

CenturyTel of the Gem State, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 2

Issued: 5-31-13

TITLE PAGE
Release 1
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SCHEDULE OF
RATES, CHARGES, AND TERMS AND CONDITIONS FOR SERVICE
GOVERNING THE FURNISHING OF
TELEPHONE SERVICE
IN THE STATE OF IDAHO
INCLUDING EXCHANGES AT
BRUNEAU, GRAND VIEW, GRASMERE-RIDDLE, AND RICHFIELD

Cancels and Replaces I.P.U.C. No. 9
CenturyTel of the Gem State, Inc., d/b/a CenturyLink

Transmittal No. 13-02

Idaho Public Utilities Commission
Office of the Secretary
ACCEPTED FOR FILING
July 2, 2013
Boise, Idaho

**CenturyTel of the Gem State, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 2**

ADOPTION NOTICE PAGE

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Effective July 28, 2009, CenturyTel of the Gem State, Inc. registered the fictitious name CenturyLink. Effective October 19, 2009, CenturyTel of the Gem State, Inc. d/b/a CenturyTel, began operating under the name CenturyLink. As such, CenturyTel of the Gem State, Inc. d/b/a CenturyLink 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 Service Commission, State of Idaho, by or adopted by CenturyTel of the Gem State, Inc. d/b/a CenturyTel between May 8, 1998 and October 18, 2009.

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

Transmittal No. 13-02

**Idaho Public Utilities Commission
Office of the Secretary
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Boise, Idaho**

CenturyTel of the Gem State, Inc. d/b/a CenturyLink
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PRELIMINARY STATEMENT

Page 1

Release 1

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PRELIMINARY STATEMENT

I. ESTABLISHMENT OF CATLOG NO. 2

Catalog No. 2 is established to provide schedules of rates, charges, terms and conditions for CenturyTel of the Gem State, Inc.

II. RATES, CHARGES, AND TERMS AND CONDITIONS FOR SERVICE

Rates, charges, terms and conditions stated herein apply uniformly to all exchanges.

Local exchange service and other offerings which are not universal to all exchanges will be noted as such and they shall apply only to the exchange where applicable.

III. EXPLANATION OF SYMBOLS

(C) Signifies a changed term or condition -- the meaning or concept is changed.

(D) Signifies a discontinued rate, term or condition.

(I) Signifies an increased rate.

(K) Signifies material has been transferred to another sheet or place in the catalog.

(M) Signifies material has been transferred from another sheet or place in the catalog.

(N) Signifies a new rate, charge, term, condition or sheet.

(O) Signifies no change.

(R) Signifies a reduced rate.

(T) Signifies a change in text for clarification -- such things as spelling corrections and rewording for clarification fall into this category.

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PRELIMINARY STATEMENT (Cont'd)

IV. EXCHANGES

Telephone service is provided in the following exchanges as authorized by the Idaho Public Utilities Commission:

Bruneau
Grand View
Grasmere-Riddle
Richfield

V. TRADE NAMES, TRADEMARKS AND SERVICE MARKS USED IN THIS CATALOG

The following list of trade names, trademarks and/or service marks which may be used for services offered in this catalog are owned by CenturyLink **Communications, LLC** and are used by **the Company** with permission. Trademark and service mark designations will not be listed hereafter in the Catalog. However, the laws regarding trademarks and service marks are applicable.

(C)
(C)

Trade names, trademarks and service marks that are owned by CenturyLink **Communications, LLC** cannot be used by another party without authorization.

(C)
(C)

Service Mark/Trademark:

CenturyLink®

Lumen®

Lumen Technologies®

Trade Name:

CenturyLink

(N)
(C)
|
(C)

CORE CONNECT®

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(D)

[1] Grandfathered to existing customers at their present location.

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DEFINITIONS

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DEFINITIONS

Access Line

Serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company-provided and maintained. They 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.

Accessories

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically or inductively connected to the communications path in the telephone system.

Additional Listing

Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled in connection with his regular service.

Alternate Listing

An additional telephone number of the same or another subscriber to be called in the event there is no answer at the subscriber's station.

Air Line Mileage

The shortest distance between the points involved.

Applicant

An individual or concern making application to the Company for telephone service, or the installation of facilities.

Base Rate Area

That section of an exchange area within which base rates apply without mileage charges and which usually contains the more compact continuous development.

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DEFINITIONS

Battery Power

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

Branch Exchange Service

See Private Branch Exchange Service.

Bridged Lines

See Combination Main Service.

Business Service

Business service is exchange service furnished to customer whose actual or obvious use of the service is for conducting a business, trade, or profession or whose use of the service is obviously not confined to domestic use.

