual line and associated there.

Average Power

Power averaged over any one-tenth second.

Base Rate Area

That section of an exchange area within which base rates apply and which usually contains the more compact continuous development.

Basic Exchange Service

The furnishing of telecommunications service to premium flat rate, basic measured business and residence customers within a specified geographical area for local calling on either a flat rate or measured basis, and access to and from the telecommunications network for message toll service. Basic Exchange Service as defined does not include PBX trunks.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

**Battery Power**

Direct current electrical energy furnished on the customer's premises through a circuit from the central office or other source of supply to a private branch exchange system or other equipment requiring separate electrical energy.

**Building**

A structure occupied by one or more customers.

**Buried Wire**

A cable designed for use in underground construction and utilized in extending the Company's telephone plant.

**Campus**

A group of two or more buildings or spaces located on a single owned continuous or contiguous property.

**Central Office**

Equipment owned by the Company and used to terminate, interconnect and switch exchange access lines and trunks to provide telecommunications.

**Communication Systems**

Channels or other facilities which may be used for communications between customer-provided terminal equipment when not used for exchange access lines or WATS service.

**Complex Service**

Telephone service arrangements that have a requirement for common equipment.



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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Continuous Portions of a Building

Denotes spaces within a given building which are occupied by the customer and connected by doors, hallways, stairs or elevators and not separated by space occupied by others or used by the general public.

Continuous Property

Continuous property is defined as the land, including any building or buildings thereon, occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes a passageway which is suitable to the Company for the placing of wire facilities. Pipe and conduits are considered enclosed passageways.

Customer

An individual or concern receiving exchange telephone service under an application made to the Company for such service.

Customer-Provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system.

Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria shown in Section 8, Connections of Premises Equipment to Telecommunications Systems.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

**Date of Presentation**

The date upon which a bill or notice is mailed, postage prepaid, in a sealed envelope properly addressed to the customer, or if not mailed, the date upon which that bill or notice is presented to the customer by a representative of the Company.

**Demarcation Point**

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises. The demarcation point location will be within twelve inches (12") of the protector, or when there is no protector, within twelve inches (12") (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

**Directory Listings**

Essential information in the telephone directory or directory assistance records whereby telephone users may ascertain the telephone number of a listed customer.

**Emergency**

A situation which exists when serious sickness or public safety or public necessity is involved.

**Entrance Facilities**

Those facilities from the property line to the point at which the cable terminates at the protector.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Exchange

The telephone system, including plant and equipment, by means of which local or exchange service is furnished to patrons within a defined area, and which, in conjunction with interexchange plant and equipment, toll or long distance service is furnished.

Exchange Access Lines

Serving central office line equipment and all outside plant facilities needed to connect the serving central office to, and including, the Company-provided Standard Network Interface (a miniature modular jack). These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the cataloged use offering selected by the customer. (When used with PBX service it can also be referred to as a Trunk.)

Exchange Area

An area within which the Company is responsible for providing exchange telephone service from the central office or offices serving that area as shown in the provisions of the catalogs.

Extended Line

A line extended from the primary location of one service to another service either on or off-premises.

Extension Service

Extension service provides the capability of originating or receiving calls from locations equipped with instruments in addition to the location of the main station.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Facilities

Central office equipment, supplemental equipment, apparatus, wiring, cables (outside plant feeder and distribution) and other material and mechanisms necessary to or furnished in connection with telephone service.

Foreign Exchange

An exchange from which foreign exchange service is furnished.

Foreign Exchange Service

Exchange service furnished a customer from a central office located in an exchange area other than that in which the customer's main line termination is located.

Hunting Line

An exchange access line arranged to select, when busy, an available line of a customer's group of hunting lines.

Individual Line Service

A grade of exchange service furnished by means of a central office line arranged to serve one main station line only, although additional extension station lines may be connected.

Interexchange Receiving Service

Interexchange receiving service will be furnished over the Company's toll circuits from one exchange to the customer's location in another exchange. The customer assumes responsibility for payment of the toll charges.

## **2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

### **2.1 DEFINITION OF TERMS (Cont'd)**

**Interexchange Service**

See "Toll Service".

**Intraexchange Private Line**

See "Local Private Line".

**Joint User**

An individual or concern authorized by the Company and the customer to share in the use of customer's business telephone service.

**Lifeline**

**A program sponsored by the Federal Communications Commission which provides discounted basic residential local or broadband service to qualifying low-income subscribers. The Idaho Telephone Service Assistance Program (ITSAP) does not support broadband service.**

(N)

(N)

**Line Extension**

Outside plant, in addition to existing facilities, required for the establishment of telephone service, including the drop wire and buried service wire.

**Local Access and Transport Area (LATA)**

A geographic area established by the Company for the provision and administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

**Local Exchange**

An exchange in which is located the access line termination to which foreign exchange service is furnished.

**Local Message**

A communications between a calling party and any other exchange customer within the local service area of the calling party.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Local Private Line

A line located wholly within an exchange area, furnished for the customer's own use for communication between stations connected to that line. A local private line may not be connected to exchange service lines. This service is furnished under the Private Line Transport Services Catalog, Special Channel Services.

Local Service

An exchange service available in a particular exchange area for communication throughout that exchange area.

Local Service Area

An area within which are located the access lines to which calls may be made under a specified section of exchange rates without the payment of toll charges.

Main Station Line

See "Exchange Access Lines".

Message

A completed call or telephonic communication.

Message Rate Service

A type of exchange service which applies to hotel trunks involving a stipulated charge for each outgoing local message, or a stipulated monthly charge for outgoing local messages not in excess of a specified number, a charge being made for each additional local message. Record of local messages is maintained in the Company's central office, usually by means of message registers.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Mileage Charges

Additional recurring charges, based on distance measurement, applying to foreign exchange service.

Minimum Point of Entry

The closest practicable point to where regulated telephone facilities cross a property line or enter a building.

National Security Emergency Preparedness (NSEP)

See "Telecommunications Service Priority (TSP)".

Network Control Signaling

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order, or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Control Signaling Unit

Terminal equipment furnished, installed and maintained by the Company or the customer for the provision of network control signaling.

Network Facilities

All Company facilities from the central office up to and including the Standard Network Interface at the demarcation point.

Network Interface

See "Standard Network Interface".

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Non-Residential Service

All service that is not used primarily for domestic or social purposes.

Official Station

An access line provided by the Company for the use of its employees in the conduct of the Company's business.

Off-Premises Private Branch Exchange (PBX) Station Line

A line which originates at a PBX and is terminated at a location other than the building in which the PBX is located. Telephone numbers are assigned at the switching system. Off-premises PBX lines may terminate in terminal equipment or common equipment. They have a maximum loss of 4.5 decibels and utilize a 2-wire interface and loop signaling.

Off-Premises Station Lines

A line termination located in a building or location other than the building in which the main access line is terminated.

Permanent Disconnection

A discontinuance of service in which the facilities used for that service become available for use in providing other service.

Premises

All the space in the same building in which a customer has the right of occupancy to the exclusion of others or shares the right of occupancy with others; and all space in different buildings on continuous property, provided such buildings are occupied solely by one customer. Foyers, hallways, and other space provided for the common use of all occupants of a building are considered the premises of the operator of the buildings.



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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Primary Rate Area

See "Base Rate Area".

Private Line

See "Local Private Line Telephone Service".

Protector

An electrical device located in a central office, a customer premises or anywhere along the telephone facility path. This device protects both the Company's and the customer's property and facilities from high voltages and surges in current.

Public Access Line Service

Public Access Line (PAL) Service is provided for use with Payphone Service Provider (PSP) pay telephones at locations accessible to the public subject to the availability of existing central office facilities and special operator equipped locations, as appropriate, e.g., Traffic Operator Position System (TOPS).

Residential Service

Service that is used for social or domestic purposes.

Separate Building

For purposes of this Catalog, a structure connected to another by a common wall, under or overhead passageway or door is considered a separate building as long as the other structure has its own distinct exterior entrance and address or building identifier.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.1 DEFINITION OF TERMS (Cont'd)**

Service Establishment Charge

A nonrecurring charge associated with the initial installation of a service or system. It is intended to recover certain costs unique to the service such as those associated with magnetic tape costs, feature package activation, attendant training, and apportioning of certain test and support equipment required for the system.

Standard Network Interface (SNI)

A standard F.C.C. registration jack or its equivalent, which is provided, installed, owned and maintained by the Company at the customer's premises. The SNI is placed at the point on the customer's premises where all premises services are connected to the telecommunication's network via Company or customer owned facilities/wire.

Suburban Area

That section of the exchange located outside of the base rate area.

Suburban Service

Suburban service will be furnished outside the base rate area and within the exchange area. In no case will the total number of station lines connected to one circuit exceed ten.

Supersedure

The transfer of customer service, including the telephone number, from one party to another with the express or implied consent of the relinquishing customer, without interruption of billing.

## **2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

### **2.1 DEFINITION OF TERMS (Cont'd)**

#### Supporting Structure

Consisting of, but not limited to, pipes, conduits, poles, trenches, backboards, plenum spaces, etc.: as required for the physical placement, protection and support of telephone facilities. These structures are furnished, installed and maintained at the expense of the premises owner for use by the Company in terminating regulated facilities.

#### Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. TSP regulations, rates and charges applicable to Exchange and Network Services are found in 12.3.2 of the Access Service Catalog.

#### Telephone **Service** Assistance Program

(T)

The (**Idaho**) Telephone **Service** Assistance Program (**ITSAP**) provides for a credit against the recurring monthly rate for the provision of Local Residential Service for certain low-income customers. (See 5.2.6, following)

(T)

#### Telephone Service

Telephonic communication between persons at different locations by means of facilities furnished or provided by the Company. Telephone service embraces both exchange and toll service.

#### Temporary Discontinuance

The abridgment or suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnection of the service. The Company may suspend either outgoing service or incoming service, depending on circumstances involved.

## **2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

### **2.1 DEFINITION OF TERMS (Cont'd)**

#### Temporary Service

Exchange service definitely known to be required for a short period, such as service provided for contractors for use during construction of a building, sales campaigns, athletic contests, conventions, fairs, circuses, etc.

#### Terminal Loop

The wire facility used in providing off-premises station lines, or for providing tie lines between PBX systems in different buildings.

#### Tie Line

A telephone circuit connecting any two switching systems for the purpose of connecting lines of one system with lines of the other system, without the use of trunk lines to a Company central office. Access codes, not station numbers, are generally assigned at one or both switching systems to permit access to the dial tone of the other system. Tie lines will terminate on a tie line termination at both switching systems. They are normally designed as 4-wire facilities with near zero decibel loss and utilize E&M signaling.

#### Toll Message

A completed call between two exchange access lines located in different exchange areas, between two toll stations, or between a toll station and an exchange access line.

#### Toll Service

Telephone service furnished between two exchange access lines located in different exchange areas, between two toll stations, or between a toll station and an exchange access line.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

Applications for service covered by the filed rate will be accepted by the Company. An applicant for service agrees to pay all exchange, toll and any other charges against such service made in accordance with the provisions of the catalogs.

**2.2.1 APPLICATION FOR SERVICE**

1. The Company may require each applicant to sign an application form provided by the Company, for the service desired, as a condition prior to the initial establishment of service.
2. The application for initial service may set forth:
  - Listing as it is to appear in the telephone directory
  - Classified heading
  - Additional listings, as they are to appear in the telephone directory
  - Service desired class, type and grade
  - Whether facilities are in place on premises where service is desired
  - Whether applicant is the owner, agent or tenant of the premises
  - Date applicant will be ready for service
  - Address to which bills are to be mailed or delivered
  - Date of application
  - Signature of applicant
  - Other information which the Company may reasonably require
3. The Company will accept oral or written application from a customer for additions to or changes in the existing service except that written application will be required where joint user service or directory listings in connection with business service are requested.
4. An application is merely a request for service, and does not bind the Company to serve, except under reasonable conditions, nor does it bind the applicant to take service.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**A. Cancellations**

An application for service cancelled by the applicant or the Company prior to the establishment of the service applied for is subject to the following conditions:

**1. Cancelled by Applicant**

- a. If cancellation is requested prior to the start of installation, the application will be cancelled by the Company and no charge applies.
- b. If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company, and the Company may collect the lesser of the charges listed below.

Installation is considered started when the Company incurs any expense in connection with or in preparation for installation which would not otherwise have been incurred, provided the customer has advised the Company to proceed with the installation, and the Company has accepted the order.

- A charge equal to the estimated costs incurred in installation, less estimated net salvage.
  - The basic termination charge, installation charge or service connection charge, as appropriate.
- c. If cancellation is requested after completion of an installation it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.

**2. Cancelled by the Company**

If applicant refuses to comply with the Company's General Regulations prior to the establishment of service, the Company may cancel the application, and any amount collected from the applicant will be refunded.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**B. Use of Service**

1. Except as otherwise provided in this Catalog, service furnished by the Company is intended only for communications in which the customer has a direct interest, and shall not be used for any purpose for which payment or other compensation shall be received by the customer from any other person, firm or corporation for use, or in the collection, transmission or delivery of any communication for others. This requirement does not apply to a customer engaged as a communications common carrier in a public telegram message business.
2. If it is found that the customer is permitting public use of service furnished for private use, the Company will provide Public Access Line Service, except where the customer consents to the facilities being so located as to be inaccessible to the public or permits no further public use after attention has been called to the matter. No charge will be made for the relocation of a telephone instrument under such circumstances.
3. If it is found that the customer is sharing the use of business service with an individual, other than an employee, member, or officer of the customer's concern, or another concern not listed as a joint user, the Company will require the customer to take Joint User Service except where the customer permits no further joint use of the service after attention has been called to the matter, or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.
4. The applicability of residence and business rates is governed by actual or obvious use made of the service. The use of the service will be ascertained from the applicant when applying for service.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

B.4. (Cont'd)

a. Residence rates apply at the following locations:

- (1) In private residences or residential apartments of hotels and apartment houses when business listings are not provided and when all access lines are in locations which are a part of a domestic establishment.
- (2) At the residence or room of a nurse.

If it is found that a customer is using residence service for business purposes, the Company will require the customer to take business service, except in cases where the customer agrees to use the service for residence or domestic purposes only.

b. Business rates apply at the following locations:

- (1) In offices, stores, factories and all other places of a strictly business nature.
- (2) In boarding houses and rooming houses with more than five rooms available for rent (except as noted in 4.a.), colleges, clubs, lodges, schools, libraries, churches, lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions.
- (3) At any location when the listing of "office" is provided or when any title indicating a trade, occupation or profession is listed (except as modified in the directory listing schedule) and at any location classified under 4.a., regardless of the listing, when extension service is provided to a place not a part of a domestic establishment.
- (4) At residence locations when the customer has no regular business telephone service and the use of the service by the customer, household members or guests is more a business than residence nature. This might be indicated by advertising in newspapers, handbills, billboards, circulars, business cards, or otherwise.
- (5) In general, at any place where the substantial use of the service is occupational rather than domestic.



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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**C. Restriction of Service**

Flat rate and message rate services, except for Public Access Line Service, are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or the general public.

**D. Transfer of Service Between Customers**

An applicant who qualifies for the immediate establishment of service may supersede to the service of a customer discontinuing that service provided:

- The applicant is to take service on the premises where that service is being rendered.
- A written or verbal notice to that effect from both the customer and the applicant is presented to the Company.
- Where an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.
- The following charge applies when transferring service between customers under the rules defined above.

**NONRECURRING  
CHARGE**

- Supersedure of Service **\$15.00**

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE (Cont'd)**

**E. Automatic Dialing and Announcement Device (ADAD)**

An ADAD dials telephone numbers it has been programmed to dial, and plays a recorded message when a call is answered.

**1. Terms and Conditions**

An ADAD may be connected to the telephone network only when it meets the following conditions:

- a. The ADAD must automatically disengage the called party's line when the called party hangs up its receiver, except when used in security and alarm systems or other systems in which the called party has previously agreed to receive the ADAD's call and has consented to its line being engaged in this manner.
- b. ADADs are prohibited from making unsolicited calls before 9:00 a.m. or after 9:00 p.m.
- c. ADADs are prohibited from calling public safety numbers such as police, fire, or emergency services, and unlisted, unpublished or inward WATS numbers. ADADs are prohibited from calling more than one number held by a given called party.
- d. ADADs should be charged measured or message business service rates when either are available, or flat rates when the first two are not available.
- e. All customers operating ADADs must notify the local telephone company from which they purchase local exchange service of their connection of the ADAD and estimate how intensively the ADAD is expected to use the local access line.

Anyone violating provisions of this Catalog may be subject to appropriate enforcement action, including disconnections.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

Exchange service is available through facilities owned and maintained according to the Company's standards and, in multi-office exchanges, is operated from the central office designated by the Company.

The Company's obligation to furnish or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

**2.2.3 60 DAY PRODUCT GUARANTEE**

1. The 60 Day Product Guarantee allows residence customers who are new subscribers to a covered product(s) and are not completely satisfied with that covered product(s) to receive a credit for all applicable paid charges.
2. If a new customer of a covered product(s) is not satisfied with the covered product(s) that was ordered, and so notifies the Company within 60 days of the installation of that covered product(s) and requests disconnection of that product, then that customer will receive a credit for all applicable paid charges.
3. The 60 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
4. The 60 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
  - Optional Toll Calling Plans
  - Directory Assistance
  - IntraLATA Toll Service
  - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this Catalog.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.3 60 DAY PRODUCT GUARANTEE (Cont'd)**

5. The 60 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering, or other feature that is not solely provided by the Company, such as but not limited to:
  - Customer Access Line Charge (CALC)
  - State Assessed Charges (i.e., 911 Surcharge)
  - 900 Services
  - Toll Service provided by others
  - Access Charges, features, or services that are provided as part of or pursuant to an access catalog.
  - Equipment, facilities, telephone sets, instruments or the like provided by another.
6. The Company may refuse to return a customer's applicable paid charges where the customer has previously ordered the same or similar product(s) or service(s) and cancelled such same or similar product or service.

**2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS**

**A. Changes in Telephone Numbers**

The assignment of a number to a customer's telephone service will be made at the discretion of the Company. The Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand.

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**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS**

**A. Changes in Telephone Numbers (Cont'd)**

Charges noted below apply to exchange service and facilities. The charge does not apply if change is due to annoyance calls.

**NONRECURRING  
CHARGE**

- Change of telephone number  
initiated by the customer

\$15.00

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

**A. Reasons For Termination**

The Company may terminate service to a customer without his/her permission, but only after adequate notice has been given in accordance with these rules, for one or more of the following reasons:

1. Non-payment of a delinquent account,
2. Failure to make a security deposit or obtain a guarantee when one is required,
3. Obtaining service by subterfuge,
4. Unauthorized interference, diversion, or use of the service situated or delivered on or about the customer's premises,
5. Violation of any rule of the Company on file with and approved by the Commission which adversely affects the safety of the customers or other persons or the integrity of the Company's system, or
6. Determination by the Commission that the customer is willfully wasting service through improper equipment or otherwise.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)**

**B. Notice Necessary Prior to Termination**

When any of the above conditions exist, the Company may discontinue the customer's service (either temporary denial or complete disconnection). The following steps should be taken prior to termination.

1. Mail a written notice to the customer at least seven days before termination.

If service is not:

- Terminated within five working days of the proposed termination date, and
- The matter is not involved in a pending Commission complaint, or
- Other arrangements have not been agreed upon,

then the Company will again make a diligent attempt to contact the customer concerning the proposed termination of service.

The attempt may be in person or by telephone. Service will not be terminated for (at least) twenty-four hours after giving this notice or making a sincere effort to give notice.

2. The seven-day written notice shall not apply if:

- a. The customer pays with an insufficient funds check.
- b. Fails to comply with payment arrangements as described in 2.3.2.B.7., following.

In these cases, the Company shall make a diligent attempt to contact the customer, either in person or by telephone, to tell of the proposed action, and service will not be terminated until at least twenty-four hours after giving this notice or after making a diligent attempt to give notice.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

B.2. (Cont'd)

- c. The customer has unexplained, excessive increases in the amounts of the bill due and the risk of loss is evident.

The Company will not make this determination without first contacting the customer to seek an explanation concerning the bill and the customer's ability to pay for that bill unless:

- It first makes a good faith attempt to contact the customer, but is unable to do so, and
- The amount of security held, the customer's past ability to pay, past payment history, and length of service, and the amount accrued all indicate that it is unlikely that the Company will be able to recover the amounts of past and expected bills for the coming seven-day period.

In such cases, the Company may terminate service not less than three days (excluding days on which there is no mail delivery) after mailing the notice unless the customer has been contacted by telephone or in person, in which case, the Company may terminate service not less than one day after the day of contact if neither suitable explanation nor suitable assurances of payment can be given. All notices of proposed termination will state:

- The reason(s) for termination, citing these rules, and date for termination.
- Actions which the customer may take to avoid termination.
- That a physician's certificate (or other notice as stated in D., following) to the existence of a medical emergency may delay termination.
- That an informal or formal complaint concerning the termination may be filed with Idaho Public Utilities Commission.
- That service will not be terminated prior to the resolution of the filed complaint (if the Commission shall set the date of termination).

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

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

On the business day prior to actual termination, a representative of the Company shall diligently attempt to contact the customer affected, either in person or by telephone, to apprise him/her of the proposed action and steps to take to avoid or delay termination. This oral notice will contain the same information required for written notice. The Company shall maintain clear, written records of the oral notices, showing dates and Company employees giving the notices.

**C. Grounds For Termination of Service, Without Prior Notice**

The Company may also terminate service without prior notice as specified in B.2., preceding, only:

1. If a condition immediately dangerous or hazardous to life, physical safety, or property exists;
2. Upon order by any court, the Commission, or any other duly authorized public authority; or
3. If service was obtained fraudulently or without the authorization of the Company.

The Company may terminate service if it has tried diligently to meet the notice requirements of these rules, but has been unsuccessful in its attempt to contact the customer affected.



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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)**

**D. Medical Emergency/Medical Facilities**

1. The Company will postpone termination of service to a residential customer for thirty days from the date of a certificate by a licensed physician or public health official with medical training which states:
  - That termination of service will aggravate an existing medical emergency for the customer;
  - Member of his/her family; or
  - Another permanent resident on the premises where service is rendered.

This postponement may be limited to a single thirty-day period.

This notice or certificate of medical emergency must be in writing and show clearly the name of the person whose illness would be aggravated by termination, the nature of the medical emergency, and the name, title, and signature of the person giving notice of or certifying the medical emergency.

2. Where service is provided to a medical care facility, including a hospital, medical clinic with resident patients, or nursing home, notice of pending termination shall be provided to the Commission as well as to the customer. Upon request from the Commission or its Staff, a delay in termination of no less than five business days from the date of notice shall be allowed so that the Commission may take whatever steps are necessary to protect the interests of resident patients.

**E. Insufficient Grounds For Termination**

No customer will be given notice of termination nor will service be terminated if:

- The customer's unpaid bill cited as grounds for termination is less than \$25.00 or two months' charge for service, whichever is less;
- The unpaid bill cited as grounds for termination is for telephone service for any other class of service; or
- An unpaid bill results from the purchase of services of telephone directory advertising or of merchandise not essential to the provision of telephone service.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)**

**F. Other Restrictions on Termination**

1. Unless the customer affected has given consent, in writing, service will not be terminated in any of the following circumstances:
  - Any Friday, after twelve noon.
  - On any Saturday or Sunday.
  - On any legal holiday that is recognized by the State of Idaho or, after twelve-noon on any day before the legal holiday.
  - At any time when the Company's business office is not open for business.
2. Services may be terminated only between the hours of 8:00 A.M. and 4 P.M.
3. At the business office, Company personnel will have the authority to reconnect service if:
  - Conditions used as grounds for termination are corrected; and
  - Any re-connection charges as specified by the Company's catalogs are paid.
4. If service is provided to a residence, and the account is in the name of one who does not reside there, the Company, prior to termination, will give the person(s) receiving service-notice, a reasonable opportunity to negotiate directly with the Company and to purchase service in their own name.
5. No termination may be made while a complaint filed in relation to 2.2.15.B., following, is pending before the Idaho Public Utilities Commission.

**G. Exemptions**

If hardships result from the application of any of these rules, or if unusual difficulty is involved in immediately complying with any of these rules, application may be made to the Idaho Public Utilities Commission for permanent or temporary exemption from its provision. The application shall be supported by full and complete jurisdiction for exemption.

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## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

### 2.2 ESTABLISHING AND FURNISHING SERVICE

#### 2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)

##### H. Notices

###### 1. To the Customer or Applicant

Any notice the Company may give to an applicant or a customer may be given to the customer or authorized representative orally or by written notice. This may be delivered at the customer's address, as noted on Company records, or properly deposited in any United States Post Office, in the territory served by the Company, with postage prepaid. If mailed, the notice must be addressed to the customer at the address specified in the customer's application for service, or at any other address given by the customer to the Company.

###### 2. To the Company

Any notice from any customer to the Company may be given orally by the customer or authorized representative at the Company's local Business Office where service is rendered to the customer, or written notice properly addressed and mailed to the Company.

##### I. Toll Denial

When a customer fails to pay undisputed outstanding charges billed by the Company for MTS calls, including MTS provided by the Company and interexchange carriers (e.g., 0+, 1+, 0-, 10XXX), all MTS service may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial.

**EXCEPTION: Services enrolled in a Lifeline Assistance Program** may not be disconnected for nonpayment of toll.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)**

**J. Nonrecurring Charge For Restoral of Service**

1. A service charge will be made and collected by the Company prior to the restoral of service where service has been temporarily discontinued for any of the following reasons:

- To protect the Company against fraud.
- For failure of the customer to comply with the Company's Rules and Regulations after service has been established.
- For any other reason for which the customer is responsible, except a change in class, type, or grade of service, or location of facilities.

When a service has been permanently disconnected the service charge does not apply.

**NONRECURRING  
CHARGE**

- Each line restored **\$10.00**
2. Where Full Toll Denial (see 2.2.9.I., preceding) has been applied to a customer's account, and the customer's main line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges.

**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.10 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED**

1. Charges noted below apply to exchange service and facilities.
2. The charge applies only to establish the temporary suspension, not to discontinue it.
3. The full month rate for Exchange Service will apply during the period this service is subscribed to.
4. The following charge applies to establish temporary suspension of incoming calls and/or temporary referral of calls.

**NONRECURRING  
CHARGE**

- Each exchange access line

\$25.00

**2.2.11 SPECIAL SERVICES**

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**A. Marinas**

A Marina operator will be required to provide cable supporting structures that meet standards determined by the Company for facilities on new docks or any additional cable reinforcement to protect the Company's equipment and employees.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.11 SPECIAL SERVICES (Cont'd)**

**B. Special Promotion**

1. For the purpose of encouraging customers to try different telecommunication services, the Company may, with respect to any of its services or products in this Catalog, offer a temporary waiver or partial waiver of any nonrecurring, usage or monthly rate. The Company may also offer incentives, benefits or gifts to customers to encourage the purchase or retention of any such service or product. All such offers are subject to facility availability. Customers will be notified of the availability and duration of such offers, however, such offers will not constitute price changes.

**2.2.13 EMPLOYEE CONCESSION**

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

**2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED**

**Charges for Termination**

Minimum charges for business service applies when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of the monthly business rate. **When business service is terminated at the customer's request after the minimum service period or initial contract period has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.3.2.A.5.**

**Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section 2.3.2.A.5.**

**Residential customers may, however, request immediate disconnection under the following circumstances, and upon customer request final bills will be prorated on the basis of a 30-day billing period:**

- **Military Deployment**
- **Customer vacating premises prior to end of bill cycle date**
- **Death of customer**
- **Local number portability request**
- **Financial hardship**

(M) Certain material previously appearing on this page now appears on page 33 of this section.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING****2.2 ESTABLISHING AND FURNISHING SERVICE****2.2.14 TERMINATION OF SERVICE****A. Termination Liability/Waiver Policy**

Services provided via service agreements may be subject to the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy in their respective section of this Catalog.

**1. Definitions****Minimum Billing Level**

When services are provided under a service agreement, a Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% percent of the total monthly rates for the service provided under the customer's service agreement, unless otherwise specified.

**Minimum Service Period**

When services are provided under a service agreement, a Minimum Service Period may be established. This would be the period of time that the 100% factor of the Termination Liability Charge would apply.

**2. Complete Disconnect**

If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage specified in the service agreement, for the remaining term of the agreement.

- For example, if the customer discontinues service after 17 months of a 3-year (36 month) agreement, the termination charge will be the Minimum Billing Level for the service, multiplied by the termination liability percentage, multiplied by 19 months.
- If the customer discontinues service after 6 months of a 3-year (36 month) agreement, with a 1-year (12 months) Minimum Service Period, the Termination Charge will be 100% of the Minimum Billing Level for the remaining 6 months of the Minimum Service Period, plus the Minimum Billing Level multiplied by the termination liability percentage, multiplied by 24 months.

**3. Partial Disconnect**

If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.

(M) Material previously appeared on Page 32, Release 3.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.14 TERMINATION OF SERVICE**

**A. Termination Liability/Waiver Policy (Cont'd)**

**4. Waiver Policy**

A termination charge will be waived when the customer discontinues their contracted service(s), provided all of the following conditions are met:

- The customer signs a new service agreement for any other Company provided service(s);
- Both the existing and the new service(s) are provided solely by the Company;
- The order to discontinue the existing service(s) and the order to establish the new service(s) are received by the Company at the same time;
- The new service(s) installation must be completed within thirty calendar days of the disconnection of the old service(s), unless the installation delay is caused by the Company;
- The total value of the new service agreement(s), excluding any special construction charges and any other nonrecurring charges, is equal to or greater than 115% of the remaining value of the existing agreement(s);
- A new minimum service period goes into effect when the new service agreement term begins;
- The customer agrees to pay any previously billed, but unpaid recurring, and any outstanding nonrecurring charges. The charges cannot be included as part of the new service agreement;
- All applicable nonrecurring charges will be assessed for the new contracted service(s).



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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)**

**2.2.15 COMPLAINTS**

**A. Complaint Procedure For Service Deposit and Termination Practices**

A customer may complain within one year to the Company about any deposit or guarantee required as a condition of service or about any termination notice and may request a conference. These complaints may be made in person or in writing. In making a complaint or request for conference, the customer shall state his/her name, service address, telephone number and the general nature of the complaint.

Upon receiving a complaint or a request for conference, the Company shall promptly, thoroughly and completely investigate the complaint, confer with the customer when requested, and notify the customer in writing, if requested, of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint. The written notification shall advise the customer that he/she may request a review by the Idaho Public Utilities Commission of the proposed disposition and that a copy of a request for review must also be sent to the utility.

**B. Review**

If a customer is dissatisfied with the Company's proposed disposition of the complaint, he/she may request the Idaho Public Utilities Commission in writing to review informally the disputed issue and the Company's proposed disposition of it. These requests shall certify that the customer has also sent a copy of the request for review to the Company.