Central Office

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Channel

A path for communication or signaling between two or more locations which provide service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Class of Service

The various categories of service generally available to the customer: business, residence, public and semi-public.

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DEFINITIONS

Combination Main Service

This service provides for serving separate business and residence locations from the same one-party line with separate rings for each location.

Communications Systems

Denotes channels or other facilities which are capable, when not connected to telephone **service**, of communications between customer-provided terminal equipment or Company stations. (D)

Company

CenturyTel of the Gem State, Inc.

Connecting Arrangement

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

Contiguous Exchanges

Two exchanges whose boundaries adjoin.

Continuous Property

Property owned or leased and occupied by a customer, which is not separated by public thoroughfare or by property occupied by others.

Customer

See Subscriber.

Customer-Provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telephone system, are so connected as to conform with Part 68 of the F.C.C. rules.

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DEFINITIONS

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 assure compliance with criteria set forth in this catalog.

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.

Design Services

A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

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Digital Switched Service (DSS)

Digital Switched Service provides digital local exchange service for Business users, and is an alternative to analog trunks.

Direct Electrical Connection

Denotes a physical connection of the electrical conductors in the communications path.

Direct Inward Dialing

A service provided to customers which permits both locally dialed and toll calls to be directed to terminating equipment without the assistance of an operator.

Directory Listings

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

Electrical Connection

See Direct Electrical Connection.

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DEFINITIONS

Exchange

An exchange is a specified area established for the furnishing of communication service. It usually embraces a city, town, village, or unincorporated community and environs thereto and may consist of one or more central offices, together with the associated plant used in furnishing service within that area.

Exchange Area

An area within which the Company holds itself out to render exchange telephone service from the central office or offices serving that area in accordance with the provisions of the catalogs.

Exchange Service

See Local Service.

Extended Area Service

Interexchange telephone service furnished at flat or message rates between one or more exchanges.

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.

Facilities

Supplemental equipment, apparatus, drop wiring, poles, cables and other materials and mechanisms necessary to, or used in connection with telephone service.

Flat Rate Service

Service furnished at a fixed monthly charge.

Foreign Exchange

Any exchange other than that in which the customer is located.

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Foreign Exchange Service

Exchange service furnished a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off-premises station service furnished a customer in an exchange other than that in which the customer's primary station is located.

Individual Line Service

See One-Party Service.

Installation Charge

An initial non-recurring charge made to cover all or a portion of the cost associated with the installation of telephone facilities.

Instrumentalities

The telephone instruments, switching devices and associated equipment, including drop wire, located on a customer's premises. In the case of private branch exchange service, the instrumentalities include the switchboard.

Interexchange Receiving Service

A combination of exchange and toll service, whereby a business customer in one exchange may arrange to receive calls placed to a special number by customers from another exchange. The customer agrees to accept such calls on a prepaid station toll call basis. The special number may be published in the directory of the exchange where the call originates.

Joint User

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

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DEFINITIONS

Key

A switching device for connecting and disconnecting circuits, equipped with push button or lever for manual operation.

Key Equipment

An arrangement of equipment, using keys and associated wiring, to provide various supplemental services in connection with telephone stations.

Key Telephone Set

A telephone set equipped with keys or buttons in the mounting.

Line Extension

A line extension is the outside plant required in addition to existing facilities to render telephone service, exclusive of instrumentalities.

Local Exchange

The exchange in which the primary exchange access line is provided and its main telephone instrument is located.

Local Message

A communication between a calling station and any other exchange station within the local service area of the calling station.

Local Private Line

A line located wholly within an exchange, furnished for the customer's own use for communication or signaling between points on that line.

Local Service

Telephone service furnished between customer's stations located within the same local service area.

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DEFINITIONS

Local Service Area

The area within which telephone service is furnished under a specific schedule of rates. This area may include one or more exchanges without the application of toll charges.

Main Station

The primary station instrument connected to the utility's central office access line.

Measured Service [1]

(C)

A service for which charges are based upon minutes of use within the same local or message rate calling area.

Message

A completed customer telephone call.

Mileage

Additional recurring charges based on distance measurement as provided in the schedules.

Minimum Contract Period

The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

[1] Measured Rate Service is grandfathered for residence and business Individual Lines. Availability is limited to lines currently in service at existing locations for existing residence and business Individual Line customers.

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DEFINITIONS

Network Control Signaling

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

Network Control Signaling Unit

Terminal equipment for the provision of network control signaling.

Non-Contiguous Exchanges

Two exchanges whose boundaries do not adjoin.

Non-Listed Telephone Number Service

The omission of the customer's name and telephone number from the telephone directory, but including the name and number in "Directory Assistance" listings.