The Idaho Public Utilities Commission will process these requests as informal complaints pursuant to their Rules of Practice and Procedure. Telephone service shall not be terminated in connection with the subject matter of the complaint while the complaint is pending before the Commission so long as the customer pays all undisputed bills including current telephone bills. Upon request by the Commission, the parties and a representative of the Commission will be required to meet and confer at the place designated by the Commission.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.15 COMPLAINTS (Cont'd)**

**C. Record of Complaints**

Each Company will keep a record of written complaints and requests for conferences pursuant to the Regulations above. These records shall be retained for a minimum period of one year at the office of the Company where the complaint was received or a conference was held. These written records are to be readily available upon request by the complaining customer, agent possessing written authorization, or the Commission. The Company will, at the Commission's request, submit a report to the Commission which will state and classify the number of complaints made to the utility pursuant to the Regulation above, the general subject matter of the complaints, how they were received, how the customers were notified, and whether a Commission review was conducted.

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS**

The rates to be charged by and paid to the Company for telephone service will be the rates legally in effect and on file with the Idaho Public Utilities Commission.

The charges for service initially installed or for service changes which involve a change in rates will become effective on the day following the day the service is installed or changed. For exceptions, see the individual catalog sections.

Monthly rate as used in this Catalog is for a period of thirty days.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

**A. Rendering of Bills**

**1. Bills**

Regular monthly bills will clearly list all charges including applicable taxes. Each bill shall indicate the date it becomes delinquent and will provide information by which a customer may contact the nearest office of the Company.

**2. Rendering of Bills**

**a. Flat Rate Exchange Service**

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

**b. Message Rate Service Bills**

Bills for message rate service, except charges for messages, may be rendered in advance. Charges for messages will be rendered monthly in arrears. Bills are due and payable on the date of presentation.

**c. Toll Service**

Bills for toll service will be rendered monthly in arrears and, in general will be presented with the periodic bills for exchange service.

**3. Billing Period**

The regular billing period for exchange and toll service will be once each month.

**4. Previously Unbilled Charges**

A bill shall not include any previously unbilled exchange service charge determined at a fixed monthly charge if the charge is for service furnished prior to three months immediately preceding the date of the bill.

## **2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

### **2.3 PAYMENT FOR SERVICE**

#### **2.3.2 PAYMENT OF BILLS**

##### **A. Rendering of Bills (Cont'd)**

##### **5. Prorating of Opening and Closing Bills**

Opening and closing bills **for business services** will be prorated on the basis of a thirty-day month. Exceptions are services with a specific minimum billing period. On message rate service, the message allowance for a fraction of a month will also be prorated.

(C)

**Bills rendered for establishment of residence services will be prorated on the basis of a thirty-day month. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle, except as specified otherwise in Section 2.2.14.**

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##### **6. Rates When Service is on Temporary Disconnect due to Non-Payment**

Temporary Disconnect means the service will be restricted to either incoming or outgoing service.

When this is in effect, regular rates will be charged for the period of temporary disconnect, not to exceed fifteen days.

##### **B. Payment of Bills**

1. A customer shall be responsible for payment of all exchange, toll and other charges related to the service. These charges will be, in accordance with the Company's rates and General Regulations.
2. Payment of bills for service shall be made at an authorized office of the Company, at a designated payment agency or through the U.S. Mail.
3. If paid for with a check that is returned for any reason, such as insufficient funds, account closed, payment stopped, etc., the account will be considered "not paid".
4. Closing bills, special bills, bills rendered due to the customer vacating the premises are payable upon presentation.
5. Deposits are payable before service is installed or restored.
6. Bills become past due (delinquent) fifteen days after the postmark date of the bill.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS**

**B. Payment of Bills (Cont'd)**

7. Payment arrangements may be made as follows:

- a. Preferred payment dates may be negotiated when the customer's income does not fall within the "due period".

This date may be up to thirty-three days following the bill date.

This is: Thirty days allowance plus three days for receipt of payment.

- b. When a customer cannot pay a bill in full, the Company may continue to service the customer if the customer:

- (1) Pays a reasonable portion of the outstanding bill,
- (2) Agrees to pay the balance of the outstanding bill in reasonable installments, and
- (3) Agrees to pay all future bills as they come due.

In deciding on the reasonableness of a particular agreement, the Company will take into account the customer's ability to pay, the size of the unpaid balance; the customer's payment history and length of service, and the amount of time and reasons why the debt is outstanding.

Customer payments are to be applied to the oldest undisputed balance of the account subject to termination. If payment from a customer is less than the total amount owing to the Company and the customer does not designate how the payment should be applied, the Company may apply the payment to the customer's accounts or indebtedness in any manner.

If a customer fails to make the payment agreed upon by the date that it is due, the Company may, but is not obligated to, enter into a second such arrangement.

No agreement or settlement shall be binding upon a customer if it requires the customer to forego any right provided for in these rules.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS (Cont'd)**

**C. Duplicate Bill Charge**

In the event a customer requests a reprint of a monthly bill that is greater than six months old, a duplicate bill charge may apply.

	<b>USOC</b>	<b>CHARGE</b>
• Residence, per account		
- Reprint on paper, per bill	OBMDC	\$ 5.00
- Reprint on CD-ROM[1]	OBMDE	15.00
- Online Self Service Access[2]	OBMDH	10.00
• Business, per account		
- Reprint on paper, per bill	OBMDC	5.00
- Reprint on CD-ROM[1]	OBMDD	25.00
- Online Self Service Access[2]	OBMDG	20.00

[1] Charge applies for any 12 months of bills and/or partial 12 months of bills per request for bills dated March 2003, through September 2006. For example, the charge assessed for a single request of 16 months of duplicate bills provided via CD-ROM would be \$30.00 for a residence customer and \$50.00 for a business customer. The CD-ROM option will be available February 19, 2007 through October 1, 2007.

[2] Bills from March 2003, through September 2006, will be available via On-line Self Service Access to current customers from January 22, 2007, through October 1, 2007, only.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING****2.3 PAYMENT FOR SERVICE****2.3.2 PAYMENT OF BILLS (Cont'd)****D. Convenience Fee Charge**

In the event a business or residential customer makes a one-time payment using a credit card or an electronic funds transfer over the phone with a CenturyLink representative, a Convenience Fee Charge may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount. The Company may utilize a third-party vendor for the acceptance and processing of any type of one-time payments, in which instance a fee, as determined and assessed by the vendor, will apply in lieu of the charges specified herein.

**CHARGE**

- Convenience Fee Charge, per occasion  
(Live Representative) **\$5.00**

**E. Late Payment Charge**

A Late Payment Charge of 5% of the entire unpaid balance or \$13.00, whichever is greater, will be assessed to all customer payments received after the due date.

**F. Returned Payment Charge (a.k.a. Returned Check Charge)**

Payment of bills for service may be made by any means mutually acceptable to the customer and the Company. Payment that is not honored or paid by the payer's designated financial institution will be considered as nonpayment. A returned payment charge is applicable to the account for each occasion that a payment is returned to the Company for reason of insufficient funds or closed account.

**NONRECURRING CHARGE**

Returned Payment Charge

**\$20.00 (R)**

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE (Cont'd)**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

**A. Definitions**

**Residential Deposit**

Any payment held as security for future payment or performance and is to be returned after the customer establishes a record of satisfactory credit.

**Non-residential Deposit**

Any payment held as security for future payment or performance.

**B. Deposits**

Payment of a deposit does not relieve the customer from compliance with Company regulations concerning prompt payment of bills, nor does it change the conditions regarding disconnection of service when bills are not paid.

**1. Residential**

**a. When Required**

- (1) A deposit may be required when any current or prospective residential customer is likely to be a credit risk or to damage Company property.
- (2) A lack of previous credit history does not establish a proof of credit risk, nor does a history of late payment.
- (3) Conditions that demonstrate credit risk are:
  - (a) A previous residential bill with any telecommunications company that is still unpaid. This billing must be for service rendered within the last four years.



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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

**B.1.a.(3) (Cont'd)**

(b) Temporary denial or termination of the applicant's service for any of the following:

- Non-payment of an account not in dispute.
- Fraud or misrepresentation.
- Failure to pay the Company for damages due to customer's negligent or intentional damage.

This covers service over the last four years, rendered by any telecommunications company.

(c) Credit information given by the applicant is subsequently shown to be fraudulent.

(d) The applicant lives at a residence where a previous customer still lives and any billing for service, to that previous customer, is past due or owing.

(e) The applicant has:

- Sought any form of relief under the Federal Bankruptcy Law.
- Has been brought within the jurisdiction of the Bankruptcy Court, for any reason, in an involuntary manner.
- Has had a receiver appointed in a state court proceeding.

A Deposit may be required as allowed by the Federal Bankruptcy Act of 1978 (11USC 366).

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

B.1. (Cont'd)

b. When not Required

(1) The Company shall not require a deposit or guarantee based upon:

- Location
- Income level
- Length of Employment
- Nature of Occupation
- Marital Status
- Race
- Creed
- Sex
- National Origin
- Number of dependents

Nor shall a decision be based on any other standard not set forth by the Idaho Public Utilities Commission.

(2) If hardships result as specified in B.10, following.

(3) A written guarantee from a current, responsible customer of the Company may be used in lieu of a deposit.

A customer is considered "responsible" with:

- At least twelve months service, and
- The most recent twelve months service has not been denied for non-payment.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

B.1.(3) (Cont'd)

(a) The guarantee must:

- Be in writing.
- State the terms of the guarantee:
  - The maximum amount guaranteed. This is the amount that the Company shall hold the guarantor liable for.
  - This guarantee shall remain in effect until five days after receipt (by the Company) of a written termination notice (from the guarantor).
- Guarantee form must be filed with the Idaho Public Utilities Commission.
  - The maximum amount guaranteed shall not exceed the amount of the deposit which would have been charged the applicant.
  - The guarantor shall be released from the obligation when the customer has achieved satisfactory payment of all proper charges for service for twelve consecutive months from the date of signing the guarantee. Payment is satisfactory if service has not been temporarily denied for non-payment within the last twelve consecutive months.

(4) Qualifying applicants for a **Lifeline Assistance Program** may initiate service without paying a deposit if they voluntarily elect to have Toll Restriction on their line. Toll Restriction will be provided at no charge to TAP customers. (T)

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

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

**2. Non-Residential Customers**

**a. Return of Deposit**

- (1) Deposits covering basic exchange and toll service will be refunded within eighteen months after the customer has established good credit.

If the average charges for these deposits exceed \$100 per month, the Company may retain the deposit longer than eighteen months.

- (2) Reasonable deposits may be required on other services. These services include:

- WATS
- Private Line
- Other Non-basic services.

Deposits on any of these services are as follows:

- Flat rated services not to exceed two-months' billing.
- Variable rated services (depending upon usage), two months peak usage, based upon previous patterns of usage.

**3. Written Notice**

Upon request of the applicant, the Company will provide a written notice to the applicant stating the precise facts upon which it bases its decision requiring a deposit and providing the applicant with an opportunity to disprove such facts. The applicant will be orally notified of the right to written notice.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

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

**4. Amount of Deposit**

- a. When a deposit is required for conditions in B.1.a.(3), preceding, the deposit may be based upon two months' local service for the new location and two months' toll usage.
- b. When a deposit is being held, it may be increased if the toll usage in a one-month period exceeds by \$50.00, or more, the portion of deposit covering one month's toll usage.

**5. Interest on Deposits**

Interest will be paid on all deposits at the rate determined by the IPUC pursuant to Commission Rule IDAPA 31.41.01106. Interest will apply from the date of deposit until the date of refund or application to the customer's telephone bill.

**6. Receipt for Deposit**

Each customer who pays a deposit will be given a receipt containing:

- Name of the customer
- Place
- Date
- Amount
- A statement of terms and conditions governing receipt, retention and return of deposits.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

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

**7. Return of Deposit**

- a. The deposit will be returned when an application is cancelled prior to the establishment of service except when there are charges due the Company, in which case the deposit will be applied to the charges and the excess portion of the deposit will be returned.
- b. When a customer has established a satisfactory payment record.
  - (1) Payment is satisfactory if service has not been temporarily denied for non-payment within the last twelve consecutive months.
  - (2) If there is a terminating dispute, the Company may retain the deposit, continuing to pay interest if the dispute is in the customer's favor.
- c. When service is terminated, the deposit and applied interest will be credited to the final bill and the balance returned to the customer.
- d. When conditions warrant refund of a deposit, the refund will be handled promptly.

**8. Records of Deposits**

The Company will maintain records which will enable a customer entitled to a return of deposit to obtain the refund even though unable to produce the receipt for the deposit. These records will include the name of each customer, the dates(s) and amount(s) of the deposits. The Company will retain these records for at least six years.

**9. Sale or Transfer of the Company**

Upon the sale or transfer of the Company, or any of its operating units, the Company will file with the Commission a list showing the names of all customers affected by the sale who have to their credit a deposit, the date the deposit was made and the amount of the deposit.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

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

**10. Exemption**

If hardships result from the application of any of these rules, or if unusual difficulty is involved in immediately complying with any of these rules, application may be made to the Commission for permanent or temporary exemption from its provision. The application shall be supported by full and complete justification for exemption.

**11. Prohibition**

A Company shall neither discriminate against nor penalize a customer in any way for exercising any right granted by these rules.

**C. Impaired Credit**

The Company will furnish service to applicants of impaired credit under the following conditions:

1. The applicant may be required to deposit with the Company a sum of money equal to the estimated amount of the Company's bill for service, or to otherwise secure in a manner satisfactory to the Company the payment of any bills for service furnished by the Company.

This regulation shall not be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer for service furnished or to be furnished.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS (Cont'd)**

**D. Summary of Rules and Regulations**

1. The Company will be required to make available to its customers a summary of these General Regulations approved by the Idaho Public Utilities Commission. This summary may be included at least once a year in a regular mailing of the Company's bill or printed in the Telephone Directory in the informational section preceding the white page listings. The summary is to be made available at the local offices of each Company in Idaho and to be provided to each new customer upon commencement of service. If the rules are contained in the Telephone Directory, giving the customer the directory and calling attention to the summary of the rules contained in the Directory will satisfy this requirement.

2. If any question arises that is not answered in these General Regulations, see:

"The Telephone Customer Relations Rules" under the Jurisdiction of the Idaho Public Utilities Commission.

**2.3.4 ADJUSTMENT OF CHARGES**

**A. Interruptions**

1. When basic local exchange service is interrupted for a period of at least 24 hours and at the customer's request to the Company, the Company may provide a reasonable bill credit allowance as a gesture of goodwill to satisfy the customer for the inconvenience. Credit allowances will be limited to those service interruptions due to causes within the control of the Company; and, in any billing period, shall not exceed the total charges for that period for the services and facilities which were rendered useless.

(D)

(C)

(C)

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.3 PAYMENT FOR SERVICE**

**2.3.4 ADJUSTMENT OF CHARGES**

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

3. For the purpose of applying this provision, the word interruption shall mean the inability to complete calls either incoming or outgoing or both, or cannot use the service for voice grade communication because of cross-talk, static or other transmission problem. Interruption does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits or other network and/or switching capacity shortages.
4. The credit allowance will not apply when service is interrupted due to extenuating circumstances as specified in IDAPA 31.41.01503
5. Credit allowance for interruptions of message rate service will not affect the number of local message or message units to which the customer is entitled during a given billing period.

**2.4. LIABILITY OF THE COMPANY**

THE COMPANY SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS, DAMAGED, OR EXPENSE DIRECTLY OR INDIRECTLY ARISING FROM WIRING LOCATED BEYOND THE COMPANY'S NETWORK FACILITIES.

(M)

(M)

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

(N)

**2.4. LIABILITY OF THE COMPANY (Cont'd)**

(N)

**2.4.1 SERVICE LIABILITIES**

(M)

The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair, or restoration of service, the Company's liability, if any, will not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected or the credit allowance, if any, provided in 2.3.4.A., preceding, whichever is greater.

(M)

**A. Multi-Line Telephone Systems**

(N)

Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4. LIABILITY OF THE COMPANY (Cont'd)**

**2.4.2 MAINTENANCE AND REPAIR**

**A. Company's Right of Access to Customers' Premises**

The Company's authorized employees have the right of access to the customers' premises at all reasonable hours for any purpose reasonably connected with the furnishing of telephone service and to exercise any and all rights secured to it by law or these General Regulations.

Upon termination of service the Company has the right to remove all of its property installed on the customer's premises, as provided for in these General Regulations.

**B. Company-Provided Network Facilities**

Only authorized employees of the Company shall be allowed to connect, disconnect, move, change, or alter in any manner, any or all network facilities furnished by the Company.

The customer will be held responsible for loss of or damage to any facilities furnished by the Company, unless the loss or damage is due to causes beyond their control.

**2.4.4 DIRECTORY ERRORS OR OMISSIONS**

**A. Listings in Directories**

The Company is liable for errors or omissions in customer listings in its telephone directories as follows:

1. Listing furnished without additional charge: In an amount not to exceed the charge for exchange service (excluding additional message charges) during the effective life of the directory in which the error or omission is made.
2. Listing furnished at additional charge: In an amount not to exceed the charge for that listing during the effective life of the directory in which the error or omission is made.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4. LIABILITY OF THE COMPANY**

**2.4.4 DIRECTORY ERRORS OR OMISSIONS (Cont'd)**

**B. Listings in Directory Assistance**

The Company is liable for errors or omissions in listings of its customers in Directory Assistance records as shown in the following:

1. Listing furnished without additional charge: In an amount not to exceed the charge for the exchange service (excluding additional message charges) for the period during which the error or omission continued.
2. Listing furnished at additional charge: In an amount not to exceed the charge for that listing for the period during which the error or omission continues.

**C. Customer Responsibility**

The customer assumes full responsibility concerning the right to use any name as a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company. However, the Company reserves the right to refuse listings which are designed primarily to give publicity to a commodity or service.

**D. Standard Form**

The Company reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.4. LIABILITY OF THE COMPANY (Cont'd)**

**2.4.5 HAZARDOUS OR INACCESSIBLE LOCATIONS**

- A. A customer shall be responsible for any cost incurred as a result of any special training, equipment or work procedures of a Company employee as a result of working in hazardous conditions on the customer's premises or workplace that could jeopardize the safety or health of the Company employee.
- B. Facilities used in connection with furnishing service to a customer are not designed for use in explosive atmospheres. The customer releases, indemnifies and holds the Company harmless from any and all loss, claims, demands, suits or other action, or any liability, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of the facilities so provided.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.5 RESPONSIBILITIES OF THE CUSTOMER**

**2.5.1 MULTI-LINE TELEPHONE SYSTEMS**

Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to:

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.4.1.A.

(M)  
(N)

(N)

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(N)

**2.5 RESPONSIBILITIES OF THE CUSTOMER (Cont'd)**

(N)

**2.5.2 BUILDING SPACE AND ELECTRIC POWER SUPPLY**

(M)

- A. Where commercial power is required in the operation of equipment and service, the customer, where requested, shall furnish, install and maintain the necessary power wiring and power outlets on the premises and supply any necessary electrical energy at his/her expense.
- B. Where concealed telephone wiring is required on the customer's premises, the customer shall furnish, install and maintain the necessary outlet boxes and conduit.
- C. Any special structural work required for supporting telephone facilities on the customer's premises shall be provided at the expense of the customer.
- D. It is the customer's responsibility to provide the premises and space satisfactory to the Company, for placement of all equipment and facilities necessary for the furnishing of service.

**2.5.4 INSTALLATION AND MAINTENANCE**

Installation and maintenance beyond the Company's protected network facilities will be the responsibility of the customer or others requesting such work.

**2.6 SPECIAL TAXES, FEES, CHARGES**

When practicable, any sales, excise, license or occupation taxes, franchise fees, or similar taxes or impositions, that may be levied or imposed on the Company by the United States, the State of Idaho or any political subdivision or taxing authority may be billed on a pro rata basis to the Company's customers in the area the taxes, fees or impositions are levied or imposed on the Company.

(M)

(M) Material moved from Page 53, Release 2.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.6 SPECIAL TAXES, FEES, CHARGES (Cont'd)**

**A. Universal Service Fund Surcharge**

1. A surcharge assessed on all access lines to contribute toward funding the Idaho Universal Service Fund (USF). The surcharge will remain in effect until otherwise modified, cancelled, or changed by the Commission.
2. In compliance with IPUC Order No. 27380, a monthly surcharge rate is assessed on all Message Telecommunication Service (MTS) calls and is included in the MTS rates in 6.2.1, following. The surcharge contributes towards funding for the Idaho Universal Service Fund.”

(D)

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This surcharge is for the recovery of the costs for the relocation of network facilities or infrastructure changes mandated by City, County, State, or Federal authorities, or any other governmental entity of any kind. This incremental charge is billed monthly per retail access line and will be identified on the bill as a Facility Relocation Cost Recovery Fee.

**MONTHLY RATE**

- Facility Relocation Cost Recovery  
Fee, Per Line **\$1.00 (I)**

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.7 EMERGENCY MEASURES IN CASE OF DISASTER**

In the event of a disaster caused by enemy attack, by riot, insurrection, or other civil disaster, by fire, flood, storm, earthquake or other natural causes, the Company shall take emergency measures with its service as shall be ordered or directed by the Idaho Public Utilities Commission. In the absence of an order or direction by the Commission, the Company may take whatever emergency measures as it may within its discretion deem necessary in the public interest for the preservation of the service and maintenance of service to all essential users. In the event that emergency measures are initiated by the Company in the absence of an order or direction by the Commission, the Company shall, wherever practicable, notify the Commission in advance of the action which it proposes to take. Any action thus proposed by the Company shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Company shall notify the Commission of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken under this regulation, the priority of such restoration shall be determined by the Company as it may, within its discretion, deem necessary in the public interest or as ordered or directed by the Idaho Public Utilities Commission.

All services furnished by the Company except those covered by the rules for Telecommunications Service Priority (TSP) as set forth in 12.3.2 of the Access Service Catalog will be subject to this regulation and the Company shall in no event be liable for any damage resulting from measures taken under this regulation except in the case of willful misconduct.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.8 CABLE, WIRE AND SERVICE TERMINATION POLICY**

The following Policy, effective September 1, 1996, applies to the termination of new cable/wire facilities in buildings under new construction or when there is a complete reinforcement of existing entrance facilities. The policy applies to facilities required to provide services at speeds of 1.544 Mbit/s and below. Due to technical requirements, services provided at speeds above 1.544 Mbit/s will be terminated per technical specifications.

**A. Description**

Based on options specified in D., following, the Company will place and maintain regulated cable/wire facilities to a point of demarcation that is mutually acceptable to both the Company and the premises owner. The demarcation point location will be within 12" inches of the protector, or when there is no protector, within 12" inches (or as close as practicable) of the point at which the cable/wire enters the customer's premises.

Company regulated network facilities includes the portion of an exchange access line circuit that commences at the Minimum Point of Entry (MPOE) and extends up to, and includes the demarcation point, at which point a Standard Network Interface (SNI) is placed. These facilities may include, but are not limited to, wiring enclosures, riser and house cable/wire facilities, protector units and the SNI Unit(s).

**B. Terms and Conditions**

1. All cable/wire, up to and including the SNI at the demarcation point, are regulated facilities, managed and maintained by the Company.
2. Access to the Company's facilities on the Company's side of the demarcation point is prohibited.
3. The premises owner is responsible for the provision and maintenance of adequate space and supporting structure (e.g., conduit, poles, trenches) for all regulated cable/wire facilities placed into, or within a private property.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.8 CABLE, WIRE AND SERVICE TERMINATION POLICY**

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

4. When the repair of regulated facilities is required on private property, it is the responsibility of the premises owner to provide suitable working space for repairs by the Company. This would include, but is not limited to, removing any required concrete or asphalt, the repair or replacement of supporting structure or to provide any required digging to access the damaged area.
5. The premises owner/customer has responsibility to provide, and/or maintain and manage the cable/wire beyond the demarcation point.
6. The Company will install and provide maintenance for cable/wiring beyond the demarcation point at the request of the premises owner/customer at appropriate charges.
7. It is the customer's responsibility to know where their facilities begin. The Company will not perform premises audits to determine demarcation point locations, without appropriate charges.
8. If Company provided cable entrance facilities exceed 300 feet, which will be deemed excessive, Construction Charges will apply as specified in Section 4.
9. The termination of regulated network facilities is subject to the terms, conditions and rates set forth in Section 4, Construction Charges.
10. The premises owner shall be responsible for Company costs associated with the disruption of service to the customer if caused by other provider's access to Company equipment that serves as a common demarcation point for multiple customers. The premises owner is responsible for providing a secured location for the demarcation point, and also to limit access to authorized personnel only.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.8 CABLE, WIRE AND SERVICE TERMINATION POLICY (Cont'd)**

**C. New Cable Facilities**

**1. Single Tenant Building(s)**

If a building is occupied by a single tenant, then the premises owner must choose to have the Company locate the demarcation point (SNI) as outlined in either Options 1 or 4 in D., following.

**2. Multi-Tenant Building(s)**

The premises owner must choose one of the options outlined in D., following, for the premises demarcation location(s).

**3. Campus Options**

The premises owner may choose how the campus property and the buildings on the property will be provisioned with Company regulated facilities. The choices of demarcation point location(s) are as follows:

- one location for the campus property (Option 4), or;
- designating demarcation points; in one or more building(s), following the single-tenant or multi-tenant guidelines for each building. (Options 1, 2 or 3 as outlined in D., following.)

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.8 CABLE, WIRE AND SERVICE TERMINATION POLICY (Cont'd)**

**D. Premises Owner Choices**

There are four termination options which a premises owner may choose from. The options vary depending on the occupancy of the building(s).

In a campus environment, the premises owner may choose an option for each building.

- **Option 1**

All Company facilities will terminate at one location upon entering the building. This location will be mutually agreed upon by the Company and the premises owner or designee. Normally this location will be at the lowest common serving point. (This option is available for both single and multi-tenant premises.)

- **Option 2**

The Company will terminate facilities at common locations throughout the building (terminal rooms, utility closets, etc.). These locations will be mutually agreed upon by the Company and the premises owner or designee. The demarcation points will be accessible to end-users at these locations. (Option 2 is not an option for single tenant buildings).

- **Option 3**

The Company will terminate facilities at one mutually agreed upon location within each individual space/unit, within 12" (or a similarly reasonable distance) of cable/wire entry. (Option 3 is not an option for single tenant buildings.)

- **Option 4**

The Company will terminate facilities at one location on the property mutually agreed upon by the Company and the premises owner or designee. (This option is available for both single and multi-tenant premises.)

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.8 CABLE, WIRE AND SERVICE TERMINATION POLICY (Cont'd)**

**E. End User Choices**

Where a premises owner has chosen an option other than Option 3, the end user may obtain service directly from the Company provided they obtain permission from the premises owner or designee. The premises owner/designee must agree to provide necessary supporting structures. Such service will be provided from the same demarcation point elected by the premises owner. With the premises owner's permission, service will be provided using existing cable pairs. If necessary, new cable/wire will be placed from the demarcation point/SNI to the end user's space at appropriate charges.

If the premises is served by a Shared Tenant Provider, the end user is entitled to receive service from the Company.

**2.12 NATURAL DISASTER RELIEF FOR CUSTOMERS**

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

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**2. GENERAL REGULATIONS - CONDITIONS OF OFFERING**

**2.16 CONTRACTUAL SERVICE AGREEMENTS**

**A. *TOTAL ADVANTAGE* Express Service (QTA Express)**

**1. General Description**

As applied in this Catalog, the *TOTAL ADVANTAGE* Express Agreement is a Qwest Communications Corporation offer of a suite of communications services targeted to mid-sized business customers based on term and minimum usage commitments. The QTA Express Agreement may include Qwest Corporation, Qwest Communications Corporation and/or Qwest Long Distance Corporation products or services. It is available on one-year, two-year, or three-year term commitments. Terms and conditions for QTA Express Agreements may be found on:

[http://tariffs.qwest.com:8000/QWEST\\_RSS/index.htm](http://tariffs.qwest.com:8000/QWEST_RSS/index.htm)

**B. *TOTAL ADVANTAGE* (QTA)**

**1. General Description**

As applied in this Catalog, the *TOTAL ADVANTAGE* Agreement is a Qwest Communications Corporation offer of a suite of business communications services offering flat rates based on term and minimum usage commitments. The QTA Agreement may include Qwest Corporation, Qwest Communications Corporation and/or Qwest Long Distance Corporation products or services. It is available on a month-to-month basis, one-year, two-year, or three-year term commitments. Terms and conditions for QTA Agreements may be found on:

[http://tariffs.qwest.com:8000/QWEST\\_RSS/index.htm](http://tariffs.qwest.com:8000/QWEST_RSS/index.htm)



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**3. SERVICE CHARGES**

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

**A. Description**

Network Premises Work Charges are charges billed to the customer for work performed by a Company employee or representative for work done on the Company side of the network interface or installation of certain Company equipment, as specified elsewhere.

**B. Terms and Conditions**

1. Network Premises Work Charges will apply to move, change, or modify the access line or access line termination on the customer's premises when requested by the customer.
2. Network Premises Work Charges do not apply to the following work:
  - To move or change a customer's telephone service if required or initiated by the Company.
  - To install, move, or change telephone service located on a customer's premises when used exclusively by the Company for maintenance or training activities.
  - Disconnection of access line services providing no other work is involved subject to Network Premises Work Charges.
  - Repair service except as stated otherwise.
  - Premises work required to establish or reestablish network access to the premises.
3. Network Premises Work Charges apply for a visit to the customer's premises which is required because of a move of network facilities by the customer in violation of the regulations.

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

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

4. Only one initial Network Premises Work Charge applies when, for Company reasons, more than one Company technician is involved in performing billable premises work on the same service order. Additional Network Premises Work Charges will be calculated by totaling the remaining billable work time performed by the all technicians.
5. The initial Network Premises Work Charge, as well as additional Network Premises Work Charges, will apply if applicable, for the first and subsequent move of network equipment, drop wire, entrance facilities, etc., on the customer's premises, made at the customer's request, as a result of the customer's remodeling/redecorating or any other customer activity requiring the first and subsequent visit for moves.
6. In cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved, and the Company provides the trench, the charges specified in C.2., following, will be billed in addition to the Network Premise Work Charge. In cases where the distance is greater than 600 feet, where permits are required, or where specific situations dictate, the request will be provided for as specified in Section 4, following.
7. In those cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved and the customer has provided their own trench, the per 10 foot charge for the type of Buried Service Wire requested, which appear in C.3., following, will be billed in addition to the Network Premise Work Charge.