Non-Published Telephone Number Service

The omission of the customer's name and telephone number from both the telephone directory and the "Directory Assistance" listings.

Non-Recurring Charge

A non-recurring charge applicable to the installation of telephone service and facilities or the provision of other standard services provided by the company.

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DEFINITIONS

Off-Premises Stations and Extensions

Off-premises stations are appearances of a private branch exchange station or line on premises other than that in which is located the switchboard or switching equipment, or primary extension station or line.

Off-premises extensions are additional appearances of a private branch exchange or key system station line, or an additional appearance of a one-party access line or station, at a location outside the premises in which is housed the primary station line or access line.

One-Party Service

A grade of exchange service furnished by means of a central office line arranged to serve one primary station only, although additional stations may be connected to the line as extensions.

Party Line Service

A grade of exchange service furnished by means of a central office line arranged to serve more than one primary station.

Payphone Services

Payphone Services provide telephone service to customer-leased or owned payphones with or without coin collecting devices.

Permanent Disconnect

A service is permanently disconnected when the customer's service has been totally discontinued.

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DEFINITIONS

Premises

Business Premises is:

The building, portion or portions of a building used and occupied at one time by the subscriber in the conduct of his business. Where floor space in adjoining or adjacent buildings is made continuous in extent at one or more floor levels by suitable conduit or covered walkways furnished by the subscriber, all floor space in both buildings is considered as the same premises insofar as the subscriber who uses and occupies such continuous floor space is concerned.

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Residence Premises is:

That portion of an individual house or building occupied by one family, or one flat or apartment occupied by one family. Private garages and caretaker's quarters and other locations, such as private laundries, patios, garden houses, private boat houses, and private swimming pools, which are a part of the subscriber's domestic establishment and used in connection with an individual residence will be considered as a part of the premises of that residence if (a) located on the same continuous property, (b) not more than 100 feet from the main building, and (c) not separated from the residence by a public highway.

Primary Telephone

A primary main station telephone connected to an exchange access line in the customer's principal place of business or residence.

Private Branch Exchange Service

Private branch exchange service is furnished by means of trunk lines directly connected from a Company central office to a branch switchboard on a customer's premises from which connection is made to stations located at various locations of the customer's operations for the exclusive use of the customer or his authorized agents.

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(M) Material moved from Page 10.

(M1) Material moved to Page 12.

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DEFINITIONS

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Release 3

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DEFINITIONS

Private Line

A circuit provided to furnish communication only between two or more instrumentalities directly connected to it, and not having connecting with either central office or PBX switching apparatus.

Residence Service

A class of exchange service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for social or domestic purposes.

Route Mileage

The distance measured along the route of the circuit between any two or more given points on that circuit.

Rural Line Service

See Multi-Party.

Service Connection Charges

See Installation Charge.

Service Point

When used in connection with customer-provided communications channels, denotes the point on the customer's premises where channels provided by or furnished to the customer are terminated in switching equipment used at least in part for communications with stations or customer-provided terminal equipment.

Special Design Service

See "Design Service"

Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

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DEFINITIONS

Subscriber

A person, firm partnership, corporation, municipality, cooperative organization, governmental agency, etc., receiving service from the Company.

As used in this catalog, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm may therefore be considered as two or more separate subscribers even in the same exchange. The privileges, restrictions, and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual or firm, is contemplated or to be implied, except when definitely provided for in the schedules.

Suburban Area

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

Suburban Service

Service provided outside the base rate areas as defined in this catalog.

Supersedure

The transfer of service, including the telephone number, from one customer to another with the express consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing.

Supplemental Equipment

Equipment for the special needs or convenience of customer.

Supplemental Base Rate Area

A base rate area encompassing an area of relatively high density of population, entirely separated from the main base rate area of an exchange and in which mileage charges do not apply.

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DEFINITIONS

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DEFINITIONS

Tariff

The rates, definitions, charges, rules and regulations adopted and filed by the Company and approved by the Idaho Public Utility Commission.

Telephone Answering Service

A subscriber engaged in the business of answering telephone calls for others.

Temporary Disconnect

The suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnect of service.

Temporary Service

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

Terminal Loop

The wire facility used to serve off-premises stations.

Termination Charge

The charge applicable when an agreement for service is terminated by the customer before the expiration of the minimum agreement period.

Tie Line

A telephone circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines to a central office of the Company.

Toll Line

A toll line is a line between two or more exchanges or toll stations over which service is furnished on a toll message rate basis.

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DEFINITIONS

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DEFINITIONS

Toll Rate

The charge prescribed for toll messages based upon the duration of the message and distance between exchanges.

Toll Message

A completed call between two exchange stations located in different local service areas, between two toll stations, or between a toll station and an exchange station.

Toll Service

Telephone service between exchanges or locations for which a toll rate is charged.

Toll Terminal Service

Toll terminal service involves a telephone line which is connected directly to toll switchboard positions.

Trade Name

The name or style under which a concern conducts its business and by which it is generally known to the public.

Trunk Line

A telephone circuit between two central offices or between a private branch exchange and a Company central office.

Type of Service

Refers to flat rate service, message rate service or payphone service.

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TERMS AND CONDITIONS

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No. 1

DESCRIPTION OF SERVICE

A. General

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

Each exchange area is generally divided into a base rate area and a suburban area.

Each individual and party line will be terminated on a Telephone Company provided protector.

Where commercial power is required in the operation of equipment and service, the subscriber, where requested, shall furnish, install, and maintain the necessary power wiring and power outlet on his premises and supply any necessary electrical energy at his expense.

Any special structural work required for supporting telephone equipment or telephone wiring on the subscriber's premises shall be provided at the expense of the subscriber.

The subscriber shall provide on his premises and at his expense, space, satisfactory to the Company, for placement of all equipment and facilities necessary for the furnishing of service to him.

The provision of service outside the exchange area is at the option of the Company within the rules established by the Idaho Public Utilities Commission.

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DESCRIPTION OF SERVICE

B. Service

The Company renders service within the exchange area under its Effective October 15, 2000 rate schedules as follows:

1. Class of Service

- a. Business Service
- b. Residence Service

2. Type of Service

- a. Flat Rate Service
- b. Measured Rate Service [1]
- c. Payphone Services
- d. Foreign Exchange Service

(C)

C. Application of Service

Business and residence service and private branch exchange system service are rendered in the suburban area under rates for that service applicable in the base rate and supplementary base rate areas.

Miscellaneous service, including local private line furnished by the Company under its schedule or rates.

Service is furnished at the rates shown in the Exchange Service schedules where the stations of the subscriber are on the premises in which the primary station, private branch exchange switchboard or telephone answering equipment is located.

[1] Measured Rate Service is grandfathered for residence and business Individual Lines. Availability is limited to lines currently in service at existing locations for existing residence and business Individual Line customers.

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No. 1

DESCRIPTION OF SERVICE

D. Application of Rates

The applicability of business and residence rates is governed by the actual or obvious use made of the service. The use to be made of the service will be ascertained from the applicant at the time of application for service.

1. Business rates apply at the following locations:

- a. In offices, stores, factories, and all other places of a strictly business nature. (T)
- b. In boarding and rooming houses, colleges, clubs, libraries, lodges, hospitals, public, private, and parochial schools, offices, lobbies and halls of hotels, apartment buildings, churches, and other similar institutions. (T)
- c. At any location when the listing of "office" is provided, or when any title indicating a trade or profession is listed (except as may be modified under the directory listing terms and conditions governing directory listing service), or when the substantial use of the service is occupational rather than domestic. (T)
- d. At residence locations with an off-premises business extension or when the subscriber has no regular business telephone service and the use of the service by himself, members of his household, or his guests, is more of a business than residence nature as might be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise. (T)
- e. Where the place of business and the residence of a subscriber are in the same premises and no telephone is installed in the place of business. (T)
- f. In general, at any place where the substantial use of the service is occupational rather than domestic. (T)

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DESCRIPTION OF SERVICE

D. Application of Rates (Cont'd)

2. Residence rates apply at the following locations:

a. In private residences, in residential apartments of hotels and apartment houses; and in boarding houses and rooming houses having not more than five rooms available for rent, when business listings are not provided and when all stations are in locations which are a part of a domestic establishment. (T)

b. In the homes of nurses, clergymen, and in the place of residence of a physician, dentist, veterinary, surgeon, or other medical practitioner provided the subscriber does not maintain an office in the residence. (T)

3. If it is found that a subscriber is using residence service for business purposes, the Company will thereafter require the subscriber to take business service, except in cases where the subscriber thereafter uses the service for social or domestic purposes only.

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APPLICATION FOR SERVICE

The Company may require an applicant to sign an application form furnished by the Company, and to establish his credit as provided in these Terms and Conditions, as conditions precedent to the establishment of service.

The furnishing of service by the Company and acceptance thereof by the subscriber shall be deemed to constitute an agreement between the Company and the subscriber and payment of the rates and charges under the applicable schedules in effect from time to time.

The Company will accept oral or written application from a subscriber for addition to or changes in the existing service of such subscriber.

An application is merely a request for service and does not in itself bind the Company to serve except under reasonable conditions, nor does it bind the applicant to take service.