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES (Cont'd)**

**C. Charges**

1. Network Premises Work Charges – each 15 minutes or fraction thereof of billable premises work.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule I		
Applicable to work performed Monday through Friday between 8:00 a.m. and 5:00 p.m.		
- First 15 minute increment or fraction thereof	HRR11	\$65.00
- Each additional 15 minute increment or fraction thereof	HRRA1	25.00

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

**C. Charges**

1. Network Premises Work Charges – each 15 minutes or fraction thereof of billable premises work. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule II		
Applicable to work performed all hours other than Schedule I and all day Saturday.		
- First 15 minute increment or fraction thereof	HRR12	\$70.00
- Each additional 15 minute increment or fraction thereof	HRRA2	25.00
• Schedule III		
Applicable to work performed on Sundays and holidays.		
- First 15 minute increment or fraction thereof	HRR13	\$75.00
- Each additional 15 minute increment or fraction thereof	HRRA3	30.00

Holidays subject to Schedule III charges are:

**HOLIDAYS**

**DAY OBSERVED**

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

January 1  
Last Monday in May  
July 4  
First Monday in September  
Fourth Thursday in November  
December 25

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES**

**3.1.2 NETWORK PREMISES WORK CHARGES**

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
2. Trenching[1]		
• 1 - 300 feet	HRHTA	\$ 545.00
• 301 - 600 Feet	HRHTB	1,035.00
3. Buried Service Wire[2]		
• Three Pair, per 10 feet	93G2K	2.50
• Three Pair Gopher Protected per 10 feet	93G2L	3.00
• Six Pair, per 10 feet	93G2M	3.50
• Six Pair Gopher Protected per 10 feet	93G2N	4.00

[1] The charge for trenching includes the cost of the Buried Service Wire used.

[2] Buried service wire charges apply only where the customer has provided their own trench.

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**3. SERVICE CHARGES**

**3.1 SERVICE CHARGES (Cont'd)**

**3.1.3 EXPEDITED ORDER CHARGE**

Digital Switched Services (DSS), Integrated Services Digital Network (ISDN), and Uniform Access Solution (UAS) Service customers may request a service date that is prior to the standard interval service date as set forth in the Qwest Corporation Service Interval Guide (SIG). If the Company agrees to provide the service on an expedited basis, an Expedite Charge will apply as set forth in the Private Line Transport Services Catalog. The customer will be notified of the Expedite Charge prior to the order being issued.

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.1 GENERAL**

1. The provision of telephone service may require the payment of a Line Extension, special or temporary construction charge by the customer ordering telephone service. These charges are in addition to the regular rates and charges applicable for the exchange service provided. If facilities are requested by a developer/builder for single family residential dwellings, a Provisioning Agreement for Housing Developments is required.
2. Advance payments or deposits for exchange service, if required under the regulations contained in Section 2 of this Catalog, shall be paid at the time agreement is made between the applicant and the Company to provide such exchange service.
3. With approval of the Company, arrangements may be made for the payment of Line Extension charges in monthly installments spread over a reasonable period, not to exceed one year. All unpaid installments become due upon termination of service.
4. With approval of the Company, a customer may furnish material, transportation, labor, board or lodging as all or part payment of the charge in lieu of cash.
5. Except as specifically provided for service station lines, the ownership of any pole line, circuit or other facilities provided wholly or in part at the expense of an applicant under this Catalog shall at all times be vested exclusively in the Company or another company with which the Company has a joint agreement.
6. Except as otherwise provided herein, the regulations in this Catalog contemplate that the type of construction required to provide the quantity and grade of telephone service involved will be determined by the Company. The customer will be required to pay the added costs involved when a different type of construction than that proposed by the Company is desired.
7. Where applicants are so located that it is necessary or desirable to use private and/or government right-of-way to furnish service, such applicants may be required to provide or pay the cost of providing such right-of-way including survey costs, in addition to any applicable charges.

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.1 GENERAL (Cont'd)**

8. Applicants who request service at a location where facilities have never existed, and the Company must extend facilities in order to provide the requested service may be required to pay Line Extension charges in addition to the rates and charges applicable to establish service. Additional charges may apply as provided in paragraphs 6 and 7, preceding, and for special types of construction, new areas of land development and temporary construction.
9. All necessary construction will be undertaken at the discretion of the Company consistent with budgetary responsibilities and consideration for the impact on the general body of subscribers.
10. Service station customers who request local exchange service will be classed as new applicants for the application of Line Extension charges. New service station customers will be assessed the appropriate Line Extension charge applicable at the point of connection.
11. The customer may request a detailed engineering quote to be performed to establish an estimated construction charge. The Company will provide an engineer's quote of the construction charges at no fee for the first quote. All quotes are valid for six (6) months from the date they are presented to the customer. If subsequent quotes are requested, there will be a \$300.00 fee for each subsequent quote. The fee will be applied as a credit to the construction charge bill when the customer notifies Qwest to begin construction within the six (6) month window described above. If the customer does not accept the quotation, then the \$300.00 fee is retained by the Company.
12. The Company may, at its discretion modify terms and conditions to allow it to respond to competition.

#### **4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

##### **4.2 LINE EXTENSION CHARGES**

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1. Where telephone facilities are not in place to fulfill an applicant's request for local telephone service, CenturyLink, at its discretion, may extend its facilities to provide the requested service if the costs of the facility extension represent a prudent investment for CenturyLink.
  2. Where the costs to extend facilities to accommodate an applicant's request for service do not represent a prudent investment, the applicant may be required to pay a line extension charge equal to all or a portion of the construction charges incurred by CenturyLink to extend the facilities. These charges are in addition to the regularly applicable rates and charges to establish service stated in CenturyLink's Catalog.
  3. When the applicant is so located that it is necessary to use private right-of-way/easement to furnish service and CenturyLink is unable to obtain the required right-of-way/easement without cost, the applicant may be required to pay the cost incurred in securing, clearing and retaining such right-of-way. CenturyLink will not proceed with a requested line extension if a satisfactory right-of-way/easement is not provided,
  4. For the purpose of this section, costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way/easements for placing all facilities necessary to provide the requested service, including but not limited to channel equipment, feeder, distribution, and drop facilities, electronics, cards, and any applicable overhead, as determined by CenturyLink.
  5. Where a line extension charge is applicable, payment will be required prior to the start of any construction related activity.
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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

**A. Description**

A Provisioning Agreement for Housing Developments (PAHD) is a contractual arrangement between the Company and the Developer/Builder for the provision of facilities to and within new areas of residential development.

**B. Terms and Conditions**

**1. A PAHD is required for the following:**

- a. Developments for the purpose of constructing single-family detached dwellings or two-family dwellings; multifamily dwellings; or a mix of single-family detached, two-family dwellings and multifamily dwellings.
- b. Developments for mobile home lots that are individually owned. The Company will provide facilities to a post provided by the owner of the mobile home or mobile home park. The post shall meet the specifications of the Company.
- c. RV parks platted for long-term residence. The Company will provide facilities to a post provided by the owner of the RV park. The post shall meet the specifications of the Company.

2. For the purpose of 4.4, a dwelling is any building or portion thereof which is designed or used exclusively for residential purposes. A single-family detached dwelling is designed for and occupied by not more than one (1) family. A two-family dwelling contains two (2) attached dwelling units, designed for and occupied by not more than two (2) families (also called a duplex). A multifamily dwelling is a dwelling containing three (3) or more dwelling units, designed for and occupied by an equal number of families.

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

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

**3. The following do not fall under the provisions of 4.4.**

- a. Developments containing less than four (4) single or two-family residential lots. These will be treated according to the terms set forth in the Company's line extension policy in effect at the time.**
- b. Marinas.**
- c. Mobile home parks, except as defined in 4.4.B.1.b.**
- d. RV parks, except as defined in 4.4.B.1.c.**

**4. The PAHD will include, but is not limited to: a description of the development; a requirement that the Developer/Builder provide the Company with an addressed, recorded plat; trench and backfill requirements; conduit requirements; reasonable and necessary or otherwise mutually agreed upon requirements for easements, rights-of-way and other similar rights to access the property; surface grading requirements; target dates and inspection schedules; and charges to be paid by the Developer/Builder.**

**5. The terms and conditions of each PAHD may vary as appropriate and may include provisions that are different from or additional to those stated in 4.4.**

**6. Developer/Builders' Responsibilities and Charges**

- a. When a Developer/Builder requests that the Company construct facilities pursuant to a PAHD, the Developer/Builder will be required to disclose whether or not the Developer/Builder has an arrangement or agreement with another provider to provide communications facilities and services. If the Developer/Builder has entered into an arrangement or agreement with another provider, the Company will not be obligated to place facilities to and within the development or enter into a PAHD with the Developer/Builder. The Company may agree to place facilities within the development under mutually agreeable terms and conditions.**

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

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

**6. (Cont'd)**

b. If 4.4.B.6.a., preceding, does not apply, the following charges and responsibilities shall apply:

- (1) The Developer/Builder will provide, without expense to the Company, trench and backfill based on the specifications provided by the Company for the facilities within the development. The Developer/Builder will also provide, as specified by the Company and without expense to the Company, conduit with adequate pull string for the service drop from the serving pedestal or property line to the dwelling. In areas where the Company has trench and backfill agreements with other utilities, the Developer/Builder is responsible for the Company's trench and backfill costs.
- (2) The Developer/Builder shall provide at no cost to the Company a legally sufficient easement to accommodate the placing and maintenance of the facilities (e.g. distribution cables plus terminal pedestals or like devices and access point cabinets) throughout the development. The surface of the easements shall be brought to final grade prior to the installation of buried or underground facilities.
- (3) Where the Company deems it necessary or desirable to use private and/or government right-of-way to place facilities to and within the development, such Developer/Builder shall be required to provide or pay the cost of providing such right-of-way in addition to any other applicable charges. The route established shall be determined by the Company.
- (4) If in the opinion of the Company, construction to and within the development does not constitute a prudent investment, the Developer/Builder will assume that portion of the construction costs that exceed a prudent financial contribution by the Company. For the purpose of this section (4), construction costs are defined in 4.4.B.7., following.
- (5) The Developer/Builder may request an engineering quote to be performed to establish an estimated construction charge by the Company. For the purpose of 4.4, the Company will provide an engineering quote of the construction charges and an executable PAHD to the Developer/Builder for a fee of \$300.00. All quotes are valid for thirty (30) days from the date they are presented to the Developer/Builder. This fee is non-refundable.
- (6) All costs payable by the Developer/Builder shall be paid prior to the start of any construction.

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

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

7. For the purpose of 4.4.B.6.b.(4), construction costs shall include all material, supplies, engineering, labor, supervision, transportation, and rights-of-way for placing and removal of distribution and feeder facilities, and all facilities necessary to provide service from the central office to and within the development, including but not limited to channel equipment, feeder, distribution, and drop facilities, and any applicable overhead, as determined by the Company.
8. For the purpose of 4.4, facilities means feeder facilities and distribution facilities, including but not limited to the communications cable, wire, standard network interfaces, pedestals and terminals necessary to enable end-users to arrange to have communications services to their living unit activated in the future from a standard network interface, as well as any necessary structures including but not limited to communications conduit, sleeveings, service drop and pull strings. Title to all facilities placed by or for the benefit of the Company to provide services to the development shall belong solely to the Company.
9. Facilities covered in the PAHD cannot be used for subsequent developments until they are covered by a new PAHD.
10. The Company shall not be required to provide facilities at the request of a Developer/Builder within new developments which meet any of the conditions listed in 4.4, absent the execution of PAHD.
11. To the extent that the terms and conditions in 4.4 or the PAHD conflict with any terms and conditions of any other section in this Catalog, the terms and conditions set forth in 4.4, and/or the PAHD agreement shall control.

**C. Developer Non-Participation**

If a Developer/Builder does not enter into a PAHD, the Company, at its option, may accept requests for service from individual customers in the subdivision/development area as provided for in the Company's line extension policy in effect at that time.

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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.5 SPECIAL SERVICE ARRANGEMENTS**

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**4.5.1 SPECIAL ASSEMBLIES, FACILITIES AND FINISHES OF EQUIPMENT**

**Rates and charges in connection with special assemblies, special facilities and special finishes of equipment will be based on the costs involved in each individual case.**

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**4.6 OTHER CONSTRUCTION OR CONDITIONS**

**A. Special Types of Construction**

1. Where a special type of construction is desired by a customer, such as where underground construction is requested in locations where aerial construction would be regularly used, or where conditions imposed by the customer involved excessive costs, or where underground construction is legally required by ordinance, covenant, tract restriction or otherwise, the customer or customers served by such facilities or the tract developer shall be required to pay the difference between the cost of the underground or other special type of construction and the average cost of construction normally used by the Company.
2. Where existing aerial facilities are requested to be relocated underground in an area where the Company would not, except for such request, relocate its facilities underground, the Company may charge the cost of such relocation to the persons requesting the relocation of such facilities.

**B. Temporary Construction**

Where temporary construction is necessary to provide service, the applicant will be required to pay a construction charge equal to the estimated net cost of installing and removing the temporary construction.

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**4.6 OTHER CONSTRUCTION OR CONDITIONS (Cont'd)**

**C. Construction Under Unusual Conditions**

1. Where the service location is so isolated or inaccessible that the unit cost of construction is unreasonably excessive, a construction charge and/or monthly charge may be assessed.
2. Construction required to provide service on a seasonal basis may be subject to construction charges.
3. Construction required to provide service outside of exchange areas will be subject to construction charges equal to the entire cost of the construction beyond the exchange boundary. Charges outside of the exchange areas may apply in addition to applicable charges within the exchange boundary, i.e. 4.6.C.1. listed above.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**A. Description**

1. Premium flat rate lines, basic measured lines, suburban lines, PALs, and trunk lines are provided within exchange boundaries. The exchange access line is provided from the Company's central office facilities to the customer's location. The central office serving the customer's location is designated by the Company. Through these exchange access lines, the customer has access to the local calling area of the exchange and to long distance calling on the Message Toll Network.
2. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.
3. Exchange areas may contain a base rate area and a suburban area. They are defined as follows:

**Base Rate Area**

The area within an exchange that contains the most compact development. The exchange boundary and the base rate area boundary may be one and the same.

**Suburban Area**

The area of an exchange outside the base rate area but within the exchange boundary. They are provided to these areas without additional mileage charges.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (Cont'd)**

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

- A. Extended Service is when an exchange has local calling throughout that exchange area plus any other exchanges specified below. Rates for extended service as shown in this section means service without an additional charge between exchanges.

<b>EXCHANGE AREA</b>	<b>EXCHANGE AREAS INCLUDED IN EXTENDED LOCAL CALLING AREA</b>
Cottonwood	Cottonwood and Grangeville
Craigmont	Craigmont and Nez Perce
Grangeville	Grangeville and Cottonwood
Kamiah	Kamiah, Kooskia and Nez Perce
Kooskia	Kooskia and Kamiah
Lapwai	Lapwai, Clarkston, WA, Lenore and Lewiston
Lewiston	Lewiston; Asotin WA, Clarkston, WA, Lapwai, Lenore and Anatone
Nez Perce	Nez Perce, Craigmont and Kamiah

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (Cont'd)**

**5.1.2 EXCHANGE AREA RATE GROUPS**

1. Exchange Access Line facilities are connected or rearranged according to the rates specified in this section.
2. The rates for exchange service vary according to the number of exchange access lines that can be called on a local basis. The exchange access line availability determines the rate group in which an exchange is placed. Those cities which have a smaller exchange access line availability base are classified in a lower rate group than those with a larger exchange access line calling availability.
3. Exchange Area Rate Groups

<b>EXCHANGE AREA</b>	<b>RATE GROUP</b>
Cottonwood	1
Craigmont	1
Grangeville	1
Kamiah	1
Kooskia	1
Lapwai	2
Lewiston	2
Nez Perce	1

<b>RATE GROUP</b>	<b>EXCHANGE ACCESS LINE AVAILABILITY</b>
1	0 - 5,000
2	5,001 - 25,000

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (Cont'd)**

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

1. The Company makes service available within the base rate area and suburban area, under its effective rate schedules, as follows.

- a. Class of Service

- Business Service
- Residence Service

- b. Type of Service

- Flat Rate Service
- Message Rate Service
- Measured Rate Service

- c. Grade of Service

<b>GRADE OF SERVICE</b>	<b>AREA APPLICABLE</b>
Individual Line	Base Rate Area (BRA) and Suburban Area (SA)
Suburban	SA
Hunting or Key Line Trunks	BRA and SA
• Commercial	BRA and SA
• Hotel	BRA and SA

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS (Cont'd)**

**5.1.4 FOREIGN EXCHANGE SERVICE**

**A. Description**

Foreign Exchange Service is a service furnished within a LATA (Local Area and Transport Area) from an exchange other than the exchange from which the customer would normally be served.

**B. Definitions**

Local Access and Transport Area (LATA)

A geographic area established by the Company for the provision and administration of communications service. It encompasses designated exchanges, which are grouped to serve common social, economic and other purposes.

Local Exchange

As used in this Catalog means the exchange in which the main access line is located.

Foreign Exchange

As used in this Catalog means the exchange from which the service is rendered.

**C. Terms and Conditions**

1. Rates for local service includes service without additional charge to all access lines receiving service from the exchange from which the foreign exchange service is furnished.
2. The interexchange rates applicable in connection with toll service over foreign exchange lines will be as shown in the interexchange catalog provisions of the foreign exchange.



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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

3. Additional listings and lines of information will be furnished to foreign exchange customers in local or foreign directories and the rates in effect for the directory containing the additional listing or line of information will apply.
4. Except as provided, services furnished in the local exchange will be available in connection with foreign exchange service at rates shown in the catalog provisions of the local exchange.
5. Except as provided, foreign exchange service will be furnished subject to the same conditions as those applicable in connection with local residence service regarding the use of the service by anyone other than the customer or members of the customer's household.
6. Foreign exchange service will not be provided for Smart PAL use.
7. Foreign exchange mileage rates for service furnished in a contiguous exchange as shown under D.1., following, are applicable to the air-line distance between the customer's main access line and the nearest point on the common boundary of the foreign and local exchange areas.
8. Foreign exchange mileage rates for business service furnished in non-contiguous exchanges as shown under D.1., following, are applicable to the interexchange mileage measured between the rate centers of the foreign and local exchanges.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

9. A Foreign Exchange line may be utilized with customer-provided terminal equipment, protective circuitry, PBX and key telephone systems which are connected to the exchange telephone service associated with such lines. Also, see Section 8 of this Catalog.
10. Where foreign exchange service furnished under D., following, is provided by means of a circuit crossing the exchange area boundary, the following applies:
  - a. Where extensions of plant are required in the foreign or local exchange they will be made at the charges and under the conditions of 4.2.1, preceding, Line Extension Charges.
11. Foreign exchange service over any route is available under the conditions, rates and charges specified in this section, when facilities and operating conditions permit.
12. When the Company establishes a new central office or revises a central office or exchange area boundary, additions or increases in mileage increments are not applicable to existing customers as long as these services are retained without change by the same customer at the same premises.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE (Cont'd)**

**D. Rates and Charges**

**1. Business Foreign Exchange**

- a. The following charge applies to each one-half mile or fraction thereof for business service furnished in contiguous exchanges.

	<b>NON- RECURRING CHARGE</b>	<b>FIRST MILE</b>	<b>SECOND MILE</b>	<b>OVER TWO MILES</b>
• Each premium flat rate or PBX exchange access line[1]	\$25.00	\$3.00	\$6.00	\$9.00

- b. The following charge applies to each mile or fraction thereof for business service furnished in non-contiguous exchanges.

	<b>NONRECURRING CHARGE</b>	<b>EACH MILE OR FRACTION THEREOF</b>
• Each premium flat rate or PBX exchange access line[1]	\$25.00	\$6.00

[1] In addition, rates and charges for the associated access line also apply. Foreign Exchange USOCs: FNX (1FB); FNXCN (1FB); FXK (1FL).

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

**2. Residence Foreign Exchange**

The following rates and charges apply to residence service furnished in contiguous exchanges for each one-quarter mile or fraction thereof.

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
		<b>FIRST ONE-HALF MILE</b>	<b>BEYOND FIRST ONE- HALF MILE</b>
• Each Exchange Access Line[1]			
- Individual line	\$25.00	\$1.50	\$1.50

[1] In addition, the rates and charges for the associated access line also apply. Foreign Exchange USOCs: FNY (1FR).

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

**3. Off-Premises Extension Station Lines and PBX Station Lines Foreign Exchange Service**

Where foreign exchange service is offered in D.1. and D.2., preceding, an off-premises extension line or private branch exchange station line from a main station line in the exchange from which foreign exchange service is offered, may be furnished in the contiguous exchange at the following rates:

**MONTHLY  
RATE**

- |   |        |
|---|--------|
| a. Each one-quarter mile or fraction thereof, air-line measurement, from the extension station line or private branch exchange station line or private branch exchange station line to the nearest point on the common exchange boundary. | \$1.50 |
| b. Each one-quarter mile or fraction thereof, air-line measurement, from the nearest point on the common exchange boundary to the main station line.  | 1.25   |
| c. The total mileage charge is the sum of the charges determined above.   |        |

**5.1.7 MAPS**

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

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

1. Premium flat rate or basic measured hunting or key line and private branch exchange service is available in the suburban area under rates for the applicable service in the base rate area.
2. Miscellaneous service, including private lines, is furnished by the Company under its schedule of rates in this Catalog and in the Private Line Transport Services Catalog.
3. Telephone service, other than Public Access Line Service, is furnished for the use of the customer, the customer's family, and persons residing in the home, or employees or representatives. The service may also be extended to Joint Users.
4. Application of Business and Residence Rates
  - a. The application of business or residence rates to private or public telephone service is governed by the actual or obvious use made of the service by the customer. If residence service is found to be used largely or principally for business purposes, the Company will provide business service, except in cases where the customer will thereafter use the service for domestic or social requirements.
  - b. If it is found that the customer is permitting public use of service furnished for private use, the Company will provide Public Access Line Service. If the customer consents to the relocation of the facilities so they are inaccessible to the public or permits no further public use after attention has been called to the matter, a change will not be required. Where a change is required, no charge will be made for the relocation of the telephone instrument.
  - c. If it is found that the customer is sharing the use of business service with an individual, other than an employee, member or officer of the customer's concern, or with another concern not of record as a joint user, the Company will require the customer to take Joint User Service. Joint User Service will not be required if the customer permits no further joint use of the service, or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**4. Application of Business and Residence Rates (Cont'd)**

- d. Business Service is a class of exchange service furnished to individuals in business, in firms, partnerships, corporations, agencies, shops, etc. Hotels receiving premium flat rate line or private branch exchange service require business service, as do individuals practicing a profession or operating a business and having no offices other than their residences.
- (1) Business rates apply in colleges, clubs, lodges, schools, libraries, churches, apartment buildings, hospitals, fire stations and private and public institutions. They also apply at locations for the convenience in administration of federal, state or other governments, where the service is not subject to semipublic or public use.
  - (2) Business rates apply in boarding or rooming houses with more than five rooms available for rent. The application of business rates to telephone service is governed by the actual or obvious use made of the service.
  - (3) Any location where the directory listing of "office" is provided is subject to business rates. Business rates apply where any title indicating a trade, occupation, or profession is listed. (For exceptions on professional titles, see Residence Service definition.)
  - (4) Business rates apply in any situation where the use of the service is more for commercial or occupational reasons than for domestic or social reasons. Indications of this are regular advertising, including the telephone number in newspapers and printing the telephone number on handbills, circulars or business cards.

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**5.2 LOCAL EXCHANGE SERVICE**

**4. Application of Business and Residence Rates (Cont'd)**

- e. Residence Service is a class of service furnished to a residence or place of dwelling where the use is primarily social or domestic. Residence service is installed in residential premises such as private homes, residential apartments in hotels or apartment houses and in boarding/rooming houses. Residence service would apply to the owners' or managers' quarters of rooming or boarding houses with more than 5 rooms to rent. It may be provided in tenants' rooms for the use of the individuals renting the quarters. A residence listing is provided in these cases.
  - (1) In the case of residence locations of professional customers, i.e., clergy, professors, military or naval officers and nurses, designations of title may be furnished in connection with residence service.
  - (2) The application of residence service rates to telephone service is governed by the actual use made of the service.
- 5. Flat rate or message rate services, except for Public Access Line Service, are not installed on premises of a public or semipublic character in a location where the telephone would be accessible for use by the patrons of the customer or by the public in general.
- 6. Except where foreign exchange or hotel PBX service is involved, business flat rate and business message rate services will not be furnished to an applicant or customer on a single premises.
- 7. Residence flat rate and residence measured rate services may be furnished to the same customer on the same premises.
- 8. Loop Diversity and/or Avoidance defined in the Private Line Transport Services Catalog are available with individual business access lines.
  - Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.

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**5. EXCHANGE SERVICES**

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

**9. Change Charges**

Charges noted below apply to exchange service and facilities.

**NONRECURRING  
CHARGE**

- Change of class, type or grade of service,  
each exchange access line[1] \$20.00
- Other changes of an exchange access line[2] 20.00

10. Local calls that are alternately billed or operator-handled will be assessed the **same charge as are applicable for intra-LATA operator-handled long distance messages as specified in section 6.2.1: of this Catalog No. 3** in addition to any local message charge that may apply.

(C)

(C)

(D)

(D)

[1] Does not apply to residence service.

[2] Included in this category are changes in line hunting arrangements and other miscellaneous changes or rearrangements of an exchange access line.

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**5. EXCHANGE SERVICES**

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

**5.2.1 MEASURED RATE SERVICE**

**A. Description**

1. Basic Measured Service is an individual service for which a separate charge is made for each outgoing local message in addition to the monthly charge for the line. In residence service, the usage charge only applies when the usage allowance is exceeded.
2. Budget Measured Residence Service is an individual service for which a separate charge is made for each outgoing local message in addition to the monthly charge for the line. The usage charge applies to each outgoing local message.

**B. Terms and Conditions**

1. Measured Service is offered in exchanges where operating conditions and facilities permit.
2. Business Premium Flat and Business Measured Services will not be furnished at the same time to a customer in the same exchange on the same premises.
3. The monthly rates for Measured Service are in addition to other applicable rates.
4. Measured Service is not available in connection with Foreign Exchange Service.
6. Measured Service is not available to residence customers in connection with Key Telephone Service.
7. A separate bill will be rendered per each residence Basic Measured and Budget Measured Service.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

**C. Rates and Charges**

**1. Measured Service Usage Charges**

- a. Basic Measured Service customers receive a \$3.00 allowance for outgoing local calls. Budget Measured Service customers will receive no allowance. On outgoing local calls billed to a calling card, special billing number, collect, or to a third number, an additional charge, specified in 5.5.2, following, will be applied. These calls are not included in the \$3.00 allowance.

**b. Usage Rates**

	<b>INITIAL MINUTE</b>	<b>EACH ADDITIONAL MINUTE</b>
• Local calls placed within the same central office district	\$0.04	\$0.015
• Local calls placed to contiguous central office districts	0.04	0.015
• Local calls placed to noncontiguous central office districts	0.04	0.015
c. A 35% discount applies to outgoing local calls placed between 5 p.m. and 8 a.m. weekdays, all day Saturday, Sunday and holidays.		

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	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>MONTHLY RATE ALL RATE GROUPS</b>
• Business			
- Basic Measured	LMB	\$43.00	<b>\$34.00 (I)</b>
- Basic Measured Hunting or Key	LML	43.00	<b>34.00 (I)</b>
• Residence			
- Basic Measured	1MR	27.00	<b>23.50 (I)</b>
- Budget Measured	LW1	27.00	<b>21.50 (I)</b>

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Premium Flat Rate Service is an individual service for which a fixed charge is made regardless of the number of local messages completed.

**B. Rates and Charges****1. Premium Flat Access Line Rates and Charges**

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>MONTHLY RATE ALL RATE GROUPS</b>
• Business			
- Premium Flat	1FB	\$43.00	\$37.00
- Premium Flat/ Basic 911 Service	91L	43.00	14.00
- Premium Flat Hunting or Key	1FL	43.00	37.00
• Residence			
- Premium Flat	1FR	27.00	<b>26.50 (I)</b>

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

[1] Pages 20 and 21 were previously canceled.

(T)

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A. Central Office Hunting Arrangements**

1. Hunting Arrangements are provided in all Company central offices. This service is offered subject to the capabilities of the central office providing the hunting arrangement. This section applies to Simple and Complex Services including Key Lines, PBX Trunks, Data Lines, WATS Lines, FEX Lines and FEX Trunks.
2. Hunting arrangements are offered in two categories:
  - Series Completion Service
  - Multiline Hunt Service
3. The hunting arrangements available in any given central office will depend on the type of central office equipment provided.
4. The limitations on hunting arrangements will vary by the type of central office offering the service.
5. The Custom Calling feature Call Forwarding will override the hunting arrangement provided.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A. Central Office Hunting Arrangements (Cont'd)**

7. If the customer converts from a Series Completion Service to Multiline Hunt Service, the nonrecurring charges for a Multiline Hunt Service apply.
8. Hunting arrangements as specified in this section do not apply to PBX trunk groups with Direct-Inward-Dialing (*DID*) Service.
9. Hunting arrangements will affect the operation or availability of some other optional features on the hunting lines. The features most often affected include forms of Call Forwarding, *MARKET EXPANSION LINE* (MEL) Service, Call Waiting, Call Transfer, Speed Calling and others, depending on the service configuration.
10. Series Completion Service cannot be added to Multiline Hunt Service.
11. There will be no charge to change hunting arrangements due to the removal of lines from a hunt group.

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**5.2.5 LOCAL SERVICE OPTIONS**

**A. Central Office Hunting Arrangements (Cont'd)**

**12. Series Completion Service**

**a. Description**

Series completion permits calls to a busy telephone number to be routed to another telephone number in the same switching office. More than two numbers may be linked to form a series completion list. More than one telephone number can be routed to the same telephone number.

Series completion is a form of line hunting where a call is routed to an idle telephone number in a prearranged group when the called telephone number is busy. In no case does the hunting occur over more than 16 telephone numbers. The hunting sequence can be accomplished as follows:

**(1) Number Hunting**

The hunt always starts with the called telephone number and ends with the last telephone number in the prearranged group, completing the call to the first idle telephone number encountered. Unless the first telephone number in the group is called, only a portion of the group can be tested. The prearranged sequence can be either consecutive or nonconsecutive.

**(2) Circular Hunting**

The hunt starts with the called telephone number and proceeds in a prearranged order to test all numbers in the group. The call will be completed to the first idle line. This arrangement is accomplished by routing the last number in the group back to the first number. No additional charge applies other than the Series Completion charge per line.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A.12.a. (Cont'd)**

**(3) Line Make Busy**

This feature provides a method for making lines appear busy to the serving central office. The feature is activated by operation of dedicated keys at the customer's premises which in turn provides a busy appearance to the central office for predetermined lines or groups of lines. The line remains in the busy state until the associated key is depressed (deactivated). A line may be associated with only one key. Originating service is not affected by key operation.

The caller does not receive busy tone unless all numbers which have been hunted are found busy.

**13. Multiline Hunt Service**

**a. Description**

Multiline hunt service permits calls to a busy telephone number to be routed to other specified lines that do not require a telephone number. Hunting is done sequentially by terminal within the group. A line is associated with each terminal in the group. One begin-hunt telephone number must be assigned to the first line within a group of sequentially ordered lines that form a multiline hunt group. Telephone numbers may be assigned to other lines within a multiline hunt group and could effectively provide subgroups of lines to be hunted. Telephone numbers can be assigned to the hunting lines in any sequence.

Multiline hunting service provides a hunting sequence that attempts to complete a call to the line associated with the dialed telephone number. If the initial line is found busy, only the lines following the requested line within the hunt group are subsequently examined for an idle state. Busy tone is not sent to the caller unless all remaining lines in the hunt group list have been found busy. The call will be completed to the first idle line.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A.13.a. (Cont'd)**

Multiline hunt groups (MLHG) can be assigned two types of telephone numbers (TNs); begin-hunt and nonhunting TNs. The begin-hunt TN has the multiline hunt feature and, when called, starts the hunting sequence associated with the hunt group. An MLHG must have at least one begin-hunt TN but can have essentially one per line in the group. Nonhunting TNs can be assigned to lines within an MLHG; these lines do not have the multiline hunt feature. Incoming calls are terminated directly to the individual lines.

**(1) Regular Hunting**

Regular hunting starts when a begin-hunt telephone number is called in a multiline group. Hunting proceeds in ascending order through each subsequent terminal (line) in the group until an idle terminal is reached or the last (highest numbered) terminal in the group is reached. A preferential hunt list can be added to any terminal in a regular hunt group that has a begin-hunt telephone number. Circular hunting can be added to any regular hunt group.

Once a multiline hunt group with regular hunting is subscribed to, the following features are available.

**(2) Circular Hunting**

Circular hunting is provided optionally with regular hunting or preferential hunting groups. Circular hunting occurs in these groups as follows.

- (a) Circular hunting for regular hunting groups:** When the hunt for an idle terminal (line) commences beyond the first terminal in the hunt group and finds all higher numbered terminals busy, the hunt returns to the first terminal in the group. The hunt ends with the terminal number preceding the terminal where the hunt in the group initially began.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A.13.a.(2) (Cont'd)**

- (b) Circular hunting for preferential hunting groups: If an incoming call is to a terminal with a preferential list, circular hunting starts with the last terminal in the preferential list. The hunt continues in ascending order to the last terminal in the group, returns to the first terminal, and continues in ascending order ending at the terminal preceding the terminal where the circular hunt began.

This feature allows all lines within a multiline hunt group to be tested for busy regardless of the point of entry into the group before returning busy tone.

**(3) Stop Hunt**

The Stop Hunt feature is available to customers who have the Multiline Hunting Feature.

Stop Hunt allows the customer to stop the hunt of specific lines in an MLH group by the operation of a key, (not valid for multiline no hunting groups). When a hunt through a group of lines for an idle line is initiated, the hunt will proceed until it reaches a terminal associated with an active stop hunt key. There it stops. A customer may have more than one stop hunt key, but only the stop hunt terminal number associated with the last-operated key is effective (active). MLHG, which has regular hunt without circular hunting, and the hunt starts after the stop hunt terminal, will not be affected by the activation of a stop hunt key.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**A.13.a. (Cont'd)**

**(4) Make-Busy**

This feature provides a method for making lines appear busy to the serving central office. The feature is activated by operation of dedicated keys at the customer's premises which in turn provides a busy appearance to the central office for pre-determined lines or groups of lines.

**(a) Line Make-Busy**

Line Make-Busy (LMB) enables a single line in a multiline group to be taken out of service by a key located at the customer's premises. At the time the key is depressed (activated), the line associated with the key is made busy. The line remains in the busy state until the associated key is depressed (deactivated). A line may be associated with only one key. Originating service is not affected by key operation.

**(b) Terminal Make-Busy**

Terminal Make-Busy (MB) is available only to multiline groups. MB functions as individual make-busy keys and allows a terminal or group of terminals to appear busy to incoming calls but originating service is not affected. One to 20 terminals can be assigned to the same MB key.

**(c) Group Make-Busy**

Group Make-Busy (GMB), causes all lines in a Multiline Hunt Group to appear busy to incoming calls. When a GMB key is operated, no search for an idle line is conducted and the incoming call is given busy treatment. Busy treatment could return busy tone or if the group has Call Forwarding Busy Line (CFBL), the incoming call will be routed to the call forwarding TN.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

**B. Rates and Charges**

**1. Central Office Hunting Arrangements**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Series Completion, per each telephone number hunted to	HSO	\$20.00	\$3.00
• Optional Features for Series Completion			
- Make Busy, per line[1]	EHD	45.00	1.25
• Regular Hunting			
- Per group[2]	HSHPG	20.00	1.50
- Per terminal (line) in the group[2]	HSHT	20.00	<b>0.00 (R)</b>

[1] In addition, a key will also be required at the customer's premises.

[2] Nonrecurring charge only applies to changes in line hunting arrangements.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

B.1. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Optional Features for Regular Hunting			
- Per begin-hunt telephone number[1]	HSGPH	—	—
- Per non-hunt telephone number	HSGPN	—	—
- Circular Hunting, per group	EH6	\$25.00	\$3.00
- Make Busy			
- Per line/terminal[2]	EHD	45.00	\$1.25
- Per group[2]	EHC	45.00	1.25
- Stop Hunt[2]	P89	45.00	5.40

[1] At least one begin-hunt telephone number is required for each Multi-line Hunt Group.

[2] In addition, a key and lamp will also be required at the customer's premises.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

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

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

**C. Public Response Calling Service (PRCS)**

**1. Description**

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

**2. Terms and Conditions**

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

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

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

- d. Customers may not utilize *MARKET EXPANSION LINE* Service as a PRCS telephone number.
- e. PRCS is available only with incoming calling. Outgoing calling is not provided as a feature of this service. Callers to the PRCS telephone number from outside the local calling area will incur the appropriate toll charges.
- f. Central Office prefixes for PRCS will be specified by the Company.
- g. Terms, conditions, rates and charges described elsewhere in the Company's tariffs, apply as appropriate.
- h. The telephone number assigned to PRCS may be listed in the Company directory and Directory Assistance records of the exchange from which the associated PRCS lines are furnished. Additional listings as specified in 5.7.1, following, may also be purchased.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

**C. Public Response Calling Service (PRCS) (Cont'd)**

**3. Rates and Charges**

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

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

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

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

[1] Page 33.3 was previously canceled.

(T)

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**5. EXCHANGE SERVICES**

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

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

Pursuant to FCC order 15-71, adopted June 18, 2015, the Company no longer provides Lifeline discounted service to resellers as of August 15, 2016.

(D)  
|  
(D)

**A. Federal Lifeline Program**

**1. Description**

The Federal Lifeline Program assists qualified low-income applicants with reductions in their monthly Local Exchange Service rate. The assistance applies to a single telephone line or broadband service or a bundle of broadband and single telephone line service at the applicant's principal place of residence.

(T)  
(T)

**2. Eligibility Requirements**

To receive assistance an applicant must demonstrate an annual household income at or below 135 percent of the federal poverty guidelines, or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household [1] in one of the following programs:

- Federal Public Housing Assistance (FPHA)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Veterans Pension Benefit and Survivors Pension

[1] A household is defined, for purposes of administering this program, as any individual or group of individuals who live together at the same address and share income and expenses.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

**A. Federal Lifeline Program (Cont'd)**

**3. Terms and Conditions**

- a. An applicant may request Lifeline assistance directly through the on-line consumer portal of the National Lifeline Eligibility Verifier (NLEV), also known as National Verifier. Applicants may also mail a completed paper application, Household Worksheet, and proof of eligibility to the Lifeline Support Center. Applicants may contact the Company to request that paper copies of the application and Household Worksheet be mailed to them or may obtain the required forms from the following website: <https://www.lifelinesupport.org/ls/nv/default.aspx>.
- b. The Federal Lifeline Program credit may be applied to any qualifying residential Local Exchange Service provided by the Company (including Packaged Services).
- c. Customers are limited to one credit per household, which may be applied towards a qualifying wireline service, a qualifying broadband service or a qualifying bundled voice and data service package. Customers are not eligible to receive a credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.
- d. The Federal Lifeline Program credit will be pro-rated on the basis of a 30-day month from the effective date of the customer's application.
- e. Applicants must provide proof of eligibility and be deemed eligible for participation before monthly credits begin. Credits will only be issued on a go-forward basis.
- f. Nonrecurring charges will not apply when establishing this program on existing service.
- g. Partial payments made by Lifeline customers will be applied first towards local service charges.

(T)  
(T)

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

**A. Federal Lifeline Program**

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

h. The discount shall be applied first to the subscriber line charge, and then to the monthly service rate for Lifeline eligible services.

(N)

i. At no time shall the total Lifeline discount exceed the sum of the subscriber line charge and the monthly service rate, excluding applicable taxes, fees, and other surcharges.

j. All Lifeline recipients will be required to recertify their eligibility every year.

(N)

k. Toll Restriction (also known as Toll Blocking) is available to Lifeline customers upon request at no charge. No service deposit will be required for applicants who voluntarily elect toll restriction with the initiation of Lifeline service.

(T)

Any Lifeline customer who has a past due balance in toll message charges will be automatically restricted from access to toll services until the outstanding balance is paid. The customer will not be charged for the toll restriction placed on the account. The Restoration Charge applies to Lifeline customers whose message toll service has been restricted for nonpayment.

If a Lifeline customer is toll restricted for a second occurrence, the Company may, at its discretion, place the Lifeline customer on a permanent toll restriction. A Lifeline subscriber's request for reconnection or re-establishment of local service will not be denied if the service was previously suspended or disconnected for non-payment of toll charges.

l. Customers residing on federally recognized Tribal Lands who receive the Federal Lifeline Program credit may also qualify for an additional monthly credit. See Tribal Lands Lifeline Program in Section 5.2.6.C. following.

(T)

(M)

(M)

(M) Material moved to Page 35.2

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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.6 LIFELINE ASSISTANCE PROGRAMS

##### A. Federal Lifeline Program (Cont'd)

#### 4. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT
Federal Lifeline Program Credit, per month	See Note [1]	
• Qualifying voice-only service		
- Prior to December 1, 2019		\$9.25
- Effective December 1, 2019		7.25
- Effective December 1, 2020		5.25
• Qualifying Broadband or bundled service		9.25

[1] **Effective December 1, 2020, the Company will issue an additional federal credit equal to the difference between the interstate subscriber line charge and the federal lifeline credit when the interstate subscriber line charge exceeds the federal lifeline credit amount.** Credit is applied as follows:  
ASGFX\* + ASGF2 \*\*

(N)

(N)

\* USOC ASGFX applies an amount equal to the Subscriber Line Charge found in Section 4.7.1 of the CenturyLink Operating Companies Tariff F.C.C. No. 11.

\*\* USOC ASGF2 applies the remaining amount required to equal the federal credit **if the federal lifeline credit is greater than the subscriber line charge.**

(N)



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**5. EXCHANGE SERVICES**

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

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

(M)

**B. Idaho Telephone Service Assistance Program (ITSAP)**

**1. Description**

The Idaho Telephone Service Assistance Program (ITSAP), provides for a credit against the recurring monthly rate for the provision of Local Residential Service for certain low-income customers. Qualified recipients may also receive Lifeline, Link-Up and Tribal Lifeline credits.

**2. Application**

- a. The ITSAP credit, per Idaho code section 56-903, is only available to residence customers who meet eligibility requirements. To be considered eligible, the applicant must be the head of household and shall meet narrowly targeted eligibility criteria based solely on income or factors directly related to income established by the Idaho Department of Health and Welfare (IDHW). IDHW has established that ITSAP credit is available to customers whose gross income is "at or below 135% of the Federal Poverty limit".
- b. The monthly discount to eligible ITSAP customers will be \$2.50. The discount will be applied to a single residential telecommunication service at the principal residence of the eligible subscriber or head of household.

**3. Funding**

The total cost of providing this program shall be funded from a uniform monthly surcharge on each business and residential access line, excluding those residential access lines receiving ITSAP credit.

(M)

(M) Material moved from Page 35.2.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

(T)

**B. Idaho Telephone Service Assistance Program (ITSAP) (Cont'd)**

(T)

(M)

**4. Terms and Conditions**

- a. The ITSAP credit will begin with the date the customer's application is approved or when new service is established for a qualifying customer. The credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.
- b. The regular nonrecurring charges and terms and conditions applicable to the service offerings will apply. The nonrecurring charges to change to or from this program due to eligibility status will be waived.
- c. The credit is applicable only to a single residence line at the principal residence of the eligible head of household customer.
- d. Measured usage charges are not subject to the discount.

**5. Monthly Credit**

(T)

- Credit applied to customer bill:

	<b>CREDIT USOC</b>	<b>MONTHLY CREDIT</b>		
- ITSAP State Credit	ASGSX	\$2.50	(T)	(M)

(M) Material appearing on this page previously appeared on Page 35, Release 4.  
Material previously appearing on this page now appears on Page 39.1.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

(T)

**C. Tribal Lands Lifeline Program**

(T)

**1. Description**

**The Tribal Lands Lifeline Program provides a monthly credit in addition to the Federal Lifeline Program credit for qualifying low-income individuals who reside on Tribal Lands defined in paragraph (e) of Title 47 Code of Federal Regulations, Section 54.400.**

**2. Eligibility Requirements**

**To receive Tribal Lands Lifeline credit, applicants must meet the eligibility criteria specified in 5.2.6.A.2 preceding or must demonstrate participation by the applicant, applicant's dependent(s) or a member of applicant's household in one of the following qualifying programs:**

- **Bureau of Indian Affairs (BIA) general assistance program**
- **Tribally administered Temporary Assistance for Needy Families (TANF)**
- **Head Start programs (under income qualifying eligibility provision only)**
- **Food Distribution Program on Indian Reservations**

(T)

**Applicants who qualify for the Tribal Lands Lifeline credit through participation in one of the above listed programs are automatically eligible for the Federal Lifeline Program Credit.**

(N)

(N)

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.6 LIFELINE ASSISTANCE PROGRAMS**

**C. Tribal Lands Lifeline Program (Cont'd)**

**3. Terms and Conditions**

- a. Applicants residing on Tribal Lands must sign under penalty of perjury that they reside on a reservation, as defined in Title 47 Code of Federal Regulations, Section 54.400(e) and receive benefits from at least one of the qualifying programs or have an annual household income at or below 135% of the federal poverty guidelines. Tribal Lands applicants must also agree to notify the Company if they cease to participate in the qualifying program or programs.
- b. Tribal Lands Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service or qualified broadband service. The benefit may not bring the basic local residential access line rate below **zero during any month**.
- c. Customers are limited to one Tribal Lands Lifeline credit per household from the Company, which may be applied towards a qualifying wireline service, broadband service or a bundled voice and data service package. Customers are not eligible to receive a Tribal Lands Lifeline credit from the Company if they receive a Federal Lifeline Program credit for a service provided by another Eligible Telecommunications Carrier or Lifeline Broadband Provider.

(C)

**5. EXCHANGE SERVICES****5.2 LOCAL EXCHANGE SERVICE****5.2.6 LIFELINE ASSISTANCE PROGRAMS****C. Tribal Lifeline (Cont'd)****4. Monthly Credit**

	CREDIT USOC	CREDIT AMOUNT
• Flat individual line (1FR)	ASGFT	Up to \$25.00

- <sup>[1]</sup> The Tribal Lifeline Credit is up to \$25.00 but will not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. is subtracted from the total and the remaining difference is the applicable credit amount. **Effective December 1, 2020, the Company will issue an additional federal credit equal to the difference between the interstate subscriber line charge and the federal lifeline credit when the interstate subscriber line charge exceeds the federal lifeline credit amount.**

(N)

(N)

Example: Rate Group 2 1FR \$26.50 + \$6.50 = \$33.00 – (\$5.25 + \$1.25) = \$26.50. Result exceeds maximum credit amount; therefore, the monthly tribal credit is \$25.00

(C)

- All Rate Groups	ASGFT	\$25.00
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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

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

(T) (M)

##### D. Tribal Link Up

(T)

As of April 1, 2012, non-Tribal Lifeline customers **are not eligible** for Link-Up support. **Eligible** residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on tribal lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

#### CREDIT USOC

- Tribal Link-Up LNK / LNKEL

(M)

##### E. Application of **Lifeline** Assistance Programs to Concession-able Accounts

(T) (M1)

**Individuals** in concession groups will receive 100% **Lifeline Assistance Program** benefits less the amount of concession-able discount. For example, **persons who receive** a 50% discount on **local exchange service and the End User Common Line Charges** will receive 50% of the **Lifeline Assistance Program** benefits.

(T) (M1)

(M) Material previously appeared on Page 36, Release 4.

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**5. EXCHANGE SERVICES**

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

**5.2.11 COMPETITIVE RESPONSE**

**A. Business Customer Incentive Program**

**1. Description**

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

**2. Terms and Conditions**

- a. This Program may be offered to potential new Qwest business local exchange customers. In addition, the Company may provide a retention benefit to any existing business local exchange customer who has retained a service for some period of time.
- b. For potential new business local exchange customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.
- d. For potential new business local exchange customers, the Company will condition its offers upon the customer retaining the service(s) for which the waiver was provided for a minimum of one year. The minimum one year period shall be identified to the business customer as part of the offer. If the customer terminates the offered service(s) early, the customer will be billed the nonrecurring charge(s) and monthly rate(s) waived on each such terminated service(s).
- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in 3.a., following.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

A.2. (Cont'd)

- f. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular business local exchange customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in 3.a., following. The Company may prohibit use of the Program in conjunction with another offer from the Company and/or a Company affiliate.
- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (1) The sales channel through which the products are sold.
  - (2) A specific geographic area.
  - (3) Existing customers who request to have one or more products disconnected.
  - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Catalog.
  - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- h. The Company reserves the right to discontinue this offer.



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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

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

**3. Rates and Charges**

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

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

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

**B. Residence Customer Incentive Program**

**1. Description**

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

**2. Terms and Conditions**

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

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

B.2. (Cont'd)

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

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

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

**3. Rates and Charges**

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

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

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

B.3. (Cont'd)

- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Catalog and can distribute that value to their end user customers in any manner that they choose. Further, resellers are not required to match the Company's program offers or timing in order to take advantage of the program, and no further wholesale discount is provided to the maximum monetary equivalent. Resellers shall be provided monetary equivalents and they shall not be provided merchandise, coupon offers, or the like.

[1] Pages 46 through 50 were previously canceled.

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**5. EXCHANGE SERVICES**

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

**5.2.13 RESERVED FOR FUTURE USE**

[1] Pages 52 through 54 were previously canceled.

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**5. EXCHANGE SERVICES**

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

**5.2.15 RESERVED FOR FUTURE USE**

[1] Page 55.1 was previously canceled.

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

**Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.1. (Multi-Line Telephone Systems)**

(N)

(N)

**A. Description**

A PBX trunk is a telephone circuit between a private branch exchange or order receiving equipment system and a Company central office.

**B. Terms and Conditions**

1. The Company will furnish hotel trunks sufficient to meet traffic demands. Hotel customer(s) have the option of utilizing commercial trunks; when commercial trunks are used, no outgoing local message rate applies.
2. Loop Diversity and/or Avoidance defined in the Private Line Transport Services Catalog are available with business trunks.
  - Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.

**C. Change Charges**

Charges noted below apply to exchange service and facilities.

**NONRECURRING  
CHARGE**

- |  |         |
|--|---------|
| • Change of class, type or grade of service,<br>each exchange access line[1] | \$20.00 |
| • Other changes of an exchange access line[2]                                | 20.00   |

[1] Does not apply to residence service.

[2] Included in this category are changes in line hunting arrangements and other miscellaneous changes or rearrangements of an exchange access line.

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

Message Rate Service is a service which applies to hotel trunks for which a fixed monthly fee is charged for each outgoing local message up to a stipulated number. A separate charge is made for each outgoing local message completed beyond the limit stipulated.

Toll Access Lines are exchange access lines provided in connection with business service and are restricted to outward toll service placed from the Private Branch Exchange or *CENTRAFLEX* Service serving the customer.

**B. Rates and Charges****1. Message Rate****RATE**

- Each outgoing local call \$0.10

**2. Message Service Access Line****NONRECURRING  
CHARGE****MONTHLY RATE  
ALL RATE GROUPS**

- Hotel Trunk, each[1,2] \$43.00 **\$25.00 (I)**
- Toll Access, each[1,3] 43.00 **25.00 (I)**

[1] Individual grade of service.

[2] If commercial trunks are used, no outgoing local message rate applies and trunks sufficient to meet demands will be furnished by the Company.

[3] Restricted to outward toll access - no local calls.

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**5. EXCHANGE SERVICES**

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

**5.3.3 COMMERCIAL TRUNK**

**A. Descriptions**

- Two-Way, Four-Wire trunk: Includes E&M signaling, *DID* Service and hunting. This service is not available to Joint User service customers.
- In-Only Analog Trunk Provisioned for *DID* Call Transfer: Includes *DID* Service, hunting and reverse battery signaling. Certain switch limitations may apply.

**B. Rates and Charges**

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
		<b>1</b>	<b>2</b>
• Commercial trunk, each[1]	\$43.00	\$45.19	\$45.19
• Two-Way, Four-Wire trunk, each[1,2]	43.00	62.00	62.00
• In-Only Analog trunk provisioned for <i>DID</i> Call Transfer, each[1,2]	43.00	62.00	62.00

[1] One-party/individual grade of service.

[2] Requires a *DID* trunk circuit termination as specified in 5.3.4, following.

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

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

**A. Description**

*DID* Service provides the customer a means of sending digits from the central office to a switched services vehicle located on the customer's premises.

**B. Terms and Conditions**

1. *DID* Service is available from central offices where equipment and operating conditions permit. The service provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant. Customers will be required to maintain an adequate number of trunks with *DID* Service in order to prevent network degradation.
2. In addition to the above charges and rates, appropriate nonrecurring charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing *DID* Service.
3. Trunks with *DID* Service are equipped for one-way inward service only and all trunks in a group serving *DID* station lines must be equipped for *DID* Service. Trunks serving non-*DID* station lines and trunks used for outward service from all station lines do not need to be equipped for *DID* Service.
4. When facilities aren't available at the central office which provides the main listed number service, *DID* Service may be provided from a different central office. When a trunk group with *DID* Service is served from a central office other than the central office which provides the main listed number service, mileage rates as appropriate from 5.1.4, preceding, are applicable.
5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.

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

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

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

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

6. *DID* Service in connection with customer-provided switching equipment is furnished at rates and charges shown below.
7. Listings for *DID* telephone numbers will be provided, subject to the Charges, Rates and Conditions for business additional listings, 5.7.1, following.
8. Calls to reserve telephone numbers will be routed to the PBX for handling.
9. *DID* Service is not compatible with some PBX vehicles.
10. When a central office, other than an ESS central office, is not equipped to provide *DID* Service, the Company may provide the service at charges per trunk with *DID* Service equal to the pro rata cost to equip the central office. These charges apply in addition to the charges and rates below.
11. *DID* Service is only offered with switching vehicles which are located on customer premises.
12. When *DID* and AIOD services are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and *DID* Service only one telephone number charge will apply as shown in the AIOD section.

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

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

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

13. *DID* Trunk Queuing is available as an optional feature for *DID* Service.

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

Delay Announcement

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

Music on Queue

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

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

B.13. (Cont'd)

c. Terms and conditions for *DID* Trunk Queuing are as follows:

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exists.
  - (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
  - (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy, must have two queue slots in the queue group.
  - (4) The music on queue option requires a Voice Grade Private Line Circuit between the serving central office and a customer provided music source at the customer's premises.
  - (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.
14. *DID* Call Transfer is an optional *DID* feature which allows the user of a specially provisioned, in-only or two-way trunk with *DID* Service, to transfer any incoming call to another line or trunk outside of the system and then leave the connection without disconnecting the call.

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

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

**C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. <i>DID</i> Service			
• In-Only Trunk Circuit Termination, each	NDT	\$15.00	\$14.00
• Two-Way, Four-Wire, Analog Trunk Circuit Termination, each[1]	NAY	50.00	50.00
• In-Only Analog Trunk Circuit Termination provisioned for <i>DID</i> Call Transfer, each[2]	NAR	50.00	50.00
• Two-way Digital Trunk Circuit Termination with Answer Supervision, each[3]	ND2	50.00	50.00

[1] In addition, a Two-Way, Four-Wire trunk, as specified in 5.3.3, preceding, is required.

[2] In addition, an In-Only Analog trunk provisioned for *DID* Call Transfer (USOC TRH1X), as specified in 5.3.3, preceding, is required. Certain switch limitations may apply.

[3] In addition, a Digital Switched Service trunk, as specified in Section 15, following, is required.

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

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

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. <i>DID</i> Telephone Numbers			
a. <i>DID</i> telephone numbers used, each	NDN	\$1.00	\$0.15
b. Reserving Telephone Numbers			
• Nonsequential number, per number[1]	NDNRN	—	0.15

[1] Rates and charges apply only if the customer does not currently subscribe to *DID* Service. Customers currently subscribing to *DID* Service will be charged the NDN rates and charges.

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

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

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. <i>DID</i> Trunk Queuing			
• Queuing[1]			
- Per <i>DID</i> station number equipped	UQQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG	175.00	—
- Per queue slot in group	UQQPQ	—	15.00
- Changes in quantity of queue slots in queue group, per group	REAE9	100.00	—
• Delay Announcement	N/A	[2]	[2]
• Music on Queue	N/A	[3]	[3]
4. <i>DID</i> Call Transfer, each 2-way trunk equipped, or specially provisioned in-only analog <i>DID</i> trunk equipped[4]	3CW	[5]	13.00

[1] Available for resale.

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

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

[4] Certain switch limitations may apply.

[5] Same nonrecurring charge as specified in 5.4.3, following, for Custom Calling Services.

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

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

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

**5. Commercial Mobile Radio Service (CMRS) Providers**

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

**a. Number Activation**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Charge for activating numbers			
- Nonsequential telephone number, each	NDN, NHN	1.00	—
- Per block of 20 numbers	NGS	20.00	—
- Per block of 100 numbers	RC6BX	—	—

**b. Numbers**

• Charge for reserving numbers			
- Per block of 20 sequential numbers	NGQ	—	—
- Per block of 100 sequential numbers	NOJA1	—	—
• Nonsequential number reservation, per number	NHNRN	5.00	—

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

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

C.5.b. (Cont'd)

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

[1] Same nonrecurring charge as USOC NDN.

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

**5.3.5 AUTOMATIC-IDENTIFICATION-OF-OUTWARD-DIALING (AIOD) SERVICE**

**A. Description**

The AIOD Service provides the customer a means of identifying toll charges on each station line of a switched services vehicle located on the customer's premises.

**B. Terms and Condition**

1. AIOD Service is available from central offices where equipment and operating conditions and availability of facilities permit. AIOD Service provides central office equipment for identification and billing of outgoing toll calls by seven digit station number.
2. In addition to the above charges and rates, appropriate nonrecurring charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing AIOD Service.
3. All trunks in a trunk group serving AIOD station lines must be equipped for AIOD Service. Trunks serving non-AIOD station lines and trunks used for inward service to all station lines do not need to be equipped for AIOD Service. AIOD trunks must be equipped for one-way outward service when the AIOD prefix is different than the Listed Directory Number prefix. When AIOD is requested from more than one central office, each central office shall be considered a separate service.
4. AIOD Service in connection with customer-provided switching equipment is furnished as shown in C., following. The operational characteristics of the signals from customer-provided equipment must conform to the standards set for Company-provided equipment. The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

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**5. EXCHANGE SERVICES**

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

**5.3.5 AUTOMATIC-IDENTIFICATION-OF-OUTWARD-DIALING (AIOD) SERVICE**

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

5. AIOD Service will be available only to customers being served within the same wiring center (central office) as provides the main listed number. Inter-office AIOD Service will not be available.
6. The assignment of telephone numbers and the sequence of the numbers assigned to an AIOD Service is made at the discretion of the Company. All AIOD numbers must be within the same prefix. When the equipment configuration requires the assignment of blocks of telephone numbers, the rates and charges following are applicable for each unused number in the block of telephone numbers assigned.
7. When *DID* and AIOD are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and *DID* Service only one telephone number charge will apply as shown in this section.
8. AIOD is not compatible with some PBX vehicles.
9. When a central office, other than an ESS central office, is not equipped to provide AIOD Service, the Company may provide the service at charges per AIOD trunk equal to the pro rata cost to equip the central office. These charges apply in addition to the rates and charges following.
10. AIOD is only offered with switching vehicles which are located on customer premises.

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**5. EXCHANGE SERVICES**

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

**5.3.5 AUTOMATIC-IDENTIFICATION-OF-OUTWARD-DIALING (AIOD) SERVICE**  
**(Cont'd)**

**C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. AIOD Service			
• Central Office Trunk Termination, each	PLK	\$15.00	\$22.00
• Data Channel from customer's premises to serving central office(s), required in connection with AIOD Service	N/A	[1]	[1]
• AIOD Telephone Number Used, each	NEN	5.00	1.00
• AIOD Telephone Number reserved for future use, each	NENRN	5.00	1.00
• AIOD/ <i>DID</i> Telephone Number used, each	NFN	5.00	1.00
2. AIOD/ <i>DID</i> Telephone Number reserved for future use, each	NFNRN	5.00	1.00
3. Guide Number - only required when Listed Directory Number prefix is different than AIOD prefix, per AIOD Service	NFO	5.00	5.00

[1] Charges, rates and conditions, for Series 3000 channel facilities in the Private Line Transport Services Catalog.

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**5. EXCHANGE SERVICES**

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

**5.3.6 NETWORK ACCESS REGISTERS**

**A. Rates and Charges**

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Flat Rate Network Access Registers			
• Two-way operation	EQA	\$0.65	\$26.99
• One-way incoming operation	EQB	0.65	26.99
• One-way outgoing operation	EQC	0.65	26.99

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.1 EXTENSION SERVICE**

**A. Description**

Extension Service provides the capability of originating or receiving calls from locations equipped with telephone sets in addition to the location of the main station. Each extension will be terminated on a telephone set, a key, or a jack at the option of the customer.

Rates and charges for simple business and intrastate WATS off-premises extension service are payable for each such additional equipment location.

**B. Terms and Conditions**

1. Extension Service may be provided at locations other than the building where the primary station is located. In these cases, the rates for Terminal Loops, as specified in 5.4.9, following, apply.
2. Extension Service will be furnished on premises of a different customer only when the occupant of the premises on which the service is to be located is a customer to exchange telephone service. This condition is not required when extensions of business service are to be located at a residence which is occupied by the individual who is the customer to the business service or a partner in the firm, or an employee who is required by the business to occupy the residence.

Extension Service will be installed in a second residence premises of the same customer on continuous or noncontinuous property without the requirement for separate telephone service.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.1 EXTENSION SERVICE (Cont'd)**

**C. Rates and Charges**

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Each measured rate extended line terminating at a separate premises	EXL	—
• Each flat rate extended line terminating at a separate premises	EXL	—

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**5. EXCHANGE SERVICES**

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

**5.4.2 TOUCH-TONE CALLING SERVICE**

**A. Description**

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

**B. Terms and Conditions**

USOCs associated with Touch-Tone service are as follows:

**USOC**

**Touch-Tone Calling Service**

• **Simple Service**

- Residence
- Business

**TTR**  
**TTS**

• **Complex Service**

- Individual, hunting or Key line
  - Residence
  - Business
- Commercial or Hotel PBX trunk

**TTV**  
**TTB**

**THD**

**5. EXCHANGE SERVICES**

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

**5.4.3 CUSTOM CALLING SERVICES**

**A. Description**

Custom Calling Services provide special calling features to residence and business individual line service. The term is used to describe standard offerings provided in central offices where facilities and operating conditions permit. Some of the features may be subscribed to in a combination of several on the same line in a "package" rate. The number of features available is dependent upon the central office providing the service.