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:

A. Cancelled by Applicant

1. If cancellation is requested prior to the start of installation, the application will be cancelled by the Company and no charge applies.
2. 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 following charges:
 - a. A charge equal to the estimated costs incurred in such installation less estimated net salvage.
 - b. The basic termination charge, installation charge, or service connection charge, as appropriate.

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APPLICATION FOR SERVICE

A. Cancelled By Applicant (Continued)

NOTE: Installation is considered to have been started when the Company incurs any expense in connection therewith or in preparation therefor which would not otherwise have been incurred, provided:

- (1) The customer has advised the Company to proceed with the installation, and
 - (2) The Company has accepted the order.
3. 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.

B. Cancelled by the Company

If applicant refuses to comply with the Company's Terms and Conditions prior to the establishment of service, the Company may cancel the application, in which event any amount collected from the applicant will be refunded.

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No. 5

DEPOSITS & TERMINATIONS

We adopt by reference the Rules and Regulations For All Telephone Companies Under the Jurisdiction of the Idaho Public Utilities Commission as amended in Order No. 21767 in Case No. 31.D-R-88-1 by the Idaho Public Utilities Commission and all amendments to those rules which may be hereafter adopted by the Idaho Public Utilities Commission.

Customer Requested Termination of Service

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 Terms and Conditions No. 6, Rendition and Payment of Bills, E.

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 Terms and Conditions No. 6, Rendition and Payment of Bills, E.

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**

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TERMS AND CONDITIONS

No. 5

DEPOSITS & TERMINATIONS

Company Initiated Termination of Service

a. Customer Denied Access

The Company may either temporarily suspend service or terminate the service to any person, firm or corporation who fails to respond or who otherwise denies the Company access to the premises when such access is deemed necessary by the Company to maintain, transfer or otherwise modify service. The Company shall notify the customer at least 30 days prior to service suspension or termination. The Company shall waive any associated reconnection charges if such reconnection is made within 30 days, except that the Company does not guarantee the same phone number will be available if reconnection is requested.

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No. 6

RENDITION AND PAYMENT OF BILLS

A subscriber for service shall be responsible for the payment of all exchange, toll, and other charges applicable to the subscriber's service, including local, state and federal taxes made in accordance with the Company's schedules of rates and Terms and Conditions as contained in this catalog.

A. Bills

Regular monthly bills may contain a notation regarding payment of the bills and discontinuance of service.

For billing purposes each month is presumed to have 30 days.

B. Rendition of Bills

1. Flat Rate Exchange Service and Payphone Service

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

2. Toll Service and Measured Service

Bills for toll service will be rendered monthly in arrears, except, at the option of the Company, they may be rendered daily, weekly, or any other period in arrears. Measured Service usage charges are rendered monthly in arrears.

C. Minimum Contract Period

Except as specified elsewhere in this catalog, the minimum contract period is one month from the date service or additions to service are established. The minimum charge is the established rate for one month.

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No. 6

RENDITION AND PAYMENT OF BILLS

D. Payment of Bills

1. Payment of bills for telephone service shall be made at the office of the Company or to a duly authorized collector of the Company.
2. Closing bills, special bills, bills rendered on vacation of premises or bills rendered to persons discontinuing exchange service are payable upon presentation. Service Connection Charges and deposits for the establishment or re-establishment of service are payable before service is installed or restored.
3. Restoration of service charges and deposits for the establishment or re-establishment of credit when applicable are payable before service will be established or restored.
4. The Company may require the payment of service connection charges before service is established.
5. Retroactive billing adjustments will not be made for a period exceeding five years.

E. Prorating of Opening and Closing Bills

Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. 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 Terms and Conditions No. 5, Customer Requested Termination of Service.

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No. 7

LIABILITY OF THE COMPANY

A. GENERAL LIABILITY

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission or provisioning service occurring in the course of furnishing a service and not caused by the negligence of the customer, 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 occurs.
2. When the facilities of other companies are used in establishing connections to points not reached by the Company's facilities, the Company is not liable for any act or omission of the other company or companies.
3. The Company is not liable for any unavoidable damage to the subscriber's premises resulting from the attachment of its equipment and associated wiring on such premises, or from the installation or removal thereof.
4. The included catalog language does not constitute a determination by the Commission that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.
5. **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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No. 7

LIABILITY OF THE COMPANY

A. GENERAL LIABILITY (Cont'd)

- 6. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims and liabilities arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.**

(N)

(N)

B. TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

1. The subscriber 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 subscriber or by any other person, caused or claimed to have been caused directly or indirectly by the publication of the subscribers telephone number in its publicly distributed directories or the disclosure or non-disclosure of said number to any persons.