**B. Definitions**

(D)

(D)

**Anonymous Call Rejection**

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

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

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

**Call Curfew**

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

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

**Call Forwarding - Busy Line**

- **Expanded Forwarding**

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

- **External Forwarding**

Allows a customer to have incoming calls transferred to another predetermined number outside the customer's system when the called number is busy. The customer's system is service for which the customer is billed at that location.

- **Overflow Forwarding**

Allows a customer to have incoming calls transferred to another predetermined number if the called number is busy.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

Call Forwarding - Busy Line/Don't Answer

- Expanded Forwarding

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

- External Forwarding

Allows a customer to have incoming calls transferred to another predetermined number outside the customer's system when the called number is busy or to any number, if the customer does not answer after a preset number of rings (where available).

- Overflow Forwarding

Allows a customer to have incoming calls transferred to another predetermined number if the called number is busy or if the customer does not answer after a preset number of rings.

Call Forwarding - Don't Answer

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

- Expanded Forwarding

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

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

Call Forwarding-Variable

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

Call Rejection

Allows a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Trace

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

Call Transfer

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

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

Call Waiting

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

Call Waiting Identification

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

Caller Identification - Name And Number

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

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### **Caller Identification – Number – Grandfathered[1]**

(C)

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

##### **Continuous Redial**

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

##### **Dial Lock**

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

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

**[1] Effective November 18, 2019, this feature is grandfathered to existing customers at existing locations.**

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

Easy Access

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

Hot Line Service

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

Last Call Return

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

Long Distance Alert

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



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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

**NO SOLICITATION**

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

**Priority Call**

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

**Remote Access Forwarding (Call Following)**

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

**Scheduled Forwarding**

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

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

**SECURITY SCREEN**

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

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

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

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

The Caller ID unit will display one of the following:

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

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

Selective Call Forwarding

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

Speed Calling

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

Three Way Calling

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

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

B. Definitions (Cont'd)

(D)

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

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

**C. Terms and Conditions**

1. Actual operation and performance of Custom Calling Services are subject to operational limitations and restrictions that exist in the equipment types, software releases, terms of interconnection with other networks, industry specification and the like.
2. Call Forwarding-Variable can be provided on PBX trunks and Complex Business Lines under the following conditions:
  - a. Multiple calls can be simultaneously forwarded to a number outside the central office where technically feasible.
  - b. When a business utilizes a Multiline Hunt Group, only the first telephone number can be call forwarded. In addition, since any station on the system that has access to the central office line can change or remove the activation of Call Forwarding - Variable, the Company is not responsible for any changes to the call forwarded number.
  - c. When a business utilizes a Series Hunt Group, the Call Forwarding - Variable feature can be installed on each telephone number in the group. To activate the feature the station must access the line associated with the specific telephone number.
3. Where any Custom Calling Service is provided on a Measured Service line, usage charges as specified in 5.2.1, preceding, will apply to all calls placed by such features, including, but not limited to, those using Call Forwarding features, Call Transfer, Continuous Redial, Last Call Return, and Three-Way Calling.
4. Call Forwarding-Busy Line is provided under the following conditions:
  - a. The forwarded call must overflow to a number in the same central office.
  - b. Call Forwarding-Busy Line provides the capability to overflow from one hunt group to another, or to a *MARKET EXPANSION LINE* (MEL) number.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

5. Due to technical limitations, customers may not purchase the following on the same line:
  - One-digit Abbreviated Access service and Speed Call 8.
  - Two-digit Abbreviated Access service and Speed Call 30.
  - More than one Abbreviated Access service.
6. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the speed call list. The access line will be restricted from dialing any toll calls billable to the end user.
7. Due to technical limitations customers who subscribe to Speed Calling 8-number and Call Transfer will only have 6-number capacity available for their use.
8. The connection to the predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
9. A line equipped with Hot Line Service can be used for incoming calls but, cannot place outgoing calls to any number other than the preprogrammed number. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line service.
10. Where technology permits, the connection to the predetermined number associated with Warm Line Service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

11. With Warm Line Service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a new service order.
12. Once automatic dialing begins on lines equipped with Warm Line Service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the time delay period ends.
13. Call Manager Connection is a package of services available to business customers. The services in this package are defined by the Company but the customer does have the choice of including, at no additional charge, a Call Waiting feature which meets their needs. The package includes:
  - Call Rejection
  - Call Forwarding-Variable
  - Caller Identification-Name and Number
  - Continuous Redial
  - Priority Call
  - Three-Way Calling
14. Last Call Return, Continuous Redial and Three-Way Calling are available on a monthly subscription or a pay per use basis. The pay per use pricing options will be available where facilities permit. For any month, the total pay per use billing will not exceed \$6.00 for each service, per line. Customers may request the removal of these services at any time, at no charge.
15. Customer's subscribing to Call Waiting Identification, Caller Identification - Name and Number and Caller Identification - Number must have a properly connected and operating Caller ID unit.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

16. Custom Calling Services will be provided where technically and/or economically feasible and are furnished only from central office areas where facilities permit, as determined by the Company. Features may work only within the local calling area, where all central offices that handle the call and all exchanges through which a call is routed are equipped with the necessary technology and compatible signaling and other interconnection agreements with non-Company providers exist. Without limiting the foregoing, these services are subject to, but not limited to, operational limitations and restriction in equipment types, software releases, terms of interconnection with other networks and industry specifications.
17. Where any Custom Calling feature causes or permits a call to be placed to a telephone number out of the local calling area, all toll charges will apply at the rates and terms established by the interexchange carrier providing the facilities to carry the call.
18. Anonymous Call Rejection cannot be added to a line as a stand-alone service. It is offered only in conjunction with Caller ID or with Last Call Return.
19. Recognizing the potential for misuse associated with Remote Access Forwarding, the Company will attempt to verify that requests for this service are being made by the customer of record, not unauthorized parties.
20. The Custom Calling features available, their operation, and their interaction with other features may differ dependent upon the type of central office equipment providing service. Custom Calling features require special central office equipment and are not provided in all central offices. The Company may furnish Custom Calling where there is available central office equipment with the proper program updates, as determined by the Company.
21. The Company does not assure the accuracy in the name and/or number delivered to the customer in conjunction with Caller ID or Last Call Return. The Company is not liable to any party for any error, omission, or mistake. The Company will use its best efforts to correct errors over which it has control when notified of such errors in writing but, not where errors are due to databases provided or created by others. Some calls may not display name and/or number information including, but not limited to, those from callers who block their information, calls from other networks and calls from certain types of customer provided equipment.



**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

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

**D. Rates and Charges**

A nonrecurring charge applies per request to establish or change one or more custom calling features.

	<b>NONRECURRING CHARGE</b>
• Residence	\$ 7.00
• Business[1]	11.00

(D)

(D)

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

(D)

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	<b>USOC</b>	<b>MONTHLY RATE</b>	
		<b>RESIDENCE</b>	<b>BUSINESS</b>
• Call Curfew[1]	RCU	\$5.00	—
• Call Forwarding			
-- Busy Line (expanded) [1]	FBJ	<b>2.00</b> (I)	\$4.00
- Busy Line (external) [1]	EVb	—	2.00
- Busy Line (overflow) [1]	EVO	<b>2.00</b> (I)	4.00
• Busy Line/Don't Answer (expanded) [1]	FVJ	<b>4.00</b> (I)	7.00
- Busy Line /Don't Answer (external) [1]	EVF	—	5.00
- Busy Line /Don't Answer[1] (overflow)	EVK	<b>4.00</b> (I)	7.00
- Don't Answer[1]	EVD	<b>3.00</b> (I)	3.00
- Don't Answer (expanded) [1]	FDJ	—	5.00
• Variable	ESM	6.00	7.00

[1] Available for resale.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

	<b>USOC</b>	<b>MONTHLY RATE</b> <b>RESIDENCE BUSINESS</b>	
• Call Rejection	NSY	\$6.00	6.00
• Call Transfer[1]	EO3	<b>8.00</b> (I)	8.00
• Call Waiting, each line	ESX, N2W	8.00 8.00	8.00 8.00
• Caller Identification - Name and Number	NNK	10.00	10.00
• Caller Identifica tion-Number - <b>Grandfathered</b> [2]	NSD	10.00	10.00
• Continuous Redial	NSS	5.00	5.00
• Dial Lock	OC4	5.00	5.00
• Easy Access	SQAVX	1.50	1.50
• Hot Line, each line arranged[1][3]	HLA	<b>4.00</b> (I)	3.00 (C)
• Last Call Return[1]	NSQ	5.50	5.50
• <i>NO SOLICITATION</i>	SB5	6.95	6.95

[1] Available for resale.

[2] Effective November 18, 2019, this feature is grandfathered to existing customers at existing locations.

[3] Effective August 21, 2020, this feature is grandfathered to existing customers at existing locations.

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	<b>USOC</b>	<b>MONTHLY RATE</b>	
		<b>RESIDENCE</b>	<b>BUSINESS</b>
• Priority Call	NSK	\$5.00	\$ 5.00
• Remote Access Forwarding (Call Following)	AFD/ AFM	6.00	9.00
• Scheduled Forwarding	ATF	7.00	10.00
• Security Screen	RV1	<b>5.00 (I)</b>	4.00
• Selective Call Forwarding	NCE	6.00	6.00
• Speed Calling			
- Eight code capacity, each line	ESL	5.00	5.00
- Thirty code capacity, each line	ESF	6.00	6.00
• Three-Way Calling, each line	ESC	6.00	7.00

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

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D. Rates and Charges (Cont'd)

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

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

- Custom Calling services,  
per occurrence

#### CHARGE

- Call Trace, Pay per use basis  
per activation[1]

- Business **and** Residence

\$1.25

(T)  
(D)

- Continuous Redial, Pay per use basis  
per activation[2]

- Business **and** Residence

**1.50 [5] (I)**

(T)  
(D)

- Last Call Return, Pay per use basis  
per activation[3]

- Business **and** Residence

**1.50 [5] (I)**

(T)  
(D)

- Three-Way Calling, Pay per use basis  
per activation[4]

- Business **and** Residence

**1.50 [5] (I)**

(T)  
(D)

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

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

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

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

[5] **Rate increases from \$0.99 to \$1.50 effective October 1, 2019.**

(N)

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**5. EXCHANGE SERVICES**

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

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

**A. Description**

*MARKET EXPANSION LINE* (MEL) Service is furnished in Electronic Switching System central offices where facilities and operating conditions permit. It is an arrangement to automatically forward all incoming calls placed to the remote call forwarding number, to another telephone number.

**B. Terms and Conditions**

1. Rates for the MEL feature are in addition to applicable rate and charges for the service used.
2. MEL may not be terminated on a PAL.
3. The Company will not provide identification of the originating telephone number to the MEL customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, MEL Service is not guaranteed for satisfactory transmission of data.
5. A condition of providing MEL Service is that the customer orders sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional MEL features are required at the call forwarding location or if facilities are needed at the terminating station, the customer will be required to subscribe to additional MEL features and facilities. Should the customer refuse to subscribe to additional MEL features and/or facilities, the customer's MEL service will be subject to termination.
6. MEL Service is offered subject to availability of suitable facilities.



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**5.4 PREMIUM EXCHANGE SERVICES**

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

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

7. The message charges applicable to remotely forwarded calls are comprised of two separate charges:
  - a. A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this Catalog section or any other applicable Catalog for the type of call involved.
  - b. A charge for that portion of the call from the call forwarding location to the terminating station. This charge will be in the charge specified in this Catalog section or any other applicable Catalog for the type of call involved.
8. To change the telephone number at the call forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the appropriate nonrecurring charges from 2.2.7, preceding.
9. One listing in the directory covering the exchange in which the call forwarding central office is located is provided without additional charge.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE (MEL) SERVICE (Cont'd)**

**C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• The first MEL facility to a distant exchange where a toll charge applies, each	RCF	\$25.00	\$22.00
• Additional MEL facility to a distant exchange where a toll charge applies, each	RCA	25.00	22.00
• The first measured MEL facility to a different telephone number where no toll charge applies, each[1]	RD5 RD6	25.00	22.00
• Additional measured MEL facility to a different telephone number where no toll charge applies, each[1]	RCA	25.00	22.00

[1] An additional Business Usage element charge is applicable on each forwarded call. See 5.2.1, preceding.

**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES (Cont'd)****5.4.7 INTRACALL SERVICE****A. General**

The *INTRACALL* Service provides a special calling feature to a residence or business line. It allows customers to use their standard residence or business telephone line to provide an intercom system between their primary telephone and any extension telephone. This is accomplished by the customer dialing an access code, hanging up, letting the telephone ring, and allowing both primary and extension to talk to each other. The ringing supplied to the line is a special ringing circuit which allows the customer to distinguish between a normal incoming call and an *INTRACALL*.

**B. Terms and Conditions**

1. The access code may be the customer's own telephone number or a special three-digit code depending upon the type of central office from which the customer is served.
2. Interaction between *INTRACALL* and other Custom Calling type features will depend upon the type of central office from which the customer is served.
3. *INTRACALL* Service is not available to lines in a Hunt Group.

**C. Rates and Charges**

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>INTRACALL</i> Service, per line	E1N	\$11.00[1]	<b>\$3.00 (I)</b>

[1] If the service is ordered at the same time as a Custom Calling or *CENTRAFLEX* Service, only the Custom Calling or *CENTRAFLEX* nonrecurring charge will apply.

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**5. EXCHANGE SERVICES**

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

**5.4.9 TERMINAL LOOP**

**A. Description**

Transmission equipment within a LATA (Local Access and Transport Area) in a Central Office and/or on the customer's premises, and/or a facility within a LATA from a customer's premises necessary to provide various special services.

**B. Terms and Conditions**

1. Rates and charges shown in this section apply to each premium flat rate, basic measured or PBX main station line on non-continuous property.

Where the off-premises station line is controlled by a key at the main station termination, the charges for two terminal loops applies.

2. The rates and charges for two terminal loops apply for each DIAL PAK intercommunicating station line or PBX station line where the termination is on non-continuous property.

Where a line terminates at more than one non-continuous property location, the terminal loop will apply to each terminal.

The rates and charges for two terminal loops apply for each tie line where the line terminates on non-continuous property.

**C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Non-Continuous Property, each Loop			
- Residence	1LXBJ	\$25.00	\$2.70
- Business	1LXBJ	30.00	2.70

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**5. EXCHANGE SERVICES**

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

**5.4.19 NUMBER FORWARDING**

**A. Description**

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

**B. Terms and Conditions**

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

**5. EXCHANGE SERVICES****5.4 PREMIUM EXCHANGE SERVICES****5.4.19 NUMBER FORWARDING (Cont'd)****C. Rates and Charges**

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Number Forwarding number			
- Residence	VTL	\$10.00	<b>\$12.00 (I)</b>

[1] Pages 95 through 100 were previously cancelled.

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**5. EXCHANGE SERVICES**

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

**5.5.7 PUBLIC ACCESS LINE SERVICE**

**A. Description**

1. Public Access Line (PAL) Service provides telephone service to Payphone Service Provider (PSP) pay telephones with or without coin collecting devices. Access to the local calling area is provided at rates described in this section. Access is provided to the toll network to place toll messages sent-paid, sent-collect, or billed to a third number or calling card. To help avoid fraud, PAL's will signal the Company operator that the caller is using a pay telephone. Collect and third number calls to be billed to the PAL will be blocked where equipment, facilities and operating conditions permit. PAL service will have essential service status in the central office where facilities and operating conditions permit.

Basic PAL Service is a flat two-way access line with operator screening. The operator screening notifies the operator that the end user is using a pay telephone.

(M)

(M)

(M) Material moved to Section 105.5.7

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**5. EXCHANGE SERVICES**

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

**5.5.7 PUBLIC ACCESS LINE SERVICE**

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

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

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

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



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**5. EXCHANGE SERVICES**

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

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

**B. Terms and Conditions**

1. Payment of all toll message service, Directory and Operator Assistance charges from a PAL shall be the responsibility of the PAL customer.
2. PAL telephone numbers are assigned by the Company in a unique series and may require a number change if a customer changes from existing service.
3. All PSP pay telephones must allow 911 dialing, where 911 Service is available, and emergency access to the operator without the use of a coin.
4. PSP pay telephones must always provide 0+ toll access.
5. PSP pay telephones must be able to complete local as well as toll calls with presubscription to the interexchange carrier of the owner's choice. The telephone must also provide access to all other interexchange carriers unless it is owned by an interexchange carrier.
6. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
7. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
8. Extensions to a customer-provided pay telephone permitting a third party access to conversation are not permitted.
9. All other conditions of service not specifically mentioned herein will be governed by exchange access service including, but not limited to, directory listings, Touch-Tone Calling Service, and limits of liability.

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## **5. EXCHANGE SERVICES**

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

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

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

10. Any service to which an existing PSP pay telephone is connected will be converted to a Public Access Line.
11. Service may be withheld or discontinued to any pay telephone which is found not to be in compliance with the above conditions.
12. Loop Diversity and/or Avoidance defined in the Private Line Transport Services Catalog are available with Basic PAL Service.
  - Customers subscribing to Loop Diversity must also have additional facilities for the diverse route.

(M)

(M)

(M) Material moved to Section 105.5.7

**5. EXCHANGE SERVICES****5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS****5.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)****C. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
			<b>1</b>	<b>2</b>
• Each Basic PAL - Flat				
- Two-way service[1]	1KY	[2]	\$15.10	\$15.10
•				
• Each Public Access Line - Carrier Package[3]	1N8	[2]	15.21	15.21
	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
• Fraud Protection				
- Incoming, per line	PSES1	—	—	
- Outgoing, per line	PSESO	\$1.12	\$0.11	
- Incoming and Outgoing, per line	PSESP	1.12	0.11	

(M)

(M)

[1] PAL customers will be responsible for Directory Assistance charges of \$6.00 or less per month.

[2] A nonrecurring charge from 5.2, preceding, applies per Public Access Line.

[3] Outgoing only service commonly used by interexchange carriers. Service includes Fraud Protection Service.

(M) Material moved to Section 105.5.7

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**5. EXCHANGE SERVICES**

**5.6 RESERVED FOR FUTURE USE**

[1] Page 107 was previously canceled.

(T)

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

**A. Description**

This section applies to listings in the alphabetical section of telephone directories or Directory Assistance records in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of telephone service.

**B. Definitions**

The following definitions refer to both business and residence service unless qualified.

**Additional Listing**

A listing provided in addition to the primary or main listing on a telephone service. Examples of additional listings are the name of another individual, in addition to the person listed in the main listing of a residence, dual name listing, or the name of an employee of a business, or another name by which a business is known.

**Caption Listing**

A listing arrangement consisting of a heading of first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following:

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Second residence
- Employees or officers of a firm
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

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

Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, affiliation with a professional organization or describing the general character of a customer's business. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

Directory Listing

Essential information in the telephone directory or Directory Assistance records that allows telephone users to determine the telephone number of a listed customer. Each primary business service is entitled to a listing appearance in the alphabetical and classified sections of the directory at no additional charge. The listings must appear the same way in both places.

Dual Name Listing

A single residence listing provided for two persons who may or may not share the same surname, but who share the same service, and reside at the same address.

Information Lines

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of telephone traffic. The primary or additional listing consists of the name, a designation or title if appropriate, address (unless omitted) and telephone number. Any information in addition to this is considered an information line.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

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

Non-Published Telephone Service

An arrangement at the customer's request whereby a customer's telephone number does not appear in either the telephone directory or the Directory Assistance records.

Non-Listed Telephone Service

An arrangement at the customer's request in which a customer's telephone number appears on Directory Assistance records but is omitted from the telephone directory.

Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

Each primary station. There is one primary line in connection with two or more lines furnished on an auxiliary (hunting) basis. The group of lines will be identified only by one number in the group. That number is used for primary service or joint user service listings.

Each private branch exchange system and each PBX trunk number out of sequence and not arranged for rotary hunting.

Reference Listings

A listing including additional telephone numbers of the same or another customer to be called in the event there is no answer from the customer's telephone number. In case the reference listing telephone number is that of another customer, application or agreement for the listing may be required from both customers. Names of individuals are not acceptable in connection with reference listings.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

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

Residence E-mail Address Listing

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

Residence E-Mail/URL Address Listing Package

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

Residence Uniform Resource Locator (URL) Address Listing

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

Trade Names

The name or style under which a concern conducts its business with the general public. Use of such a name in a directory listing is allowed when the customer owns the name or is authorized to use the name by the owner and is conducting business under that name.



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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

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

**C. Non-Published Telephone Numbers**

1. A customer's assigned telephone number(s) may be omitted from the Company's directories or other Company records containing such information available to the general public, when the omission is requested by the customer.
2. Non-published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from non-published numbers and to entities which collect for the billed services. When ordering non-published service, customers will be advised that the non-published information may be released as described herein.
3. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused, directly or indirectly by the publication of such number or the disclosure or non-disclosure of said number to any persons.
4. **Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.**

(N)

(N)

**D. Non-Listed Telephone Number Service**

1. A customer's assigned telephone number(s) may be published only in the Company records containing such information available to the general public. If the customer makes a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.
2. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused, directly or indirectly by the publication of such number in its publicly distributed directories.

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**5.7 DIRECTORY SERVICES**

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

**E. Terms and Conditions**

1. A primary or additional listing consists of a name, address and telephone number.
  - a. The address may be omitted from the listing.
  - b. A Post Office Box number and Post Office Branch may be listed in lieu of the address or address omission.
  - c. If the address is included, it may be the address of the premises where the following equipment is located:
    - Primary station
    - Extension station
    - PBX switchboard
    - PBX station
  - d. The address in a listing may include one of the following:
    - The street name and number.
    - The name of a building.
    - The customer's choice of street name and number when a building has more than one entrance and different addresses are assigned to each.
    - A corner address.
    - A community or locality name where no street number is available.
    - A community name in addition to a street number when the community is in a different post office district than the exchange.
    - A route number, including box number, if necessary for the proper identification of the customer's service. A post office name may be included if the route number is served from a different post office than the exchange is.

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

E.1. (Cont'd)

e. The name used in the listing will be one of the following:

- (1) The name of a person living at a residence.
- (2) A residence customer with the same surname, telephone number and address (unless omission requested) has the option of one of the following examples as their listing: Smith, Mary T. or Smith, Mary T. - Mrs. John C.; or Smith, M. T. or Smith, M. T. - Mrs. John C.
- (3) The name under which a customer is conducting business:

The following are examples of unacceptable names:

- An assumed name or a "doing business as" name that consists of the name of a commodity or service followed by a term such as agency, shop, works, distributor, representative, dealer, etc. unless the customer is actually conducting business under that name.
  - A name designed to alphabetize a customer's listing ahead of or near a competitor's listing.
  - A name designed to provide geographic locations when the customer does not have telephone service in that area.
  - Listings designed primarily to give publicity to a commodity or service.
- (4) The name of another business conducted at the same address by the customer.
  - (5) Department or branches of a business.
  - (6) The owner or owners of a business.

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**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

E.1.e. (Cont'd)

- (7) Employees or offices of a firm.
- (8) The name of an individual who occupies rooms let for living quarters in hotels and motels, rooming houses, apartment houses, etc., at a premises at which the customer is furnished hotel or private branch exchange service.
- (9) A rearrangement of a name or an appearance of a name using a different spelling.
- (10) A nickname.
- f. For business and residence listings, designations or titles acceptable to the Company may be used.
- g. An additional listing involving the name of a member of a firm, or an officer of a corporation, or the name of an employee, or a department or branch of the same business, or a trade name, shall include a reference to the name of the firm, company or corporation subscribing to the telephone service and may include the same business designation as the primary service listing or a designation descriptive of connection with the firm.
- h. A telephone number is included with each primary, additional or reference listing.
- i. For primary listings the telephone number used for PBX service is the one assigned to the primary station. The number used for other services is the one assigned to the primary or auxiliary station.
- j. For additional listings, the telephone number will be the same as that shown in the main listing except:
  - (1) Listings for trunks to be used after business hours may show the telephone number of a separate trunk or group of trunks.
  - (2) In PBX systems where separate trunks or groups of trunks are used, the telephone number of the separate trunk or trunk group may be used.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

E.1.j. (Cont'd)

- (3) The telephone number of an auxiliary line may be shown for an additional listing.
- (4) Direct Inward Dialing telephone numbers for Custom PBX services may be used.
- k. For reference listings, telephone numbers of lines in a hunting group are not to be used.
- 2. Dual name listings may be provided for two customers subscribing to residence service who may or may not share the same surname but who share the same service and reside at the same address. Appropriate rates and charges are applicable to changes associated with dual name listings.
- 3. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
- 4. Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, charges begin with the day when charges for the associated service are effective. When additional listings are provided other than in conjunction with exchange facilities, the charges begin with the day following their entry into the Directory Assistance records. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes for service of the same class as furnished the customer or unless the customer's service is discontinued - or in the case of a guest listing, the listed party vacates the customer's premises or becomes a customer to residence service in his/her own name in the same exchange.
- 5. An additional listing of an amateur radio station located in a customer's residence may be permitted. The station must be operated under the authority of the Federal Communications Commission, only call letters assigned by the Federal Communications Commission, preceded by the words "Radio Amateur" may be included in the listing.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

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

**F. Rates and Charges**

1. Additional listings may be provided to public agencies without charge where, in the Company's opinion, directory service to the public would be improved.
2. No charge applies if listing change is due to annoyance calls.
3. No charge applies to change an existing listing for the same customer on residence service.
4. No charge applies to remove or add an address to a customer's listing on residence service.
5. An appropriate nonrecurring charge specified in this Section applies when Non-published or Nonlisted Service is established or changed. (N)
6. The rates for Non-published or Non-listed Service do not apply: (T)
  - a. To foreign exchange service where the customer is also furnished exchange service from the local exchange.
  - b. To additional service furnished to the same customer at the same address when the primary listing is published.
  - c. On services where the Company's catalog requires that no listing will be provided.
  - d. Where the customer has other service listed in the same name in the directory for the exchange where the customer is located, provided that both services are of the same class.
  - e. Where a customer living in a hotel, apartment house, boarding house, or club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.
  - f. Where service is installed for a temporary period.
  - g. To interexchange receiving service.
  - h. On data services where no voice use is contemplated.

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**5. EXCHANGE SERVICES****5.7 DIRECTORY SERVICES****5.7.1 LISTING SERVICES****F. Rates and Charges (Cont'd)**

- i. To customers requesting Non-published or Non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.

**7. Foreign Listings**

Additional listings may be furnished at the request of customers in the alphabetical list of an exchange other than the one where they would normally be shown.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Foreign Listings, each			
- Business	CLT	\$5.00	<b>\$8.00 (I)</b>
- Residence	FAL	5.00	<b>8.00 (I)</b>

**8. Additional Listings****a. Business service listing**

• Each listing for an individual, firm, corporation, association, or concern regularly subscribing to exchange business service	CLT	5.00	<b>8.00 (I)</b>
• Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer	CLT	5.00	<b>8.00 (I)</b>

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F.8. (Cont'd)

## b. Residence service listings[1]

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each listing for an individual residing at a residence	RLT	\$5.00	<b>\$8.00 (I)</b>
• Each listing for an individual residing at a hotel (guest)	RLT	5.00	<b>8.00 (I)</b>
9. Reference Listings			
• Each listing giving reference to service of the same or another customer - Business	FNA	5.00	<b>8.00 (I)</b>
10. Information Listing			
• Each line of information in addition to a listing			
- Business	XLL	5.00	<b>8.00 (I)</b>
- Residence	XLL	5.00	<b>8.00 (I)</b>

[1] When a business service is furnished in a residence, residence additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.

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	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
11. Non-published Service, each[1]	NPU	\$5.00	<b>\$9.00 (I)</b>
12. Non-listed Service, each[1]	NLT	5.00	<b>9.00 (I)</b>
13. E-mail Address Listing, each[1]			
- Residence	EM6	5.00	<b>9.00 (I)</b>
14. URL Address Listing, each[1]			
- Residence	NL1	5.00	<b>9.00 (I)</b>
15. Listing Packages			
• E-Mail/URL Address Listing, each[1]			
- Residence	L9GEU	5.00	<b>9.00 (I)</b>

[1] Nonrecurring Charge applies to establish or change.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A. QWEST CHOICE Business**

**1. Description**

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

**a. Standard Features**

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

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## **5. EXCHANGE SERVICES**

### **5.9 PACKAGED SERVICES**

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

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

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

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

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

(C)

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

**3. Rates and Charges**

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

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.3. (Cont'd)

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where *QWEST CHOICE* Business or Add-A-Line is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.A.1.a. may be added to or changed in the *QWEST CHOICE* Business package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.A.1.a.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.A.1.c.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. *QWEST CHOICE* Business and Add-A-Line are provided from this Catalog at the stated current rates. However, *QWEST CHOICE* Business and Add-A-Line may be offered on an individual case basis as determined by the Company.
- i. *QWEST CHOICE* Business will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate business line	PGOQL	<b>\$49.00 (I)</b>
• Add-A-Line	PGOQN	<b>39.00 (I)</b>

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**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

**4. Term Agreement Pricing**

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

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

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

<b>TERM</b>	<b>TERMINATION FEE</b>
12 months	\$100.00
24 months	200.00
36 months	300.00

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

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

**B. QWEST CHOICE Business Plus**

**1. Description**

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

**a. Standard Features**

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

**2. Terms and Conditions**

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

**3. Rates and Charges**

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

**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****B.3 (Cont'd)**

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4, preceding, apply where *QWEST CHOICE* Business Plus is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.B.1.a. may be added to or changed in the package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.B.1.a., when added to the *QWEST CHOICE* Business Plus service.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.B.1.c.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. *QWEST CHOICE* Business Plus and Add-A-Line are provided from this Catalog at the stated current rates. However, *QWEST CHOICE* Business Plus and Add-A-Line may be offered on an individual case basis as determined by the Company.
- i. *QWEST CHOICE* Business Plus will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate business line	PGOQM	<b>\$57.00 (I)</b>
• Add-A-Line	PGOQN	<b>39.00 (I)</b>

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

**4. Term Agreement Pricing**

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

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

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

<b>TERM</b>	<b>TERMINATION FEE</b>
12 months	\$100.00
24 months	200.00
36 months	300.00

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

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

**C. QWEST CHOICE Business Prime**

**1. Description**

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

**a. Standard features**

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

**2. Terms and Conditions**

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C.2. (Cont'd)

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

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****C. QWEST CHOICE Business Prime (Cont'd)****3. Rates and Charges**

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

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate business line, (month to month rates)	PGOQT	<b>\$44.00 (I)</b>

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

**4. Term Agreement Pricing**

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C.4. (Cont'd)

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

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

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

**D. Reserved for Future Use**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****E. CenturyLink Business Package****1. Description**

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

**a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
- Long Distance Alert
- Custom Ringing
- Dial Lock
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- UNISTAR Service
- Voice Messaging Service[1]

**(D)**

[1] Exempt from regulation.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

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

**2. Terms and Conditions**

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



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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

E.2. (Cont'd)

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

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**5. EXCHANGE SERVICES****5.9 PACKAGED SERVICES****5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****E.3 (Cont'd)****3. Rates and Charges**

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

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>CURRENT MONTHLY RATE</b>
• Flat rate initial business line	PGOCU	\$50.00	\$53.00
• Flat rate additional business line	PGOCW	50.00	34.99
• Add-A-Line	PGOQN	50.00	<b>37.00 (I)</b>

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**F. HOME PHONE EXTRA PACKAGE**

**1. Description**

- a. Home Phone Extra Package includes a package of features available to residential customers in conjunction with an individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified in b. following.
- b. Home Phone Extra Package includes a flat rate one-party residence line, flat rate Extended Area Service (where applicable), and the following services and features:
  - Caller ID Family
    - Anonymous Call Rejection
    - Caller ID – Name and Number
    - *SECURITY SCREEN*
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Family
    - Call Following
    - Call Forwarding Variable
    - Selective Call Forwarding
  - Call Rejection
  - Call Waiting Family
    - Call Waiting
    - Call Waiting ID
  - Continuous Redial
  - Easy Access
  - Last Call Return
  - Message Waiting Indication – Audible or Audible/Visual
  - *NO SOLICITATION*
  - Three-Way Calling
  - Voice Messaging Service [1]

(D)

[1] Deregulated service.

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

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

**3. Rates and Charges**

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

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

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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

(T)

**A. Description**

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

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

(N)

3. **CLVP** defines qualifying products in **Qwest Corporation service territories** as the following: (T)

(N)

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

**B. Terms and Conditions**

1. Customers subscribing to **CLVP** receive discounted rates specified in 5.11.1.C., following. All terms and conditions for qualifying products and services as specified elsewhere apply. The Company may withdraw this offering to customers at any time with appropriate notice. (T)

(M)

(M)

(M) Material moved to Page 129

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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

- B. Terms and Conditions (Cont'd) (M)
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.
  3. The discount level for **CLVP** is based on line volume and a contract term of 2, 3, 4 or 5 years. A customer may not have more than one **CLVP**. (T) (M)
  4. Additional business lines may be added, but will not affect the monthly discount level, **except as described in 10. following**. (T) (M)
  5. If **CenturyLink** terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay \$15.00 x 50 x 3 = \$2,250.00 (T)

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

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

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

- (M) Material moved from Page 128  
(M1) Material moved to Page 130

## **5. EXCHANGE SERVICES**

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

#### **5.11.1 CENTURYLINK LINE VOLUME PLAN (CLVP)**

(T)

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

6. The customer may move all or part of the lines in **CLVP** to **any participating CenturyLink ILEC service location**, or change qualifying products, as long as the customer maintains the **overall** minimum line requirement. **Lines moved to an eligible service location other than Qwest Corporation are subject to the requirements described in 9. following. The rates for such relocated lines and the available ancillary services are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.** (T-M)  
(T-M)
7. The Company may vary **CLVP** terms and conditions, excluding discount levels, to meet a specific customer's request provided the changes are mutually agreed upon by the customer and the Company. (T)
8. A customer that chooses a **CLVP** may not have Line Volume Advantage or any other Local Voice Discount Plan with the exception of Core Connect. Lines under Core Connect will contribute toward the minimum line requirement, but will not be further discounted. Local lines receiving promotional or competitive response offers that include recurring charge waivers will not be eligible for **CLVP** discounts until the terms of those offers have been satisfied for those lines. (T)
9. Customers with an existing **CLVP** provided by Qwest Corporation may select a separate (second) **CLVP** for services in an eligible location other than Qwest Corporation. Lines in an existing **CLVP** may, at Customer's request, be contributory towards determining the tier for the second **CLVP**. However, those lines will continue to be charged at their existing tier rates for the remainder of that term commitment period. (N-M1)  
  
Alternatively, customers may replace their existing **CLVP** for lines in Qwest Corporation locations with a new **CLVP** for which they qualify.
10. Additional business lines added under an existing **CLVP** will not affect the tier and monthly discount levels of that **CLVP**. Customers may, however, commit to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period. (N-M1)

(M) Material moved from Page 129

(M1) Material moved to Page 130.1

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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

**C. Rates and Charges**

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

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

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

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

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

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

(M) Material moved from Page130



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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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

C.4. (Cont'd)

(T-M)  
(M)

d. Add-A-Line

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

e. *QWEST CHOICE* Business Prime

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

(M)

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

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## **5. EXCHANGE SERVICES**

### **5.11 LOCAL VOICE DISCOUNT PLANS (Cont'd)**

#### **5.11.2 CORE CONNECT**

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

Core Connect 1 is available to business customers who subscribe to qualifying products and services under month to month, 1-year, 2-year or 3-year term plans. (T)

[1] (T)

1. The following qualifying products and services are required for Core Connect 1:

- Core Connect 1 Choice Business Plus package
- Core Connect 1 Unlimited Long Distance (LD)
- CenturyLink High Speed Internet Service with Core Service Pack up to 7Mbps

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

1. A customer must subscribe to a qualifying CenturyLink Long Distance calling plan(s) and qualifying CenturyLink High Speed Internet (HSI) Service plan in conjunction with the Choice Business Plus package. Terms and conditions for qualifying long distance calling plans are specified in the LD Corp. tariffs, price lists and rate schedules. Qualifying internet services are specified at [www.centurylink.com](http://www.centurylink.com).
2. In addition to the qualifying services for Core Connect, customers may add Unlimited Business Voice lines on a month-to-month basis, 1-year, 2-year, 3-year or 5-year terms. An Unlimited Business Voice line includes the Choice Business Plus package as described in 5.9.1, preceding, and the qualifying Unlimited LD calling plan. The Unlimited Business Voice line requires Core Connect. A customer may select any combination of Core Connect 1, Core Connect Professional[2] and Unlimited Business Voice line(s) not to exceed 10 unlimited calling plans per account. (T)

3. Customers will be converted to stand-alone services if they remove any of the Core Connect qualifying services. For example, if a customer removes their qualifying Core Connect 1 Unlimited Long Distance or CenturyLink High Speed Internet plan, the customer will revert to the stand-alone Choice Business Plus package at the monthly rates specified in 5.9.1.A., preceding, and termination fees will apply.

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

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

## **5. EXCHANGE SERVICES**

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

#### **5.11.2 CORE CONNECT**

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

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

#### **CORE CONNECT 1 [1]**

(T)

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

#### **UNLIMITED BUSINESS VOICE**

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

9. The termination fee applies to each Core Connect or Unlimited Business Voice line(s) provided under the Term Agreement Pricing plan.

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

(C)  
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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.2 CORE CONNECT (Cont'd)**

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

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

**C. Rates and Charges**

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

(T)

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

(C)

(C)

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

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

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Core Connect 1	PGOQX	\$50.00	<b>\$54.00 (I)</b>
• Unlimited Business Voice Line	PGOQY	50.00	<b>29.00 (I)</b>

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**5.11 LOCAL VOICE DISCOUNT PLANS (Cont'd)**

**5.11.3 RESERVED**

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(M)

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**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.3 RESERVED (Cont'd)**

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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**Qwest Corporation d/b/a CenturyLink QC**  
**Exchange and Network Services**  
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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.3 RESERVED**

(C)

(M)

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS (CONT'D)**

**5.11.4 CENTURYLINK BUSINESS BUNDLE**

**A. Description**

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

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

**B. Terms and Conditions**

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

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.4 CENTURYLINK BUSINESS BUNDLE**

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

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

The Nonrecurring Charge will be waived when:

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

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS (CONT'D)**

**5.11.4 CENTURYLINK BUSINESS BUNDLE**

**C. Rates and Charges**

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

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per CenturyLink Business Bundle, initial bundle	PGOCV	\$45.00
• 2nd through 10th CenturyLink Business Bundle Additional	PGOCT	34.99

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

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.  
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## **5. EXCHANGE SERVICES**

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

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

(C)

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

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

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

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

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

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(M) Material moved to Page 142.

**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

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

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

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

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

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(M) Material moved from Page 141.

(M1) Material moved to Page 143.

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**5. EXCHANGE SERVICES**

**5.11 LOCAL VOICE DISCOUNT PLANS**

**5.11.5 UNLIMITED NATIONWIDE CALLING BUNDLE OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE<sup>[1]</sup> (CONT'D)**

(C)

**C. Rates and Charges**

(M)

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

**MONTHLY  
RATE**

- Per Bundle

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

(T-M)

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

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<sup>[2]</sup> Rate includes local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the required Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

(T-M)

(M)

(M) Material moved from Page 142.

**105. OBSOLETE EXCHANGE SERVICES**

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1. Effective June 1, 2007, Suburban Service for residence customers is obsolete and no longer available to new customers. Existing customers in Rate Group 1 only may retain the obsolete service only as long as service remains at the same location.

1. Description

Suburban Service is a service furnished in the suburban area of an exchange by means of a circuit to which a maximum of four main station lines may be connected.

2. Terms and Conditions

Suburban Service is furnished only in the suburban area of an exchange and is limited to four main station lines per circuit.

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE PER RATE GROUP	
			1	2
Suburban Service[1]				
• Residence, per line	8FR	\$27.00	\$20.00 (I)	[2]

[1] Service available to existing customers only.

[2] Service not available.

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**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.5 LOCAL SERVICE OPTIONS (Cont'd)**

**B. *QWEST UTILITY LINE***

Effective September 20, 2010, *QWEST UTILITY LINE* is obsolete and no longer available to new customers.

**1. Description**

*QWEST UTILITY LINE* is an additional flat rate access line that allows business customers to expand access and capacity to their business. *QWEST UTILITY LINE* does not allow features or a listing and must be purchased with a *QWEST BUSINESS LINE PLUS* Rate Stability Plan (RSP).

**2. Terms and Conditions**

- a. *QWEST UTILITY LINE* is available to business customers.
- b. *QWEST UTILITY LINE* cannot be used as the primary business line. Customers must subscribe to one *QWEST BUSINESS LINE PLUS* RSP for each *QWEST UTILITY LINE* that they purchase.
- c. This service is offered subject to the availability of existing central office facilities.
- d. Terms, conditions, rates and charges as described elsewhere in the Company's Catalogs, apply as appropriate.
- e. A directory listing will not be allowed with *QWEST UTILITY LINE*.
- f. Existing customers will not incur nonrecurring charges when switching between basic business line services and *QWEST UTILITY LINE*.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply under the same terms as a flat rate business line.

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

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.5 LOCAL SERVICE OPTIONS**

**B. QWEST UTILITY LINE (Cont'd)**

**3. Rates and Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Line	AWL	\$43.00	<b>\$37.00 (I)</b>

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

For description, terms and condition see 5.4.3, preceding.

A. Reserved for Future Use

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.4.14 CUSTOM SOLUTIONS**

**A. Custom Solutions**

Custom Solutions provides Residence Customers the option to design groups of services/products which will meet their needs. These customer selected groups may be chosen from PREMIUM services and additional services/products, all of which are identified under 5.4.14.C., preceding.

**B. Terms and Conditions**

1. Custom Solutions is available on individual or additional residential lines only.
2. Custom Solutions does not apply to, and the discount is not available on, additional lines that are not billed on the same account, to the same person, at the same premises.
3. Services offered as part of Custom Solutions are subject to availability of existing facilities.

**C. Rates and Charges**

1. When a residence customer buys one or more PREMIUM products/services:

- Additional Lines,
- Call Waiting and/or
- Caller Identification

a discounted monthly rate will apply to the following products:

- |                            |                             |
|----------------------------|-----------------------------|
| • Additional Listings      | • Foreign Listings          |
| • Alternate Listings       | • Informational Listings    |
| • Call Forwarding          | • Priority Call             |
| • Call Rejection           | • Selective Call Forwarding |
| • Continuous Redial        | • Speed Calling-8           |
| • Cross Reference Listings | • Three-Way Calling         |

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

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.14 CUSTOM SOLUTIONS**

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

2. The customer must buy at least one PREMIUM product/service in order to receive a discount on the products listed.
3. When a customer purchases a PREMIUM product/service and one or more of the products listed above at the same time, no Nonrecurring charge will apply to the additional selected products/services, i.e., nonrecurring charges are waived only when the additional products are purchased at the same time as a PREMIUM product/service.
4. As of the effective date of this sheet, Custom Solutions is obsolete and no longer available to new customers. Existing customers with discounted monthly rates on the additional products listed below will continue to receive the discounted rate provided the additional products remain at the same location for the same customer. Existing customers may add or remove any of the additional products as long as they remain at the same location for the same customer. If the customer removes all Premium services, no discounted monthly rate shall apply to any of the additional products.

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5. Appropriate nonrecurring charges can be found in Custom Calling, 5.4.3, preceding, and Directory Listings, 5.7.1, preceding.

	<b>USOC</b>	<b>MONTHLY RATE</b>
a. Additional Listings		
• Each listing for an individual residing at a residence - Discounted	NLYXA	<b>\$4.00 (I)</b>
• Each listing for an individual residing at a hotel (guest) - Discounted	NLYXA	<b>4.00 (I)</b>

NID2021-02

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	<b>USOC</b>	<b>MONTHLY RATE</b>	
b. Call Forwarding-Variable,			
- Residence-Discounted	NLRXZ	<b>\$4.00 (I)</b>	
c. Call Rejection			(N)
- Residence-Discounted	NLRXO	<b>3.50</b>	(N)
d. Speed Calling			(T)
• Eight code capacity, each line			
- Residence-Discounted	NLRXW	<b>3.00 (I)</b>	
e. Three Way Calling, each line			(T)
- Residence-Discounted	NLRXR	<b>4.00 (I)</b>	

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.5.1 PUBLIC TELEPHONE SERVICE**

**A. Description**

A public telephone provides pay telephone service to the public and is installed at the Company's initiative or option. The Company chooses or accepts the location as suitable or necessary for furnishing service to the general public.

**B. Terms and Conditions**

1. Public telephones will be installed by the Company, at its discretion and at locations chosen or accepted by the Company, to meet the general and transient public requirements. The use of public telephones by the occupants of the premises in which they are located is only incidental to the purpose for which public telephones are installed.
2. Public telephone signs are furnished and displayed at the option of the Company.
3. Enclosures
  - a. An enclosure suitable to the location may be provided by the Company.
  - b. If the owner or leasee of the location offers to furnish and maintain a more suitable enclosure, the Company has the option of accepting the offer.

**C. Message Charges[1]**

	<b>CHARGE</b>
• Local messages, each	\$0.35
• Directory Assistance, per call	0.35

[1] For alternately billed local calls, the local operator-handled charges specified in 5.2, following, apply in addition to the local message or Directory Assistance charge.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)**

**105.5.2 SEMIPUBLIC TELEPHONE SERVICE**

**A. Description**

1. Semipublic Telephone Service provides pay telephone service to the customer who wishes to make the service available for combined customer and public use.
2. Semipublic Telephone Service is designed to meet telephone service requirements at the following types of locations:
  - Where, in the opinion of the Company, the installation of a public telephone is not warranted, but where there is a demand for service on the part of transients.
  - Where there is a collective use of the service by a relatively stable body of guests, members, employees, or occupants. Such use should be incidental and therefore not as a substitute for regular telephone service.

**B. Terms and Conditions**

1. The location of the semipublic telephone will be determined by the Company. The telephone will be removed or relocated when, in the opinion of the Company, the telephone or its contents may be subject to theft or damage.
2. The customer will reimburse the Company for any loss through theft of monies from the collecting device and for any damage or injury to the equipment from any source, including theft of the collecting device. See 3., following.
3. The Company has the right to require the redemption by the customer of all slugs and spurious, mutilated or foreign coins deposited in the coin receptacle at the value for which they were evidently deposited. The Company may disconnect and remove the pay telephone and any extension equipment if the customer refuses to honor these arrangements.

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.5.5.2 SEMIPUBLIC TELEPHONE SERVICE**

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

4. Semipublic Telephone Service is not designed to supplant regular telephone service and, as such, will be provided only upon request and where there is an apparent need for the service to be used by the public as well as the customer.
5. Semipublic Telephone Service will be furnished only on an individual line basis.
6. Semipublic Telephone Service is not provided on an FX basis nor in connection with combination access line service.
7. Joint Use Service will be permitted with Semipublic Telephone Service provided such joint use will not undesirably affect the availability of the service to the public.
8. Semipublic Telephone Service will be considered the same as business service for directory listing purposes. As such, the Semipublic Telephone Service rates and charges include one listing. Additional listings will be furnished at regular rates and charges.
9. The premises work and nonrecurring charges will not apply to moves and/or changes of semipublic telephones where, in the opinion of the Company, such moves or changes are primarily to improve the service rendered to the public.
10. The minimum contract period is one month.
11. Semipublic Telephone Service will not be permitted to appear on PBX or key telephone systems.
12. The Company will furnish and display, at the customer's request, such of its standard signs as are necessary to properly advertise the telephone. At locations where it is necessary to secure a permit and pay a fee for the privilege of placing a sign, the customer will be required to secure the permit and pay the fee.

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.5.2 SEMIPUBLIC TELEPHONE SERVICE**

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

13. Customers must provide to Company personnel ready access to the telephone equipment during normal working hours. Failure to do so could result in a loss of semipublic service.
14. Only one instrument will be furnished and installed per semipublic line.
15. Semipublic Telephone Service is not represented as adapted for extension or data service. The service contemplates the provision of satisfactory voice transmission when only the main pay telephone is in use.
16. The Company may apply, at no charge, additional ancillary equipment to the semipublic telephone for the purpose of enhancing or protecting service. Equipment such as an amplified handset, loud button, slug rejection apparatus, and informational stickers are examples of this type of equipment.

**C. Rates and Charges**

**1. Semipublic Service Access Line**

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
		<b>1</b>	<b>2</b>
• Per line	\$43.00	\$16.39	\$18.14

**2. Message Charges**

Message charges, specified in 5.5.1, preceding, apply to calls placed from semipublic pay telephones.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)**

**105.5.5 SEMIPUBLIC EXTENSION SERVICE**

**A. Description**

Semipublic Extension Service allows the customer to access semipublic service at a location other than the pay telephone. This service consists of an Extended Network Interface (ENI) which provides for the connection of customer premises equipment to a semipublic telephone line as an extension to the main station. The ENI provides privacy to the main station and consists of a line guard module. The ENI allows Limited Outward Dialing on Dial Tone First Lines only for all chargeable, non-sent paid calls, Three Digit Service numbers (411, 611, 911, etc.) and 800/800-type service.

**B. Terms and Conditions**

1. The ENI will be connected to a station or instrument which must be registered customer premises equipment in accordance with Part 68 of the FCC Rules and Regulations and must be connected to the network through a standard modular connector and standard Company-provided jacks.
2. Extension telephones on semipublic service are furnished only without a coin box and must be located on the same premises as the primary telephone. There will be a maximum of one extension telephone installed per semipublic telephone line.
3. A maximum of one ENI per semipublic line is allowed which will accommodate one extension set and one auxiliary ringer.
4. The ENI must be requested by the customer and provided by the Company prior to the connection of any registered customer premises equipment to a semipublic line.
5. The Company has the right to terminate extension service to prevent harm to the network or to prevent fraud.

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.5.5 SEMIPUBLIC EXTENSION SERVICE**

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

6. The Company is not liable for transmission difficulties caused by customer-owned equipment defects or improper use of the ENI.
7. The Company is not liable for damages or harm arising from the customer use of this equipment unless the accident or injury is due to gross negligence of the Company.
8. This is a voice grade service. The Company is not responsible or liable for defects, mistakes, etc., associated with other types of transmissions, such as Data.
9. The extension wire or jack cannot be exposed or accessible within 10 feet of the pay telephone. The Company will provide a maximum of 35 linear feet of wire from the pay telephone or point of bridging to the modular jack.
10. The Company reserves the right to install the ENI to comply with the following conditions: accessible to Company personnel, security, weather protection, and installation procedures.
11. The initial service period is one month.

**C. Charges**

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Extended Network Interface		
- Per extension and/or ancillary equipment	ECD	\$30.00

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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICES - COIN AND COINLESS**

**105.5.5 SEMIPUBLIC EXTENSION SERVICE**

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

	<b>USOC</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"><li>• Pay telephone service, each extension station[1,2,3]</li></ul>	CUG	\$1.75

- [1] Extension stations will be furnished only as black, non-dial standard telephone sets (desk or wall), equipped with privacy and located on the same premises as the primary station. There will be a maximum of one extension per semipublic pay telephone.
- [2] Extension stations as specified above and in place on the customer's premises prior to January 29, 1983, are grandfathered and will be permitted to remain so long as they are continuously in service for the same customer and at the same premises. Any customer initiated moves, rearrangements, installation of new registered equipment or change of customer will revoke the grandfathered status.
- [3] Extension stations are considered customer premises equipment as of January 29, 1983, and must be connected through an Extended Network Interface as described in 5.5.2, preceding.

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**105. OBSOLETE EXCHANGE SERVICES****105.5 PUBLIC COMMUNICATIONS SERVICES - COIN AND COINLESS****105.5.7 PUBLIC ACCESS LINE SERVICE**

Effective August 19, 2015, Smart PAL Service is obsolete and no longer available to new customers. Existing customers may retain the service as long as the service remains at the same location for the same customer.

**A. Description**

1. Public Access Line (PAL) Service provides telephone service to Payphone Service Provider (PSP) pay telephones with or without coin collecting devices. Access to the local calling area is provided at rates described in this section. Access is provided to the toll network to place toll messages sent-paid, sent-collect, or billed to a third number or calling card. To help avoid fraud, PAL's will signal the Company operator that the caller is using a pay telephone. Collect and third number calls to be billed to the PAL will be blocked where equipment, facilities and operating conditions permit. PAL service will have essential service status in the central office where facilities and operating conditions permit.

Smart PAL Service is a flat two-way or outgoing only line which utilizes central office coin control features. This service provides:

- Coin signaling, including coin collect and coin return.
- Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
- Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
- Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
- Pay-per-call blocking (e.g. 900 and 976).
- Incoming and outgoing call screening.
- Access to:
  - Directory assistance,
  - 911 emergency code,
  - All interexchange carriers,
  - 800/800-type service and 950 telephone numbers,
  - Company repair service.

(M) Material moved from Section 5.5.7



**105. OBSOLETE EXCHANGE SERVICES****105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS****105.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)****B. Terms and Conditions**

1. Payment of all toll message service, Directory and Operator Assistance charges from a PAL shall be the responsibility of the PAL customer.
2. PAL telephone numbers are assigned by the Company in a unique series and may require a number change if a customer changes from existing service.
3. All PSP pay telephones must allow 911 dialing, where 911 Service is available, and emergency access to the operator without the use of a coin.
4. PSP pay telephones must always provide 0+ toll access.
5. PSP pay telephones must be able to complete local as well as toll calls with presubscription to the interexchange carrier of the owner's choice. The telephone must also provide access to all other interexchange carriers unless it is owned by an interexchange carrier.
6. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
7. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
8. Extensions to a customer-provided pay telephone permitting a third party access to conversation are not permitted.
9. All other conditions of service not specifically mentioned herein will be governed by exchange access service including, but not limited to, directory listings, Touch-Tone Calling Service, and limits of liability.

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**105. OBSOLETE EXCHANGE SERVICES**

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

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

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

10. Any service to which an existing PSP pay telephone is connected will be converted to a Public Access Line.

11. Service may be withheld or discontinued to any pay telephone which is found not to be in compliance with the above conditions.

12. The following terms and conditions are specific to Smart PAL Service:

(T)(M)

a. Separate lines are used for each pay telephone instrument installed. Off premises extensions are not permitted.

b. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.

(M)

**C. Rates and Charges**

(M)

	USOC	NONRECURRING CHARGE	MONTHLY RATE PER RATE GROUP		
			1	2	
• Each Smart PAL - Flat					
- Outgoing only, per line[1]	5FO	[2]	15.71	15.71	
- Two-way, per line[1]	5FP	[2]	15.71	15.71	(M)

(M) Material moved from Section 5.5.7

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**105. OBSOLETE EXCHANGE SERVICES**

**105.6 JOINT USER SERVICE**

**A. Description**

An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service.

**B. Terms and Conditions**

1. Joint User Service is a shared service arrangement which allows the shared use of business telephone exchange service when designated by the customer, to individuals, firms, corporations, companies or associations, not otherwise permitted use of the customer's service.
2. Application for Joint User Service, and for changes in service must be executed by the customer. The customer is responsible for payment of all charges incurred, regardless if the charges are associated with the customer's usage, or that of the joint user(s).
3. A directory listing will be provided for each joint user in accordance with the provisions of the directory listing section of this Catalog.
4. The rates apply in addition to the rates shown for the facilities and all other service provided.
5. Joint User Service, is automatically discontinued upon termination of the customer's telephone service. Charges for Joint User Service may be discontinued at the request of the customer, provided that the joint user no longer utilizes any of the customer's service, and also that the terms of the minimum service period have been satisfied.
6. Joint User Service is provided only on individual business and party lines or central office trunks.
7. Joint User Service is not provided in connection with Public Access Lines.

**105. OBSOLETE EXCHANGE SERVICES****105.6 JOINT USER SERVICE****B. Terms and Conditions (Cont'd)**

8. Joint users of a customer's service must have the option of obtaining service directly from the Company.
9. Joint User Service is not designed for the resale of telephone service. The total charges for telephone service to the customer and the joint users shall not exceed the charges of the Company to the customer as shown in this Catalog.

**C. Rates and Charges**

1. Rates for Joint User Service are based upon the number of exchange access lines included in the local service area of each exchange.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE PER RATE GROUP</b>	
			<b>1</b>	<b>2</b>
• Individual Service	JUF	\$5.00	\$12.00 (I)	[1]

[1] Service Not Offered.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.7 DIRECTORY SERVICES**

**105.7.1 LISTING SERVICES**

**A. Definitions**

**1. Business Internet Listings**

**a. E-mail Address Listing**

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

**b. E-mail/URL Address Listing Package**

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

**c. Uniform Resource Locator (URL) Address Listing**

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

**B. Rates and Charges**

	<b>USOC</b>	<b>MONTHLY RATE</b>
<b>1. E-mail Address Listing, each</b>		
• Business	EM6	\$ <b>9.00 (I)</b>
<b>2. URL Address Listing, each</b>		
• Business	NL1	12.00
<b>14. Listing Packages</b>		
E-Mail/URL Address Listing, each		
• Business	L9GEU	15.00

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**A. CUSTOMCHOICE**

*CUSTOMCHOICE* is obsolete and is not available to new customers after June 18, 2010.

**1. Description**

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

- Call Following

- Call Forwarding Family
  - Busy Line (overflow)
  - Busy Line (overflow)/Don't Answer
  - Call Following (Remote Access Forwarding)
  - Don't Answer
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Last Call Return
- Priority Call
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number
- Three-Way Calling

**2. Terms and Conditions**

A customer may select an unlimited number of compatible services or features from the list in 1.a., above. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

**3. Rates and Charges**

- a. The monthly rate, following, includes the rate specified in 5.2.4 of this Catalog for residence individual or additional line flat rate service.
- b. Existing *CUSTOMCHOICE* customers cannot take advantage of promotions for *CUSTOMCHOICE* or any of the services/features specified in 1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Where *CUSTOMCHOICE* is provided in association with the installation of a new residence individual line flat service or the move of a residence individual line flat rate service from one location to another, normal nonrecurring charges associated with the line shall apply.
- d. *CUSTOMCHOICE* will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual flat rate residence line	PGOCC	<b>\$42.00 (I)</b>
• Per additional flat rate residence line	PGOCA	<b>39.00 (I)</b>

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

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

**B. *VALUECHOICE***

*VALUECHOICE* is obsolete and is not available to new customers after June 18, 2010.

**1. Description**

- a. *VALUECHOICE* is a package of services/features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features listed below:

Standard Services/Features:

- Anonymous Call Rejection
- Call Forwarding - Variable
- Call Waiting or Call Waiting ID
- Caller Identification - Name and Number
- Long Distance Alert
- Three-Way Calling

- b. In addition to the standard features, a customer may select one or more of the following optional features:

- Call Forwarding
  - Busy Line (Overflow)/Don't Answer
- Message Waiting Indication
  - Audible
  - Audible/Visual
  - Visual

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**105. OBSOLETE EXCHANGE SERVICES****105.9 PACKAGED SERVICES****105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****B. VALUECHOICE (Cont'd)****2. Terms and Conditions**

All terms and conditions specified elsewhere for the respective services/features as part of this service shall apply.

**3. Rates and Charges**

- a. The monthly rate, following, includes the rate specified in 5.2.4 of this Catalog for residence individual or additional line flat rate service.
- b. Existing *VALUECHOICE* customers cannot take advantage of promotions for *VALUECHOICE* unless specifically allowed by the terms and conditions of the promotion.
- c. Where *VALUECHOICE* is provided in association with the installation of a new residence individual line flat service or the move of a residence individual line flat rate service from one location to another, normal nonrecurring charges associated with the line shall apply.
- d. *VALUECHOICE* will be provided at the following rates. Customers may add additional optional features within the package at no charge.

	USOC	MONTHLY RATE PER RATE GROUP	
		1	2
• Per individual or additional flat rate residence line	PCV6X	N/A	\$36.00 (I)

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (CONT'D)**

**C. QWEST BUSINESS LINE PLUS**

As of September 20, 2010, *QWEST BUSINESS LINE PLUS* is obsolete and no longer available to new customers.

**1. Description**

*QWEST BUSINESS LINE PLUS* is a package of features available to business customers in conjunction with an individual or additional flat rate access line. Business customers subscribing to the package are entitled to the following standard features.

- Call Forwarding-Variable
- Call Transfer/Three-Way Calling

**2. Terms and Conditions**

- a. Customers subscribing to *QWEST BUSINESS LINE PLUS* are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation. All terms and conditions specified elsewhere apply for the respective features as part of this service.
- b. *QWEST BUSINESS LINE PLUS* is subject to a minimum billing period of one month.
- c. All *QWEST BUSINESS LINE PLUS* access lines must be associated with the same customer.
- d. The Company may withdraw this offering to customers at any time with appropriate notice.
- e. One primary directory listing is furnished without charge for each *QWEST BUSINESS LINE PLUS*. Directory listings of *QWEST BUSINESS LINE PLUS* may be provided at the regular business additional listing rate as specified in 5.7.1, preceding.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

- f. Intercept Service will be provided on the main listed directory number.
- g. *QWEST BUSINESS LINE PLUS* is not available on Public Communication Service.
- h. The monthly rate for *QWEST BUSINESS LINE PLUS* covered under the Rate Stabilized Plan (RSP) is guaranteed against Company initiated increases for the duration of the plan. The minimum RSP term is 1 year. The maximum RSP term is 3 years. Customers selecting an RSP will be sent a confirmation outlining the features, the length of the RSP, and the method of computing the early termination charge. The confirmation will remind customers that the catalog provisions govern and the customer is obligated for the entire RSP commitment period. Rates will begin appearing on the first bill.
- i. Additional lines may be added at the existing stabilized rates so long as the added lines are installed at the same location and are billed under the same billing telephone number as the existing lines. The stabilized rate or such added lines will be coterminous with the existing lines. The Termination Liability will apply on the same terms and conditions after such added lines have been in service for ninety days.
- j. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole or in part without Cause before the expiration date, the Customer will pay termination charges calculated at 15% of the remaining value of the terminated Services over the remaining Term, including any Services added after the date of this commitment. Additional terms are as specified in 2.2.14, preceding.