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No. 7

LIABILITY OF THE COMPANY

- B. TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS (Cont'd) (T)
2. The subscriber assumes full responsibility for the use of any name as a directory listing, and agrees to hold the Company free and harmless from any claims, loss, damage, or liability which may result from the use of such listing. The Company will not undertake to determine the legal, contractual or other right to the use of a name to be listed in the telephone directory of the Company. (T)
3. The Company's liability arising from errors in or omissions of directory listings, alphabetical section or classified, shall be limited and satisfied by a refund not exceeding the amount of the charges for such if the customer's service is affected during the period covered by the directory in which the error or omission occurred. (T)
- C. EMERGENCY COMMUNICATIONS SERVICE (T)
- The Company shall not be subject to liability in conjunction with providing consolidated emergency communications systems and related services except as stated following:
1. The Company shall not be liable to any person for the good faith release to emergency communications system personnel of information not in the public record including, but not limited to, nonpublished or nonlisted telephone numbers. (T)
2. The Company and its employees and agents shall not be liable in tort to any person for damages alleged to have been caused by the design, development, installation, maintenance or provision of consolidated emergency communications systems or services, unless such entities or person act with malice or criminal intent, or commit reckless, willful and wanton conduct. (T)
3. For purposes of this section, "reckless, willful and wanton conduct" is defined as an intentional and knowing action, or failure to act, creating an unreasonable risk of harm to another, and which involves a high degree of probability that such harm will result. (T)

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TERMS AND CONDITIONS

No. 9

CONSTRUCTION, MAINTENANCE AND USE OF FACILITIES

A. General

1. Except as otherwise provided in this catalog, the Company will, at its own expense, furnish, install, and maintain all facilities for basic service necessary to serve applicants or subscribers in accordance with its lawful rates, terms and conditions, and in accordance with its established construction standards.
2. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment. Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.
3. Except where designated by law, the type of construction (direct burial, underground conduit, or aerial) is the prerogative of the Company.
4. When the Company is requested to relocate, rearrange or change outside plant facilities from one type to another, the cost of constructing the new and removing the old construction shall be borne by the owners of the real property served or by others requesting such change or relocation.
5. The Company has the right of ingress and egress from the premises of subscribers 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 Terms and Conditions. The Company has the right to remove any and all of its property installed on the subscriber's premises at the termination of service as provided for in these Terms and Conditions.

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CONSTRUCTION, MAINTENANCE AND USE OF FACILITIES

A. General (Continued)

6. All telephone equipment and apparatus furnished by the Company shall be carefully used and shall not be removed from the subscriber's premises except by an authorized representative from the Company.

The subscriber will be held responsible for loss of or damage to any equipment or apparatus furnished by the Company, unless such loss or damage is due to causes beyond his control.

B. Obligation of Company

1. Furnishing of Service

- a. The Company's obligation to furnish service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.
- b. Where facilities beyond those normally required are provided to satisfy customer requests, charges based on the additional costs incurred will apply.
- c. When a customer orders installations which cannot be completed during scheduled working hours, he may be required to pay overtime charges. Such overtime charges will be the difference between straight time and overtime, and will be in addition to the normal installation, move or change charge. The customer must agree to this provision before such overtime work will be performed.
- d. When the construction of certain facilities is necessary for the furnishing of a service, the ownership of such facilities will be vested in the Company, even though all or a part of the cost of construction is borne by the customer.

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No. 9

CONSTRUCTION, MAINTENANCE AND USE OF FACILITIES

B. Obligation of Company (Continued)

1. Furnishing of Service (Continued)

- e. The Company will determine the type of facilities to be provided for the furnishing of a service.
- f. The Company will be reimbursed for the costs associated with customer requests for relocation or rearrangement of facilities.

2. Maintenance and Repair

- a. All costs associated with the maintenance and repair of services furnished by the Company will be borne by the Company except as specified elsewhere in this catalog.
- b. The Company will be reimbursed for any loss or damage to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.
- c. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

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TERMS AND CONDITIONS

No. 10

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 TERMS AND CONDITONS No. 10, 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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No. 10

PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

B. Terms and Conditions (Cont'd)

3. The following do not fall under the provisions of TERMS AND CONDITONS No. 10.
 - 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 service policy in effect at the time.
 - b. Marinas.
 - c. Mobile home parks, except as defined in TERMS AND CONDITONS No. 10, B.1.b.
 - d. RV parks, except as defined in TERMS AND CONDITONS No. 10, 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 TERMS AND CONDITONS No. 10.
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.

(N)

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No. 10

PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

B. Terms and Conditions

6. Developer/Builders' Responsibilities and Charges (Cont'd)

(T)

- b. If TERMS AND CONDITONS No. 10, 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 TERMS AND CONDITONS No. 10, B.7., following.