A termination charge will be waived if the Customer places an order to discontinue the service and replaces the line(s) within the Qwest region or purchases similar guaranteed Qwest services at 115% of the current value of the commitment.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C.2. (Cont'd)

- k. The customer may move the physical location of all or part of *QWEST BUSINESS LINE PLUS* to another location with the same Company serving area provided the following conditions for the move are met:
- The new *QWEST BUSINESS LINE PLUS* is provided to the customer by the Company;
  - The customer advises the Company that the requested *QWEST BUSINESS LINE PLUS* replaces the existing service;
  - The customer's request for the disconnection of the existing *QWEST BUSINESS LINE PLUS* and the installation of the new *QWEST BUSINESS LINE PLUS* are received by the Company on the same date;
  - The customer requests the Company to install the new *QWEST BUSINESS LINE PLUS* and disconnects the existing *QWEST BUSINESS LINE PLUS* within a 30 day period;
  - The customer agrees to sign the appropriate commitments and to pay all the monthly rates and nonrecurring charges related to *QWEST BUSINESS LINE PLUS*.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**C. QWEST BUSINESS LINE PLUS (Cont'd)**

**3. Rates and Charges**

- a. The monthly rates that follow include business individual flat rate or additional flat rate line service and the standard features. Where applicable, incremental charges specified in 5.1.6, apply.
- b. Existing customers will not incur nonrecurring charges when switching between basic business line services and *QWEST BUSINESS LINE PLUS*.
- c. Normal nonrecurring charges associated with the line apply where *QWEST BUSINESS LINE PLUS* is provided in association with the installation of new business individual line flat rate service or, the move of a business individual line flat rate service from one location to another.
- d. *QWEST BUSINESS LINE PLUS* will be provided at the following rates:

**USOC**

- Month-to-Month Line NLUDE
- Rate Stabilized Line
  - 1 Year (**No Longer Available**) NLU DY (T)
  - 2 Year (**No Longer Available**) NLU DZ (T)
  - 3 Year NLU DL

	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE MONTH-TO- MONTH</b>	<b>MONTHLY RATE 1, 2 OR 3 YEAR<sup>1</sup></b>	
• Per individual or additional flat rate business line	\$43.00	<b>\$47.00 (I)</b>	<b>\$41.00 (I)</b>	(T)

**105. OBSOLETE EXCHANGE SERVICES****105.9 PACKAGED SERVICES****105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE****D. QWEST Home Phone****1. Description**

*QWEST* Home Phone is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified below:

**a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following (Remote Access Forwarding)
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- *NO SOLICITATION*
- Three-Way Calling
- Voice Messaging Service

**(D)****NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**D. QWEST Home Phone (Cont'd)**

(M)

**2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication.
- c. A customer may subscribe to a qualifying Qwest Long Distance calling plan in conjunction with their QWEST Home Phone package. Terms and conditions apply for QWEST Home Phone Unlimited (PGOQU) and QWEST Home Phone Plus (PGOQV) as specified in the Qwest Long Distance Corporation international, interstate and intrastate tariffs, price lists and rate schedules located at [www.qwest.com](http://www.qwest.com).
- d. Only QWEST Home Phone (PGOQW) purchased without a qualifying Qwest Long Distance calling plan is available for resale.
- e. All services or features selected in the package(s) can only be provided where technically available and compatible with other features the customer may choose to order.

(M)

(M) Material moved from Section 5.9.1

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**D. QWEST Home Phone (Cont'd)**

(M)

**3. Rates and Charges**

- a. The monthly rate, following, includes the rate specified in 5.2.4 of this Catalog for residence individual or additional line flat rate service.
- b. Normal nonrecurring charges associated with the line apply where *QWEST* Home Phone is provided in association with the installation of a new residence individual or additional flat rate line.
- c. Services or features specified in 1.a., preceding may be added or changed without a nonrecurring charge.
- d. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 1.a., preceding.
- e. The monthly rates that follow do not include the monthly rates and/or per minute charges for the qualifying *QWEST* Long Distance plans.
- f. *QWEST* Home Phone packages will be provided at the following rate:

- Per individual or additional flat rate residence line

**MONTHLY  
RATE**

\$35.00

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.2 CORE CONNECT**

Effective December 5, 2014, Core Connect Professional is obsolete and no longer available to new customers. Existing customers with Core Connect Professional will be allowed to retain Core Connect Professional their service for the duration of their term as long as they remain at the same location. Additional Unlimited Business Voice Lines cannot be added to their existing agreement. Termination fees will be waived for Core Connect Professional customers who disconnect their service prior to the expiration of their term as the result of a move to a different location.

(N)

(N)

**A. Description**

(M)

Core Connect Professional is available to current business customers who subscribed to CenturyLink qualifying products and services under month to month, 1-year, 2-year, 3-year or 5-year term plans.

The following qualifying products and services are required for Core Connect Professional:

- Minimum three (3) basic Business lines with Choice Business Plus packages
- Minimum three (3) Core Connect Professional Unlimited Long Distance (LD)
- CenturyLink High Speed Internet Service with Core Service Pack up to 12Mbps

(M)

**B. Terms and Conditions**

(N)

For Terms and Conditions, see Section 5.11.2, preceding.

(M)

Early Termination Fees for Core Connect Professional are as follows:

<b>CORE CONNECT PROFESSIONAL</b>	
<b>TERM</b>	<b>TERMINATION FEE</b>
1 year	\$ 200.00
2 year	400.00
3 year	600.00
5 year	800.00

(M)

(M) Material moved from 5.11.2.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.2 CORE CONNECT (Cont'd)**

(M)

**C. Rate and Charges**

1. The monthly rates that follow include the local voice services. Where applicable, incremental charges specified in 5.1 of this Catalog, apply.
2. Nonrecurring charges may apply as specified in C.3., following.
3. Core Connect Professional Local Voice Services will be provided at the following rates.

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Core Connect Professional	PGOQO/ PGOQR	50.00	100.00 [1]

[1] Monthly rate is one PGOQO and two PGOQRs for the minimum three (3) lines.

(M)

(M) Material moved from 5.11.2.

**105. OBSOLETE EXCHANGE SERVICES****105.11 LOCAL VOICE DISCOUNT PLANS****105.11.3 PURCHASE PLUS REWARD PLAN**

(M)

**A. Description**

1. *PURCHASE PLUS REWARD* Plan is an offering available to business customers who enter into a one-year, two-year or three-year *TOTAL ADVANTAGE* Express (QTA Express) Agreement or *TOTAL ADVANTAGE* (QTA) Agreement, and who agree to increase their monthly spend under QTA Express or QTA. Descriptions of QTA Express and QTA are found in 2.16, preceding.
2. When a customer increases their monthly spend on Qwest products or services included in the QTA Express and/or QTA Agreements, a discount will be applied to the month-to-month rates of the following qualifying service.
  - Flat Rate Business Lines (1FB)
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - *QWEST CHOICE* Business Add-A-Line
  - *QWEST CHOICE* Business Prime

**B. Terms and Conditions**

1. A minimum of three and a maximum of twenty qualifying lines will be eligible for the local discount described in C.1., following. The three wireline minimum does not apply to customers also subscribing to certain qualifying Qwest Communications Corporation IP based services.
2. Terms, conditions, rates and charges specified elsewhere for qualifying lines apply. Customers may subscribe to additional products and services, however, subsequent increases will not affect the monthly discount level unless the customer signs a new term agreement.
3. This discount plan cannot be used in conjunction with *LINE VOLUME ADVANTAGE*.
4. The discount will appear as a credit(s) on the customer's monthly bill. No partial month's credit(s) can be provided. The discounts in C.1., following, apply to each qualifying line subscribed to by the customer under this plan.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.3 PURCHASE PLUS REWARD PLAN (Cont'd)**

(M)

**C. PURCHASE PLUS REWARD Plan Discounts**

1. The monthly discounts are based on the following level of increased spend within QTA Express or QTA Agreements.

- a. Discount for customers spending up to \$2,999 monthly.

<b>INCREASED QTA EXPRESS/QTA SPEND</b>	<b>DISCOUNTED SERVICE</b>	<b>MONTHLY DISCOUNT</b>
<b>• 1 to 3 Year QTA Term</b>		
	1FB	
\$100 - \$499		10%
\$500 - \$999		15%
\$1,000+		20%
<b>• 1 Year QTA Term</b>		
	QCB, QCB Plus Add-a-line and/or QCB Prime	
\$100 - \$499		25%
\$500 - \$999		30%
\$1,000+		35%
<b>• 2 Year QTA Term</b>		
	QCB, QCB Plus Add-a-line and/or QCB Prime	
\$100 - \$499		30%
\$500 - \$999		35%
\$1,000+		40%

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**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.3 PURCHASE PLUS REWARD PLAN**

C.1.a. (Cont'd)

(M)

	<b>INCREASED QTA EXPRESS/QTA SPEND</b>	<b>DISCOUNTED SERVICE</b>	<b>MONTHLY DISCOUNT</b>
• 3 Year QTA Term			
		QCB, QCB Plus Add-a-line and/or QCB Prime	
	\$100 - \$499		35%
	\$500 - \$999		40%
	\$1,000+		45%
b. Discount for customers spending \$3,000 to \$25,000 monthly.			
• 1 to 3 Year QTA Term			
		1FB	
	\$400 - \$999		10%
	\$1,000 - \$1,499		15%
	\$1,500+		20%
• 1 Year QTA Term			
		QCB, QCB Plus Add-a-line and/or QCB Prime	
	\$400 - \$999		25%
	\$1,000 - \$1,499		30%
	\$1,500+		35%

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**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.3 PURCHASE PLUS REWARD PLAN**

C.1.b. (Cont'd)

(M)

	<b>INCREASED QTA EXPRESS/QTA SPEND</b>	<b>DISCOUNTED SERVICE</b>	<b>MONTHLY DISCOUNT</b>
• 2 Year QTA Term			
	QCB, QCB Plus Add-a-line and/or QCB Prime		
	\$400 - \$999		30%
	\$1,000 - \$1,499		35%
	\$1,500+		40%
• 3 Year QTA Term			
	QCB, QCB Plus Add-a-line and/or QCB Prime		
	\$400 - \$999		35%
	\$1,000 - \$1,499		40%
	\$1,500+		45%

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.4 *LINE VOLUME ADVANTAGE***

Effective June 19, 2010, *LINE VOLUME ADVANTAGE* is obsolete and no longer available to new customers. Existing customers with a signed agreement may renew their *LINE VOLUME ADVANTAGE* for one additional term upon the expiration of their current agreement.

**A. Description**

1. *LINE VOLUME ADVANTAGE* is available to business customers subscribing to 50 or more lines in conjunction with basic business access lines. A customer may have up to a maximum of 3000 participating lines across the Qwest region. *LINE VOLUME ADVANTAGE* is offered as a tiered plan with each tier having a Minimum Line Requirement.
2. *LINE VOLUME ADVANTAGE* may be offered to business customers who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.
3. *LINE VOLUME ADVANTAGE* defines qualifying lines as the following:
  - Flat Rate Business Lines (1FB) with Hunting

**B. Terms and Conditions**

1. Customers subscribing to *LINE VOLUME ADVANTAGE* receive discounts specified in 105.11.4.C., following. These discounts are applied to the monthly tariffed rates for qualifying services. All terms and conditions for qualifying products and services as specified elsewhere apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.4 LINE VOLUME ADVANTAGE**

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

3. Intercept Service will be provided on the main listed directory number.
4. The *LINE VOLUME ADVANTAGE* is not available on Public Communication Service.
5. The discount level for the *LINE VOLUME ADVANTAGE* is based on volume and a contract term of 2 years, 3 years, 4 years, or 5 years.
6. Additional lines may be added, but will not affect the monthly discount level.
7. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the Customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay  $\$15.00 \times 50 \times 3 = \$2,250.00$

Annually, if an account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement.

A termination charge will be waived if the customer places an order to discontinue the service and replaces the line(s) within the Qwest region with similar Qwest contracted services equal to, or greater than, the remaining value of the commitment.

8. The customer may move the physical location of all or part of the lines in *LINE VOLUME ADVANTAGE* to another location within the Qwest region.
9. The Company may vary *LINE VOLUME ADVANTAGE* terms and conditions, excluding discount levels, to meet a specific customer's request provided the charges are mutually agreed upon by the customer and the Company.



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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.4 LINE VOLUME ADVANTAGE (Cont'd)**

**C. Rates and Charges**

1. Where applicable, incremental charges as specified in 5.1, preceding, apply and will not be discounted.
2. Existing customers will not incur nonrecurring charges when switching existing basic business line service to *LINE VOLUME ADVANTAGE*.
3. Normal nonrecurring charges associated with the line apply when business lines are provided in association with the installation of new qualifying business lines or, the move of qualifying lines from one location to another.
4. Qualifying lines may be aggregated across Qwest's 14 state region to determine the discount level. *LINE VOLUME ADVANTAGE* will be provided at the following Stabilized Line discounts.

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

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	10%	12%	14%	16%
- 500 - 999	12%	14%	16%	18%
- 1000 - 3000	14%	16%	18%	20%

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

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**105. OBSOLETE EXCHANGE SERVICES**

**105.11 LOCAL VOICE DISCOUNT PLANS**

**105.11.4 LINE VOLUME ADVANTAGE**

C.4. (Cont'd)

b. *QWEST BUSINESS LINE PLUS*[1,3]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	10%	12%
- 500 - 999	12%	14%
- 1000 - 3000	14%	16%

c. Centrex 21 Service[2,3]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	20%	22%
- 500 - 999	22%	24%
- 1000 - 3000	24%	26%

- [1] The monthly discount level applies to the month-to-month rates for *QWEST BUSINESS LINE PLUS* as specified in 5.9.1, preceding. Hunting may be provided at no additional charge.
- [2] The monthly discount level applies to the month-to-month rates for Centrex 21 Service as specified in 9.1.17.B., preceding.
- [3] Effective May 11, 2006, the volume discounts associated with *QWEST BUSINESS LINE PLUS* and Centrex 21 Service are discontinued. Existing contracts signed prior to May 11, 2006, that includes a discount for these services will continue to receive the discount as long as the services remain at the same location for the same customer.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.1 APPLICATION**

1. Message Telecommunication Service (MTS) applies to all MTS calls made between two or more rate centers within the same LATA in this State.
2. MTS provides telecommunication beyond the local calling area. MTS charges cover the service furnished between the calling and called numbers.
3. MTS is available to and from customers of an interexchange carrier with arrangement for interchange of telephone traffic. This service is furnished through interconnecting equipment and local connecting facilities provided by the Company.
4. The rates between the applicable rate center and the rate center of the interexchange carrier are the rates set forth in this Catalog for two-point service. The rate center of the interexchange carrier is the rate center of the Company's serving exchange.
5. The telecommunications network is designed, maintained, and operated to originate and terminate calls between access lines furnished by the Company. However, connection of facilities, equipment and/or communications systems provided by others may be made to the telecommunications network. The Company is not responsible for the through transmission of signals or quality of transmission on such connections. When such connections are made at premises where the customer doesn't originate or terminate calls, the Company may require exchange service to be provided from a central office(s) different from the central office(s) designated by the Company to serve that premises.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL (Cont'd)**

**6.1.2 TERMS AND CONDITIONS**

**A. Scope**

1. MTS is that of furnishing facilities for telecommunication between access lines in different local service areas of the same LATA in accordance with the regulations and system of charges specified.
2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
3. Service is furnished subject to the availability of the service components required. The Company will (1) determine which of those components shall be used and (2) make modifications to those components at its option.

**B. Priority of Services**

1. The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in 2.9.1.A. of the Access Service Catalog.
2. Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services. However, the duration of MTS calls may be limited due to facility shortages caused by emergency conditions.

**C. Liability**

1. In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations specified in 2., 3. and 4., following.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.2 TERMS AND CONDITIONS**

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

2. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failures or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failure or defect in facilities occurs.
3. The customer indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising 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.
4. When the lines of other telephone companies or of interexchange carriers are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or carrier.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.2 TERMS AND CONDITIONS (Cont'd)**

**D. Use**

**1. Use of Service**

Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that such use shall be subject to the provisions as stated herein.

**2. Abuse and Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain MTS, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment in whole or in part, of the regular charges for such service;
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.2 TERMS AND CONDITIONS**

D. Use (Cont'd)

3. Unlawful Purposes

The service is furnished subject to the condition that it will not be used for an unlawful purpose.

E. Obligation of the Customer

1. The calling party shall establish his/her identity in the course of any communication as often as may be necessary.
2. The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called number or numbers.

F. Termination of Service For Cause

Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, after giving notice in writing to the customer, without incurring any liability, forthwith discontinue the furnishing of said service.

G. Resale of MTS and Calling Plans

1. MTS and calling plans are available to resellers of Company services who have a valid Resale Contract with the Company. Each service or plan is available on the identical terms to the reseller's end user customers as available to the Company's retail customers; that is, residential plans may only be purchased by residential customers, and business plans may only be purchased by business customers.
2. When subscribing to calling plans, resale customers must subscribe to one plan for each end user billing telephone number utilizing the plan. End users may have single or multiple residential or business line(s) at a single customer premises. Sharing one plan for multiple customers is not permitted.



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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

**A. Class of Calls**

Charges apply according to the class of call the calling person selects as defined below.

**1. Payphone – Dial Station-to-Station**

Applies to MTS cash calls placed from pay telephones, utilizing Smart PAL, when station-to-station calls are dialed and paid by the calling person with no assistance from the operator.

**2. Dial Station-to-Station**

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:

- Records the calling telephone number for areas without recording equipment.
- Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
- Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

**A. Class of Calls (Cont'd)**

**3. Customer-Dialed Calling Card**

Applies to Station-to-Station calls where equipment is available and the calling person dials zero, the telephone number desired, and the calling card or special billing number without the assistance of an operator and to Station-to-Station calling card calls where equipment is not available and operator assistance is required to complete the call. This also applies when the calling person dials the appropriate access code (usually zero), plus the telephone number to complete the call and operator assistance is limited to recording the calling card number for billing purposes. This also applies to calls placed from PALs.

**4. Operator-Assisted Station-to-Station**

Applies when calls are completed with the assistance of an operator, except in 1., and 2., preceding, and 4., following. Examples of these calls include collect, billed to another telephone number and sent paid. This also applies to calls placed from PALs.

**5. Operator-Assisted Person-to-Person**

Applies when a calling person names the particular party to be reached by an operator. This also applies to calls placed from PALs. The party may be:

- A person
- A station, department or office reached through a PBX attendant.

Person-to-Person also applies when the calling party:

- Cannot speak to the intended person or station but agrees to speak to someone else.
- Requests an operator to make arrangements with a person to receive a call at a specified time.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

**A. Class of Calls (Cont'd)**

**6. Charges**

**a. Payphone Surcharge**

Applies to all Qwest carried non coin calls (i.e., billed to a third party, calling card, or collect) placed from pay telephones. This charge is in addition to all other applicable charges.

**b. Operator-Assisted Charges**

The following charges apply in addition to applicable MTS rates. The operator-assisted charge will apply when a customer requests a time and charges quote for an intraLATA toll call.

	<b>CHARGE</b>
• Customer-Dialed Calling Card	\$0.60
• Operator-Assisted Station-to-Station	1.30
• Operator-Assisted Person-to-Person	3.50
• Payphone Surcharge	0.55

**B. Timing of Calls**

1. Payphone - Dial Station-to-Station rates are quoted in terms of initial and additional periods. The initial period of the call is for four minutes or any fraction thereof. The additional period of the call is for each minute or any fraction thereof.
2. On dial station-to-station, customer dialed calling card and operator-assisted station-to-station, the timing of a call begins when the calling and called stations are connected.

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**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

**B. Timing of Calls (Cont'd)**

3. On person-to-person calls, the timing of a call begins when the calling party is connected to a specified person, station or an agreed upon alternate.
4. Chargeable time ends when the connection is terminated at any point.
5. When exchange telephone service used for MTS is directly connected, i.e., not connected through a Multiline Terminating System, at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.
6. The timing of a call does not include time lost because of service faults or defects that are reported to the Company.
7. The time of day at the calling party rate center determines whether the day, or the evening/night/weekend rates apply.

**C. Collection of Charges**

Charges for Payphone - Dial Station-to-Station calls are charged to the calling person on a sent-paid basis.

Charges for all MTS calls are billed to the calling party, except where the calls are billed to:

1. The called party as a collect call, and the charge is accepted by the called party.
2. A third telephone number, unless restricted from accepting this call type.
3. An authorized Company calling card or special billing number.

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**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE (Cont'd)**

**D. Payment Arrangements**

The customer is responsible for payment of all charges for service furnished, due on receipt of the bill.

**E. Hearing or Speech Impaired Persons Discount**

A 50% rate reduction on calls originating from a certified hearing and/or speech impaired customer's residential line to any other teletypewriter in this State within the same LATA will be extended to individuals who are certified, in writing by a physician, or an audiologist, or the Department of Vocational Rehabilitation, that he or she is disabled to the extent that he or she is unable to communicate via the telephone by voice conversation. The Department of Vocational Rehabilitation must also certify that any hearing and/or speech impaired person requesting this service has and uses teletypewriter equipment before the rate reduction applies. This rate reduction applies only to a certified residential customer line.

**F. Charge Determination**

**1. The charge of MTS is determined by the following:**

- Time of day and day of week
- Duration of call
- Class of call

**2. The following per minute rates include the Idaho Universal Service Fund Surcharge. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

F.2. (Cont'd)

- **RESIDENCE** - Applies to customer-dialed station-to-station calls

<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
\$0.20	\$0.20

- **BUSINESS** - Applies to customer-dialed station-to-station calls

<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
\$0.15	\$0.15

- **MISCELLANEOUS** - Applies to operator-assisted calls (including mechanized calling card) and all alternately billed calls. This charge also applies where billing capabilities do not exist to separately identify residence and business customer-dialed station-to-station calls.

<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
\$0.15	\$0.10

3. The evening/night/weekend rate applies to the holidays listed below unless a lower rate applies:

New Year's Day	January 1
Independence Day	July 4
Labor Day	—
Thanksgiving Day	—
Christmas Day	December 25

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**6.2. STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE**

**F. Charge Determination (Cont'd)**

4. The following indicates the appropriate times for the day, and evening/night/weekend rate periods.

- Day Rate..... Monday through Friday  
8:00 A.M. - 5:00 P.M.[1]
- Evening/Night/Weekend..... All other days and times

In cases where a message begins in one rate period and ends in another, the initial period rate is the rate in effect at the time the connection is established. The rate for each additional period is the rate in effect at the beginning of each additional period.

5. Dial Station-to-Station Calls

The charge for this type of call is the sum of the minutes shown in 2., above, less any applicable discount.

6. Payphone – Dial Station-to-Station Rate Schedule[2]

	<b>RATE PERIOD</b>	
	<b>INITIAL (4 MINUTES)</b>	<b>ADDITIONAL (1 MINUTE)</b>
• Per call	\$1.00	\$0.25

[1] To, but not including.

[2] Applies to all MTS cash calls placed from Qwest Payphones.

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**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.3 RESERVED FOR FUTURE USE**

[1] Pages 14 through 17 were previously canceled.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

**A. Directory Assistance Service**

**1. Description**

- Directory Assistance Service provides the calling party with:
- Telephone numbers available from the Company's Directory Assistance operator.
- Information that the customer has requested the number not to be given out to the public.
- Information that the name requested does not appear on the records.

**2. Terms and Conditions**

- a. The allowance of one listing request per month at no charge is administered for multiline services as follows:

A customer with two or more lines and/or PBX trunks on the same premises and billed on the same account is allowed one listing per line and/or trunk accumulated to the total lines and/or trunks in service.

- b. The rate does not apply to the following:

- Requests originating from hospitals.
- Requests originating from telephone services the Company has determined are used on a continuing basis by a person or persons incapable of using a published telephone directory because of a physical or functional disability.

- c. The allowance is not transferable between separate accounts of the same customer.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE**

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

- d. One of the following situations constitutes a single request:
- (1) Any "If no answer" or "or" number associated with a listing.
  - (2) Any suggestion of a way a number may be listed when the original listing cannot be located.
  - (3) A final "not found" report applies even after checking for alternate listings as shown in (2), above.
  - (4) A maximum of two listings from a caption provided to satisfy a request for one number.
- e. Directory Assistance requests from exempted disabled persons may be third number billed to a home telephone number.

**3. Charges**

**CHARGE**

- Each call dialed directly by customer **\$6.99 (I)**
- Each call placed from Qwest Payphones  
- Direct Dial 0.75

**6. MESSAGE TELECOMMUNICATIONS SERVICE****6.2 STANDARD SERVICE OFFERINGS****6.2.4 DIRECTORY ASSISTANCE SERVICE (Cont'd)****B. National Directory Assistance Service****1. Description**

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

**2. Terms and Conditions**

- a. There are no call allowances or exemptions for National Directory Assistance customers.
- b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing and also asks for a listing within their local Directory Assistance service area, the charge in 3., following, applies.
- c. A maximum of two requested telephone numbers are allowed per call.
- d. This service may be alternately billed. Appropriate service charges listed in 6.2.1, preceding, apply, in addition to the National Directory Assistance charge.

**3. Charges**

- a. Charges also apply to each call placed to National Directory Assistance from a Public Access Line.
- b. In locations (including Public Access Lines) where the customer has the capability to direct dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, the operator handled service charges listed in 6.2.1, preceding, apply in addition to the following Directory Assistance Charge.

**CHARGE**

- |   |               |            |
|---|---------------|------------|
| • Each call dialed directly by customer | <b>\$6.99</b> | <b>(I)</b> |
| • Each call placed from a payphone      | 1.25          |            |

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**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.5 INTEREXCHANGE RECEIVING SERVICE**

**A. Description**

1. Interexchange Receiving Service (IRS) is a special billing arrangement permitting business customers to pay for long distance charges originated by their customers in other exchanges.
2. A telephone number designation is assigned to each service in each exchange where the customer requests IRS.
3. Each IRS customer may have a directory listing in both sending and receiving exchanges at no additional charge. Acceptance of the listing is governed by Rates and Charges, and Terms and Conditions in 5.7.1, preceding.

The phrase "No long distance charge" may be included in IRS listings, also at no additional charge.

**4. Definitions**

**Receiving Location**

The Exchange where the customer to IRS is located. ("Receives" the long distance call.)

**Sending Location**

The Exchange at the distant city, subscribed to by the IRS customer. ("Sends the long distance call.)

**B. Terms and Conditions**

1. IRS is available to customers of individual line Business Exchange Service or Business Private Branch Exchange Service located in the receiving exchange.
2. Message Toll charges received on IRS will be billed at the station-operator handled rates.
3. Only calls originating in the exchange subscribed for will be completed to the IRS number. The customer's service in the receiving exchange must not be included in the local calling area of the calling station.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.5 INTEREXCHANGE RECEIVING SERVICE (Cont'd)**

**C. Rates and Charges**

The rate for IRS is determined by the rate in effect at the sending locations.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. If the sending location is in Company territory, the rate is:			
• Each Interexchange Receiving Service, per exchange	ENT	\$5.00	\$4.25
2. If the sending location is in the territory of another company, the rate is:			
• Each Interexchange Receiving Service, per exchange	ENV	5.00	[1]

[1] Rate of the connecting company applies.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 GUARANTEED RATE CALLING CONNECTION**

**A. Description**

Guaranteed Rate Calling Connection provides customers the opportunity to contract for intrastate/intraLATA calls at a special charge. The customer guarantees the monthly usage level for a specified time period and is guaranteed a charge per minute associated with that level. The customer will pay for at least the guaranteed minimum usage, plus additional usage above the guaranteed minimum usage level. Usage is accumulated from calls within the entire State of Idaho.

**B. Terms and Conditions**

1. This service is offered to customers who sign a contract for a guaranteed number of hours of usage per month.
2. Charges apply only to intrastate/intraLATA Dial Station-to-Station calls and the usage charges on operator-handled and Calling Card calls originating in Company exchanges and terminating within the LATA, as defined in 6.2.1, preceding.
3. A 30% discount applies to the Customer Dialed Calling Card charge (0+ only) for calls originating in a Company exchange and terminating within the LATA. The Plan does not apply to:
  - Directory Assistance
  - IntraLATA Calling Card call placed outside the State
  - Operator-handled charges
4. Charges do not apply to calls included in any other optional calling plan.
5. Usage from Wide Area Telecommunications Service (WATS), 800 Service, Foreign Exchange (FX) Service and Feature Group A (FGA) Access Service does not qualify for accumulation of Guaranteed Rate Calling Connection hours.

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**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 GUARANTEED RATE CALLING CONNECTION**

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

6. This service is provided in connection with a signed contract. The customer's service will begin no later than 45 days after the contract is signed.
7. The customer's selection of a term as shown in D., following, remains in effect unless the customer notifies the Company of their intent to change and the contract is mutually renegotiated or the customer can continue service under the standard, applicable MTS charges effective at that time.

One term and the guaranteed minimum usage level will apply to all billed accounts for all of the Guaranteed Rate Calling Connection customer's locations within the state.

8. The contracted charge is not subject to Company-initiated change during the contract period.
9. In the event that the service contracted for under this Catalog is no longer desired by the customer prior to the expiration of the contract, the customer will be required to pay a termination charge that is the amount equal to the sum of the remaining monthly guaranteed usage charges times 15%.
10. Discounted holiday rates do not apply to this plan.
11. Different classes of service cannot be combined under the same contract.

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**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 GUARANTEED RATE CALLING CONNECTION (Cont'd)**

**C. Application of Charges**

1. Calls are individually timed and rated. Based on the guaranteed rate per minute, each call is rated using an initial period of 30 seconds and incremental periods of 6 seconds.
2. If the customer's usage is below the guaranteed minimum usage level of the selected term, the difference between the charge for the actual usage and the guaranteed minimum usage will be charged to the customer's main billing number.
3. All usage over the guaranteed minimum usage level will be rated at the associated rate per minute for the usage level and term selected.
4. Messages will accumulate toward the guaranteed minimum usage level in the month they are billed, notwithstanding the date the message was placed.
5. Initial Month

The customer's guaranteed minimum usage will be waived for the month in which the customer initially subscribes to the service. The customer's bills during that month may contain messages rated at both the contracted rate and regular MTS charges.