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No. 10

PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

B. Terms and Conditions

6. Developer/Builders' Responsibilities and Charges

(T)

b. (Cont'd)

- (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 TERMS AND CONDITONS No. 10, 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.
7. For the purpose of TERMS AND CONDITONS No. 10, 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 TERMS AND CONDITONS No. 10, 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.

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No. 10

PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS

B. Terms and Conditions (Cont'd)

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 TERMS AND CONDITONS No. 10, absent the execution of PAHD.
11. To the extent that the terms and conditions in TERMS AND CONDITONS No. 10 or the PAHD conflict with any terms and conditions of any other section in this Catalog, the terms and conditions set forth in TERMS AND CONDITONS No. 10, 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 service policy in effect at that time.

(N)

(N)

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TERMS AND CONDITIONS

No. 11

USE OF SUBSCRIBER SERVICE

- A. Subscriber telephone service, as distinguished from payphone service is furnished only for use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a subscriber's residential premises. The Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public or semi-public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such location, however, subscriber service may be installed, provided the instrument is so located that it is not accessible for public use.
- B. The resale of any service provided by the Company is not permitted except as provided elsewhere in this catalog or as specifically authorized by the Company.

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No. 12

SPECIAL INSTALLATIONS

The Company may require a contract period longer than one month at the same location in connection with special (non-standard) arrangements or for unusual construction, necessary to meet special demands, and involving extra costs.

Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Company and upon payment of the termination charge in addition to all charges due for service which has been furnished.

The termination charge will be based on the individual circumstances in each case as agreed upon at the time of installation.

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TERMS AND CONDITIONS

No. 13

ALLOWANCES FOR INTERRUPTIONS

When basic local exchange service is interrupted for a period of at least twenty-four (24) hours and at the customer's request to the Company, the Company may provide a reasonable credit allowance as a gesture of goodwill to satisfy the residential 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 which were rendered useless.

(C)

(C)

If the outage is caused by a natural disaster or other causes not within the Company's control and affecting large groups of customers, or in conditions where the personal safety of a repair technician would be jeopardized, the Company is not required to provide the above credit. When an outage is caused by the customer or the customer does not make a reasonable effort to arrange a repair visit within the service restoral deadline, or when the Company determines that the outage was caused by the customer's own equipment or inside wire, the company is not required to provide the above credit.

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TERMS AND CONDITIONS

No. 14

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

A. Directories

The Company will furnish to its local exchange subscribers, without charge, one directory per access line or trunk for the area in which the Company provides service. Copies of additional or other directories may be provided at a nominal charge.

Directories regularly furnished to customers shall remain the property of the Company.

B. 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. (T-M)
(M)

C. The Company reserves the right to make such changes in directory listings as may be required by law. (T-M)
(M)

D. Changes in Telephone Number (T-M)

The assignment of a number to a subscriber's telephone service will be made at the discretion of the Company. The subscriber has no proprietary right in the number, and the Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand. (M)
|
(M)

(M) Material moved from Page 21.

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No. 14

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

E. Non-Published Telephone Number Service

(M)
(T)

A subscriber may request that the telephone number of his service not be published in either the Company's directories or other Company records containing such information available to the general public. If the subscriber shall make such a request, the Company will take reasonable precautions:

1. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public; and
2. Except when required by law, not to disclose the number to any person other than representatives of law enforcement agencies, its own employees or representatives, or those of other telephone companies or other telephone subscribers who are billed for calls placed from non-published numbers.
3. 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.
4. A customer requesting non-published telephone number service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided non-published service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.

(M) Material moved to Page 20.

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No. 14

TELEPHONE DIRECTORIES, LISTINGS AND NUMBERS

F. Non-Listed Telephone Number Service

(T)

A subscriber may request that the telephone number of his service be published only in the Company records containing such information available to the general public. If the subscriber shall make such a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.

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

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No. 16

UNAUTHORIZED CONNECTIONS

In case any unapproved attachment or connection is made to telephone company facilities, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachment or connection; or to terminate the service.

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No. 17

SUPERSEDURE OF SERVICE

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Supersedure of Service.

(N)

(N)

An applicant who qualifies for the immediate establishment of service, may supersede to the service of a subscriber discontinuing that service, when the applicant is to take service on the premises where that service is being rendered and a notice to that effect from both the subscriber and the applicant is presented to the Company and where an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.

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No. 18

RESPONSIBILITIES OF THE CUSTOMER

Multi-Line Telephone Systems

A. 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: (T)

- 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 Terms and Conditions No. 7, A.5.