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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 GUARANTEED RATE CALLING CONNECTION (Cont'd)**

**D. Charges**

<b>YEARS</b>	<b>GUARANTEED HOURS</b>	<b>30 SECOND INITIAL PERIOD</b>	<b>6 SECOND ADDITIONAL</b>	<b>PER MINUTE RATE</b>
1 Year	25	\$0.0400	\$0.0080	\$0.080
	100	0.0375	0.0075	0.075
	300	0.0350	0.0070	0.070
2 Year	25	0.0375	0.0075	0.075
	100	0.0350	0.0070	0.070
	300	0.0325	0.0065	0.065
3 Year	25	0.0350	0.0070	0.070
	100	0.0325	0.0065	0.065
	300	0.0300	0.0060	0.060

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS (Cont'd)**

**6.3.18 CALLING CONNECTION PLANS**

**A. Description**

Message Telecommunication Service (MTS) Calling Connection Plans (hereafter referred to as the Plans) are optional toll calling discount plans.

The Plans are defined on the following pages.

***SUPER SAVINGS* Calling Plan**

*SUPER SAVINGS* Calling Plan customers will be charged a special rate, specified in C., following, for their intrastate/intraLATA dial station-to-station long distance calls, as described in 6.2.1, preceding. The Plan is available to business and residence service customers. Customers must have single or multiple, business or residential lines at single customer premises, billed on one retail bill to one billing telephone number.

**Minutes Free Calling Plan**

This plan is available to Centrex 21 customers, as described in 9.1.17, following.

## **6. MESSAGE TELECOMMUNICATION SERVICE**

### **6.3 OPTIONAL SERVICE OFFERINGS**

#### **6.3.18 CALLING CONNECTION PLANS (CONT'D)**

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

1. These Plans are not available with the following:

- Information Delivery Service sponsor charges
- Other Company Optional Calling Plans
- Other Company MTS Discount Plans
- Toll Only Accounts

2. When the **business** customer initially subscribes to or disconnects this service, if a partial month is billed, the customer's minutes and monthly rate will be prorated. **When a residence customer initially subscribes to this service, the customer's minutes and monthly rate will be prorated. Final bills for disconnection of residence service will be rendered in accordance with Section 2.3.2.A.5.**

(C)  
(N)  
|  
(N)

3. These Plans are available on an account level basis, where one or more lines are billed to the same account.
4. Where the customer has one account which includes multiple lines, these Plans apply to total usage of combined lines.
5. These Plans apply to all intraLATA dial station-to-station, calling card, operator-assisted and pay telephone originated calls (where the call is billed to the customer's telephone number) unless otherwise specified.
6. These Plans are available to all business, residence and Public Access Line accounts with the restrictions and limitations set forth elsewhere.
7. The rates for this service are in addition to the rates and charges for the local exchange service with which it is associated.
8. The minimum service period is one month.
9. Nonrecurring charges do not apply.

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.18 CALLING CONNECTION PLANS**

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

10. These Plans will be temporarily discontinued when the customer places their basic exchange service on full suspension. These Plans will be reinstated at no charge when the customer's basic exchange service is removed from suspension.
11. These Plans do not apply to intraLATA calls placed in another state and billed back to the account.
12. Unless otherwise specified herein, all operator-assisted charges apply.

**C. Rates**

Rates apply as specified below.

**SUPER SAVINGS Calling Plan**

		<b>NON- RECURRING CHARGE</b>	<b>RATE PERIOD</b>		
	<b>USOC</b>		<b>INITIAL (30 SEC.)</b>	<b>ADD'L. (6 SEC.)</b>	<b>INITIAL MIN OR ADD'L MIN[1]</b>
• Business	OLGFX	–	\$0.07	\$0.014	–
• Residence	OLGVX	\$3.00	–	–	\$0.14

[1] The nonrecurring charge does not apply to new or existing residential customers who subscribe to *CUSTOMCHOICE* packages found in 5.9.1, preceding.

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

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**106. MESSAGE TELECOMMUNICATION SERVICE**

**106.2 STANDARD SERVICE OFFERINGS**

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**106. MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

**A. Description**

Message Telecommunication Service (MTS) Calling Connection Plans (hereafter referred to as the Plans) are optional toll calling discount plans.

**Business Daytime Connection Plus**

Business Daytime Connection Plus is Grandfathered as of November 15, 2001. The Plan is only available to existing customers until they move or disconnect their service. Customers subscribing to this plan will be charged a monthly rate for which they receive a designated number of minutes of intraLATA toll. For all additional calls, the customer will be charged a special per minute rate specified in C., following. The monthly rate will always apply. In addition, customers will receive a discount on the customer-dialed calling card charge specified in C., following.

**Volume Calling Connection**

Volume Calling Connection (VCC) is Grandfathered to existing customers as of November 15, 2001. Customers subscribing to this plan are charged a special rate that is not distance sensitive as specified in C., following. In addition, customers receive a discount based on the monthly MTS Plan usage billed to their account. The discount will apply to the customer's total amount of intraLATA toll billed each month, per account.

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**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

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

**N. Idaho Value Calling Plan II**

N. Idaho Value Calling Plan II is Grandfathered to existing customers as of November 15, 2001. Residence customers subscribing to this Plan are charged a monthly rate for which they receive 120 minutes of intraLATA toll on their dial station-to-station calls. These calls may be placed at any time. After the customer reaches 120 minutes, all additional Plan minutes will be billed at a special rate specified in C., following. The monthly rate will always apply.

**SIMPLE VALUE Calling Plan**

This Plan is available to residential customers and Grandfathered to existing business customers. The Grandfathered status is effective for business customers as of November 15, 2001. Customers that subscribe to this Plan will be charged special rates based on the time-of-day and day-of-week as specified in C., following. This Plan applies only to intraLATA, dial station-to-station long distance calls.

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**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS (Cont'd)**

**C. Rates**

**Business Daytime Connection Plus**

Customers will receive a 30% discount on the customer-dialed calling card charge, in accordance with 6.2.1, preceding.

<b>USOC</b>	<b>MONTHLY RATE</b>	<b>MINUTES</b>	<b>RATE PERIOD</b>	
			<b>INITIAL (30 SEC.)</b>	<b>ADD'L. (6 SEC.)</b>
OBK6X	\$8.40	0 - 60	—	—
		61 and over	\$0.070	\$0.014

**Volume Calling Connection**

			<b>USOC</b>
• Plan with Call Detail			OVDXX
<b>MONTHLY RATE</b>	<b>MONTHLY MTS PLAN USAGE</b>	<b>DISCOUNT</b>	
\$5.00	\$ 50.00 - 99.99	10%	
	100.00 and over	20%	

The following table is used to apply rates for calls subscribed to under this Plan. The time periods for day, and evening/night/weekend are the same as found in 6.2.1, preceding.

	<b>INITIAL PERIOD (30 SECONDS)</b>	<b>ADDITIONAL PERIOD (6 SECONDS)</b>
• All days and hours	\$0.065	\$0.013

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**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

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

**N. Idaho Value Calling Plan II**

<b>USOC</b>	<b>MONTHLY RATE</b>	<b>MINUTES</b>
AJTBX	\$15.60	0 - 120

The following rates apply to calls subscribed to under this Plan after the customer reaches 120 minutes. The time periods for day and evening/night/weekend are the same as found in 6.2.1, preceding.

**RATE  
PER MINUTE**

- Day \$0.13
- Evening/Night/Weekend 0.09

**SIMPLE VALUE Calling Plan**

	<b>USOC</b>	<b>RATE PERIOD</b>	
		<b>INITIAL (30 SEC.)</b>	<b>ADD'L. (6 SEC.)</b>
• Business	OLGJX		
- Peak[1]		\$0.070	\$0.014
- Off-Peak[2]		0.055	0.011
• Residence	OLGJX		
- Peak[1]		0.075	0.015
- Off-Peak[2]		0.045	0.009

[1] The peak rate period is from 7 A.M.- 7 P.M., Monday through Friday.

[2] The off-peak rate period is from 7 P.M.- 7 A.M., Monday through Friday, and 24 hours on Saturdays and Sundays.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**A. Description**

1. Wide Area Telecommunications Service (WATS), by use of a WATS access line and the public switched network, provides for dial-type communications between a WATS termination and exchanges within the same LATA and same state and in accordance with the regulations and schedules of charges specified in this Catalog.
2. A WATS access line is a line from the Company CO to the Company provided network interface on or near the customer's premises and is provided for the purpose of completing WATS calls.
3. WATS is provided as 800 Service.

The 800 Service customer is furnished a WATS access line arranged for 800 Service which allows customers to receive and pay for incoming long distance calls by use of a telephone number which begins with the special service area code 8XX (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available). 800 Service is provided on a Shared WATS basis. Shared WATS is where the Company provides the WATS access line and transports the intraLATA traffic. The interexchange carrier provides the interLATA traffic. Both companies bill usage to the end user at their applicable charges. IntraLATA only 800 Service will not be provided. (For intraLATA only 800 Service, see 800 Serviceline option as described in 107.1.3, following.) Usage is bulk billed as set forth in 7.1.2, following.

4. WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

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

5. Intrastate 800 Service will be provided jointly by the Company and the IC on a shared basis. For a shared WATS access line, the Company provides the WATS access line, transports the intraLATA traffic and bills both the WATS access line and intraLATA usage to the end user as set forth in this Catalog. The IC transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The IC shall order Switched Access Service under the terms and conditions of the Company Access Service Catalog.
6. Interstate interLATA 800 Service will be provided by the IC.
7. Customers cannot purchase 800 Service (shared) for intraLATA use only. InterLATA intrastate 800 Service is available in conjunction with an IC.
8. Service Terminating Arrangement is the Company provided equipment which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

**B. WATS Terminations**

1. The term, station, as used in connection with WATS:
  - a. Denotes the network control signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this Catalog, or
  - b. Denotes the point, at a customer's premises, at which customer provided terminal equipment or communications system is connected to Company facilities furnished for WATS, or
  - c. Denotes the point of connection of WATS to switching equipment (as specified in B.3., following) when such switching equipment is located in a Company CO, or
2. The term main station denotes the first WATS station for use with a WATS access line. The term extension station denotes any other WATS station furnished for use with the same WATS access line with a main station.
3. At the option of the customer, a WATS access line may be connected to (1) a standard telephone, (2) an attendant's position or switching equipment of either a PBX Centrex System or a common control switching arrangement, (3) a key telephone system, or (4) an interexchange carrier channel utilizing a WATS CO connecting facility.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**B. WATS Terminations (Cont'd)**

4. When connections are made to customer or interexchange carrier provided communications systems at a premises where the customer does not originate or terminate communications, the Company may require that WATS be furnished from a Company WATS CO(s) different than the CO(s) designated by the Company to serve that premises. Under such circumstances, rates and charges equal to access line extension charges apply between the WATS CO that would service the customer's premises and the WATS CO from which service is actually provided.

**C. Limitations of Service**

1. WATS calls must be dialed and completed without the assistance of an operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by an operator.
2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
3. The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. Connections of a communications system provided by the customer or interexchange carrier to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.
4. Connection to Other Services

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**C. Limitations of Service (Cont'd)**

**5. Priority of Services**

The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 12 of the Access Service Catalog.

Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services.

**6. Company Liability**

- a. In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error defects in transmission, or failure or defect in facilities occurs.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

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

- c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by 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 the facilities provided by the Company.
- d. When the lines of other telephone companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.
- e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provide.
  - (1) The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
  - (2) The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**C. Limitations of Service (Cont'd)**

**7. Transmission Quality**

Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer provided equipment or services.

**8. Completion of 800 Service Messages**

800 Service is furnished upon condition that the customer obtain adequate service to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish 800 Service to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause.

**9. Use of Service**

WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

**10. Abuse or Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The placing or acceptance of a WATS call by a WATS customer or the customer's agent, employee or representative, in response to an uncompleted MTS call which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**C.10. (Cont'd)**

- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Company or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular rates and/or charges for such service;
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

**D. Application of Monthly Rates for Access Line and Usage**

**1. General**

WATS usage charges are for payment for the service between the WATS termination and another location.

**2. Service Group**

Service group, as used in connection with 800 Service, denotes the access lines arranged in CO equipment furnished by the Company as part of a given hunting arrangement. (The term hunting arrangement denotes a grouping of 800 Service access lines at the same customer's premises arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.)



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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**D. Application of Monthly Rates for Access Line and Usage (Cont'd)**

**3. Chargeable Time**

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called party.
- b. Chargeable time ends when the calling party "hangs up" thereby releasing the network connection. If the called party "hangs up" but the calling party does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When 800 Service is directly connected (i.e., not connected through a Multiline Terminating System) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that the chargeable time may begin.

**4. Minimum Service Period**

The minimum service period for WATS is one day.

**5. Payment of Charges**

- a. The customer is responsible for payment of all charges for service furnished the customer. Charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except hourly usage charges, which are payable upon rendition of a bill by the Company.
- b. Charges of less than a cent will be rounded to the nearest cent.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**D. Application of Monthly Rates for Access Line and Usage (Cont'd)**

**6. Fractional Periods**

- a. The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.
- b. For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have thirty (30) days.

**7. Minimum Average Time Requirement (MATR)**

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

**8. Method of Determining Rates**

- a. Determine the total number of calls for the service group.
- b. Determine the equivalent hours used by applying the minimum average time requirement of sixty (60) seconds (1 call = 1 minute)
- c. Determine the total actual hours used for the service group.
- d. Determine the chargeable hours which is the greater of b. or c., preceding, rounded to the nearest tenth (one decimal place).
- e. Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty (30) days. The result is rounded to the nearest hundredth, two decimal places.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

D.8. (Cont'd)

- f. Determine the average use per line in the service group by dividing the chargeable hour in d., preceding, by the number of access lines in e., preceding.
- g. Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these charges.
- h. Determine the total usage charge in the service group by multiplying the usage charge per access line in g., preceding, by the number of access lines in e., preceding.

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**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

**7.1.2 800 SERVICE**

**A. Rates and Charges**

	<b>USOC</b>	<b>MONTHLY RATE</b>
1. 800 Service Access Line shared with AT&T, each line	8L9++	\$31.37
2. 800 Service-shared with IC other than AT&T, Company bills interLATA usage on behalf of IC, each line	8Q9++	31.37
3. 800 Service-shared, IC bills own interLATA usage, each line	8J9++	31.37
4. The hourly rates for 800 Service apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.		
		<b>CHARGE</b>
• Usage rate per access line, per hour		
- First 15 hours		\$21.60
- Next 25 hours		19.15
- Next 40 hours		17.05
- Next 60 hours		15.54
- Next 100 hours		14.58
- Next 240 hours		13.68
5. Charges for installations, moves, and conversions[2]		
		<b>NONRECURRING CHARGE</b>
• 800 Service		
- Install or correct new		\$66.00
- Move or conversion		25.50
- Change of Interexchange Carrier		15.00

[1] This page cancels Pages 13 through 21, Release 1 and material moved to Section 107.

[2] Conversion denotes a customer requested change of the 800 Service telephone number, or separating or combining 800 Service hunting arrangement.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**A. Description**

1. Wide Area Telecommunications Service (WATS), by use of a WATS access line and the public switched network, provides for dial-type communications between a WATS termination and exchanges within the same LATA and same state and in accordance with the regulations and schedules of charges specified in this Catalog.
2. A WATS access line is a line from the Company CO to the Company provided network interface on or near the customer's premises and is provided for the purpose of completing WATS calls.
3. WATS is furnished only if the necessary service components are available. If unusual costs are involved to make facilities available, the customer may have to pay additional charges.
4. A dual jurisdiction WATS access line is a facility used for the provision of interstate and intrastate WATS and is provided subject to the terms and conditions of the Company's Interstate Access Service Tariff F.C.C. No. 1. Any intrastate intraLATA traffic retained and transported by the Company will be billed to the end user at the usage rates set forth in this Catalog. The interLATA traffic is transported and billed by the Interexchange Carrier (IC) as set forth in 5., preceding.
5. Service Terminating Arrangement is the Company provided equipment which terminates WATS access lines and facilitates design, isolation, and testing of WATS service. Protective connecting arrangements include the service terminating arrangement.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION (Cont'd)**

**B. WATS Terminations**

1. The term, station, as used in connection with WATS:
  - a. Denotes the network control signaling unit and any other equipment which is arranged for WATS and provided at a customer's premises in accordance with this Catalog, or
  - b. Denotes the point, at a customer's premises, at which customer provided terminal equipment or communications system is connected to Company facilities furnished for WATS, or
  - c. Denotes the point of connection of WATS to switching equipment (as specified in B.3., following) when such switching equipment is located in a Company CO, or
2. The term main station denotes the first WATS station for use with a WATS access line. The term extension station denotes any other WATS station furnished for use with the same WATS access line with a main station.
3. At the option of the customer, a WATS access line may be connected to (1) a standard telephone, (2) an attendant's position or switching equipment of either a PBX Centrex System or a common control switching arrangement, (3) a key telephone system, or (4) an interexchange carrier channel utilizing a WATS CO connecting facility.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**B. WATS Terminations (Cont'd)**

4. When connections are made to customer or interexchange carrier provided communications systems at a premises where the customer does not originate or terminate communications, the Company may require that WATS be furnished from a Company WATS CO(s) different than the CO(s) designated by the Company to serve that premises. Under such circumstances, rates and charges equal to access line extension charges apply between the WATS CO that would service the customer's premises and the WATS CO from which service is actually provided.

**C. Limitations of Service**

1. WATS calls must be dialed and completed without the assistance of an operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by an operator.
2. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
3. The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations in the specified service areas. Connections of a communications system provided by the customer or interexchange carrier to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.
4. Connection to Other Services

Connection of WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.



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**107.1 800 SERVICELINE OPTION**

**C. Limitations of Service (Cont'd)**

**5. Priority of Services**

The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 12 of the Access Service Catalog.

Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services.

**6. Company Liability**

- a. In view of the fact that the customer has exclusive control of communications over the facilities furnished by the Company, and of the other uses for which facilities may be furnished by the Company, and because of unavoidsableness of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions and limitations herein specified.
- b. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, error defects in transmission, or failure or defect in facilities occurs.

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**107.1 800 SERVICELINE OPTION**

C.6. (Cont'd)

- c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use thereof; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by 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 the facilities provided by the Company.
- d. When the lines of other telephone companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.
- e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said equipment so provide.
  - (1) The Company may require each customer to sign an agreement for the furnishing of such equipment as a condition precedent to the furnishing of such equipment.
  - (2) The customer shall furnish, install and maintain sealed conduit with explosion-proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

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**107.1 800 SERVICELINE OPTION**

**C. Limitations of Service (Cont'd)**

**7. Transmission Quality**

Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer provided equipment or services.

**8. Use of Service**

WATS may be used by the customer or others authorized by the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

**9. Abuse or Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The placing or acceptance of a WATS call by a WATS customer or the customer's agent, employee or representative, in response to an uncompleted MTS call which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Company or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular rates and/or charges for such service;

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**107.1 800 SERVICELINE OPTION**

**C.10. (Cont'd)**

- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

**D. Application of Monthly Rates for Access Line and Usage**

**1. General**

WATS usage charges are for payment for the service between the WATS termination and another location.

**2. Chargeable Time**

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called party.
- b. Chargeable time ends when the calling party "hangs up" thereby releasing the network connection. If the called party "hangs up" but the calling party does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.

**3. Minimum Service Period**

The minimum service period for WATS is one day.

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**107.1 800 SERVICELINE OPTION**

**D. Application of Monthly Rates for Access Line and Usage (Cont'd)**

**4. Payment of Charges**

- a. The customer is responsible for payment of all charges for service furnished the customer. Charges are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except hourly usage charges, which are payable upon rendition of a bill by the Company.
- b. Charges of less than a cent will be rounded to the nearest cent.

**5. Fractional Periods**

- a. The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.
- b. For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have thirty (30) days.

**6. Minimum Average Time Requirement (MATR)**

Usage is subject to an average of one minute per completed call in each rate period for each billing period. This means that if the average duration per call in any rate period during each billing cycle is less than one minute, billing will be based on an average duration of one minute per call.

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**107.1 800 SERVICELINE OPTION**

**D. Application of Monthly Rates for Access Line and Usage (Cont'd)**

**7. Method of Determining Rates**

- a. Determine the total number of calls for the service group.
- b. Determine the equivalent hours used by applying the minimum average time requirement of sixty (60) seconds (1 call = 1 minute)
- c. Determine the total actual hours used for the service group.
- d. Determine the chargeable hours which is the greater of b. or c., preceding, rounded to the nearest tenth (one decimal place).
- e. Determine the number of access lines in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty (30) days. The result is rounded to the nearest hundredth, two decimal places.
- f. Determine the average use per line in the service group by dividing the chargeable hour in d., preceding, by the number of access lines in e., preceding.
- g. Determine the usage charge per line by multiplying the hourly rate in the appropriate taper(s) by the number of hours used in each taper and totaling these changes.
- h. Determine the total usage charge in the service group by multiplying the usage charge per access line in g., preceding, by the number of access lines in e., preceding.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION (Cont'd)**

**107.1.3 800 SERVICELINE OPTION**

**A. Description**

1. 800 Serviceline Option is a WATS-type service and is provided by the Company within a Local Access and Transport Area (LATA) only.
2. The 800 Serviceline option customer is furnished an 8XX number (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) to be associated with an individual line or trunk. 800 Serviceline option is an option served over an exchange access facility and does not include an access line. One 8XX number may be assigned to any existing or newly provided exchange telephone number which allows for the completion of 8XX calls in addition to all other usage normally handled on this termination.
3. Intrastate 800 Serviceline option may be provided jointly by the Company and the Interexchange Carrier on a complementary basis. With complementary service, the Company provides the 8XX number to be associated with an individual line or trunk, transports the intraLATA traffic and bills both the 8XX number and intraLATA usage to the end user as set forth in this Catalog. The interLATA traffic is transported and billed by the Interexchange Carrier as set forth in 7.1.A.5., preceding.
4. Message detail (calling number/calling location, where possible and duration of calls) is included unless otherwise requested by the customer.
5. Billing is based on a specified rate per hour as defined in D., following. Volume discounts may apply.
6. 800 Serviceline option is provided where technology allows.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**107.1.3 800 SERVICELINE OPTION (Cont'd)**

**B. Terms and Conditions**

**1. Area of Service**

An 800 Serviceline option message must originate and terminate within the same LATA within the state.

**2. Completion of 800 Serviceline Option Messages**

800 Serviceline option is furnished upon condition that the customer obtain adequate facilities to permit the use of this service without interfering with this service or impairing it or without injurious effects upon it or any other service rendered by the Company. The Company, without incurring any liability, may terminate or refuse to furnish 800 Serviceline option to any customer who fails to comply with said conditions, provided that, in case of a termination of service, at least five days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for such cause.

**3. Company Liability**

- a. The Company's liability, if any, for its willful misconduct is not limited by the Catalog. With respect to any other claim or suit, by a customer for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions of b. through e., following, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the 800 Serviceline Option Service, for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Catalog as an allowance for interruptions.



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**107.1 800 SERVICELINE OPTION**

**107.1.3 800 SERVICELINE OPTION**

B.3. (Cont'd)

- b. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use of; against claims for infringement of patents arising from combining with, or using in connection with, any apparatus or any systems of the customer, or facilities furnished by the Company; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.
- c. No carrier participating in this service shall be liable for any act or omission of any other carrier also participating in the service.
- d. The Company shall not be responsible to the customer, if changes in facilities, equipment, operations or procedures of the Company require that the 800 Serviceline telephone number be changed.
- e. The Company will not be liable for any act or fraud of any customer.

**C. Priority of Services**

- 1. The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 12 of the Access Service Catalog.
- 2. Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**107.1.3 800 SERVICELINE OPTION (Cont'd)**

**D. Application of Monthly Rates**

**1. Chargeable Time**

- a. Chargeable time begins when connection is established between a party associated with 800 Serviceline termination and the calling or called party.
- b. Chargeable time ends when the calling party "hangs up" thereby releasing the network connection. If the called party "hangs up" but the calling party does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When 800 Serviceline option is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection within the 800 Serviceline option so that the chargeable time may begin.
- d. All calls completed in one billing period through 800 Serviceline option will be billed a minimum of thirty (30) seconds per call.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**107.1.3 800 SERVICELINE OPTION**

**D. Application of Monthly Rates (Cont'd)**

**2. Minimum Service Period**

The minimum service period for 800 Serviceline option is one (1) day.

**3. Fractional Periods**

- a. The charge for a fractional part of a month will be a proportionate part of the monthly rate based on the actual number of days the service is provided.
- b. For the purpose of administering this regulation with respect to the determination of the charge for a fractional part of a month, every month is considered to have thirty (30) days.

**4. Termination of Service for Cause**

Upon nonpayment of any undisputed sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, without incurring any liability, discontinue furnishing the service, upon proper notice.

**5. Allowance for Interruptions**

When 800 Serviceline option is interrupted, the credit allowance is the same as for the service with which it is associated.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**107.1.3 800 SERVICELINE OPTION (Cont'd)**

**E. Rates and Charges**

**1. 800 Serviceline Option**

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Each	WFA++	\$3.00
• With suppression of message detail, each	WFS1X	3.00
		<b>NONRECURRING CHARGE</b>
• Changes		\$15.00

**2. Usage Rate for 800 Serviceline Option**

- a. The hourly rate for 800 Serviceline is \$7.20. Fractional hours will be rounded to the nearest tenth of an hour.
- b. All usage in excess of \$60.00 will be discounted by the following percentages.

<b>AMOUNT</b>	<b>DISCOUNT</b>
0 thru \$60.00	0%
\$60.01 thru \$200.00	10%
\$200.01 thru \$500.00	12%
\$500.01 thru \$1,000.00	15%
Over \$1,000.00	20%

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION (Cont'd)**

**107.1.4 ANCILLARY WATS SERVICE**

**A. Monthly Rates for Access Line Extensions**

1. Access line extensions are provided only within the same LATA in this State.
2. The minimum service period for an access line extension is one month.
3. When a WATS access line has more than one termination, one is designated as the access line main station. All other terminations of the same access line are designated as access line extensions.

**USOC**

• Access Line Extensions[1]

- First extension
- Each additional extension

**NX3**  
**EWV**

**B. Access Line Terminations**

1. WATS rates as specified in 7.1.2, include the furnishing of an access line to the customer's premises.
2. Access lines may be equipped for Touch-Tone service where facilities permit.

**C. Allowance for Interruptions**

Allowances for interruptions apply to each WATS access line as set forth as follows:

1. When WATS access line is interrupted for a period of less than two (2) hours after the trouble is reported to the Company, no credit applies.

[1] Rates and charges for Exchange Service Extension Service as specified in the Private Line Transport Service Catalog, apply.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 800 SERVICELINE OPTION**

**107.1.4 ANCILLARY WATS SERVICE**

**C. Allowance for Interruptions (Cont'd)**

2. When the WATS access line is interrupted for a period of two (2) hours to twenty four (24) hours after the trouble is reported to the Company, the following credit applies.

**CREDIT  
ALLOWANCE**

- Allowance

\$6.20

3. When the WATS access line is interrupted for a period of more than twenty four (24) hours after the trouble is reported to the Company, a credit applies for each twenty four (24) hour period or any fraction thereof.

**CREDIT  
ALLOWANCE**

- Allowance

\$6.20

4. The credit set forth in C.2. and C.3., preceding, includes all credit to be applied for an interruption.

5. None of the prior credit allowances will be made for:

- Non-completion of WATS messages due to busy network conditions, or
- Interruption of service due to customer provided equipment or systems, or
- Interruption of service due to the negligence of the customer, or
- Interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated, or
- Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangement.

6. Long distance message telecommunications service furnished at a customer's request, when WATS is interrupted, is charged at the long distance telecommunications rates.

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**8. CONNECTIONS OF PREMISES EQUIPMENT TO**  
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**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SERVICES****8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE****A. General**

Equipment (including protective circuitry), communications systems, and premises wiring connected to telecommunications services furnished by the Company are generally subject to Title 47, Telecommunication, of the Code of Federal Regulations, Part 68, Connection of Terminal Equipment to the Telephone Network (47 CFR 68), commonly known as the FCC's Registration Program.

Equipment and systems not subject to 47 CFR 68 which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in 47 CFR 68.

**B. Customer Responsibility**

1. The customer shall be responsible for the installation, operation and maintenance of any customer equipment or system. No combinations of customer equipment or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a customer equipment or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a Trouble Isolation Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of the customer's equipment or system, as described in Section 13.2.C.13.
3. **All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.1 (Multi-Line Telephone Systems).**

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**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES**  
**WIRE (Cont'd)**

**C. Company Responsibility**

1. Telecommunications services are not represented as adapted to the use of customer equipment or systems. Where customer equipment or systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for a. the through transmission of signals generated by the customer equipment or systems or for the quality of, or defects in, such transmission, or b. the reception of signals by customer equipment or systems, or c. address signaling where such signaling is performed by customer signaling equipment.
2. The Company will, at the customer's request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit customer equipment to operate in a manner compatible with telecommunications services.
3. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with 47 CFR 68. If such changes can be reasonably expected to render any customer's equipment or system incompatible with telecommunications services, or require modification or alteration of such customer equipment or systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

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**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES**  
**WIRE (Cont'd)**

**D. Recording of Two-Way Telephone Conversations**

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer voice recording equipment may be directly, acoustically or inductively connected with telecommunication services as follows:

1. Customer recording equipment may be connected to the Telecommunications Network provided that, when such connections are made the voice recording equipment shall be so arranged that at the will of the user it can be activated and deactivated. In addition, one of the following conditions must apply:
  - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
  - b. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of:
    - The recording equipment; or
    - Customer registered or grandfathered protective circuitry; or
    - A grandfathered Company connecting arrangement.

In the case of municipal fire and police departments which have central office lines used exclusively for the receipt of local or intrastate fire or police emergency calls and are attended at all times for such purposes, recorder-connector equipment without the automatic tone device may be furnished for use with such systems provided that the proper municipal authority certifies that these conditions will be observed.

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**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

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

c. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

- The licensee informs each party to the call of its intent to broadcast the conversation; or
- Each party to the call is aware of the licensee's intent to broadcast the call; or
- Such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

2. The FCC has established the following exceptions to the foregoing requirements.

a. Recordings made of incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:

- Recordings made at the United States Department of Defense Command Center of emergency communications transmitted over the Department of the Defense's private line system when connected to MTS, WATS or local exchange service, and
- Recordings made by the United States Nuclear Regulatory commission of the Department of Energy with respect to the telephone systems located at its Operations Center.

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**WIRE**

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

- b. Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
- c. Recordings of calls made by Federal, State or local law enforcement authorities, or federal intelligence authorities, under color of law.

**E. Acoustic or Inductive Connections**

Customer voice or data terminal equipment may be acoustically or inductively connected to Company-provided terminal equipment provided the connection is made external to the terminal equipment. Such connections are subject to the Minimum Protection Criteria specified in 47 CFR 68.

Customer tone-type address signaling is permitted through such connections, however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

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**WIRE (Cont'd)**

**F. Violation of Regulations**

When any customer equipment or system is used with telecommunications services in violation of any of the provisions of 47 CFR 68 or this 8.1., the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Catalog.