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No. 18

RESPONSIBILITIES OF THE CUSTOMER

Multi-Line Telephone Systems (Cont'd)

B. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:

- **On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;**
- **No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;**
- **No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.**

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(N)

(N)

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No. 18

RESPONSIBILITIES OF THE CUSTOMER

Multi-Line Telephone Systems (Cont'd)

B. (Cont'd)

- **Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.**
- **Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.**

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 Terms and Conditions No. 7, A.6.

(N)

(N)

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SCHEDULE 1

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SCHEDULE 1

BASIC EXCHANGE SERVICE

A. RATES[1]

Rural rates apply for service provided outside of the base rate area. Local Measured Service includes a 90 minutes monthly allowance, after which usage charges apply per minute for calls terminated within the local calling area. Flat Rated and Local Measured service from the same exchange will not be furnished concurrently to the same customer on the same premises.

	<u>Monthly Rate</u>	
1. BUSINESS ACCESS LINES *		
Flat Rated	\$39.77	
Rural, Flat Rated	43.27	
Local Measured [2]	31.77	(C)
Rural, Local Measured [2]	35.27	(C)
Payphone, Flat Rated	39.77	
Payphone, Rural, Flat Rated	43.27	
Payphone, Local Measured	31.77	
Payphone, Rural, Local Measured	35.27	
2. RESIDENCE ACCESS LINES		
Flat Rated	24.10	
Rural, Flat Rated	27.60	
Local Measured [2]	18.10	(C)
Rural, Local Measured [2]	19.60	(C)
3. LOCAL MEASURED USAGE CHARGE [2]		(C)
For each minute of use for calls terminated within the local calling area in excess of the 90 minute per month allowance, a charge of \$.03 per minute applies.		
4. BILLING DETAIL		
Detail billing measured service, per call	\$.01	
(Must be ordered in advance)		

* See Schedule 33 for trunk hunting rates.

[1] Rates shown on this sheet do not include the Idaho Telephone Assistance Program credit. Qualifying customers receive a reduction from the above rates as specified in following.

[2] **Measured Rate Service is grandfathered for residence and business Individual Lines. Availability is limited to lines currently in service at existing locations for existing residence and business Individual Line customers.** (N)
(N)

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SCHEDULE 1

BASIC EXCHANGE SERVICE

(T)

A. RATES (Cont'd)

5. NONRECURRING CHARGES

Non-recurring charges from Schedule 2 apply for installation of access lines, change of class of service, and activation of billing detail. Customers will be allowed to switch to or from local measured service at no additional charge during the 90-day period following the original implementation of the local measured option. The nonrecurring charge for billing detail will not apply if activated at the same time service is installed.

6. UNIVERSAL SERVICE FUND SURCHARGE

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.

7. IDAHO TELECOMMUNICATIONS SERVICE ASSISTANCE PROGRAM (ITSAP)

A surcharge assessed on all access lines to contribute toward funding the Idaho Telecommunications Service Assistance Program (ITSAP) or the State-Matching portion of the Lifeline program. The surcharge will remain in effect until otherwise modified, cancelled, or changed by the Commission.

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SCHEDULE 1

BASIC EXCHANGE SERVICE

(T)

B. EXTENDED AREA SERVICE (EAS)

EXCHANGE

CALLING AREA

Bruneau	Grandview, Mountain Home, Melba, Grasmere-Riddle, Boise, Caldwell, Eagle, Emmett, Idaho City, Kuna, Meridian, Middleton, Nampa, Star, Glens Ferry
Grandview	Bruneau, Mountain Home, Melba, Grasmere-Riddle, Boise, Caldwell, Eagle, Emmett, Idaho City, Kuna, Meridian, Middleton, Nampa, Star, Glens Ferry
Grasmere-Riddle	Owyhee(NV), Mountain City(NV), Mountain Home, Melba, Bruneau, Grandview Boise, Caldwell, Eagle, Emmett, Idaho City, Kuna, Meridian, Middleton, Nampa, Star, Glens Ferry
Richfield	Bliss, Buhl, Castleford, Dietrich, Eden, Gooding, Hagerman, Hazelton, Jerome, Kimberly, Murtaugh, Shoshone, Twin Falls, Wendell, Filer, Hollister

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SCHEDULE 1

BASIC EXCHANGE SERVICE

C. LIFELINE ASSISTANCE PROGRAMS

CenturyTel of the Gem State, Inc. d/b/a CenturyLink concurs in Section 5.2.6 of the [Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Catalog](#) for Northern Idaho, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program, Idaho Telephone Service Assistance Program, Tribal Lands Lifeline Program, and Tribal Link-Up Program within its serving area.

(T)

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SCHEDULE 1

BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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(D)

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BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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SCHEDULE 1

BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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SCHEDULE 1

BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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December 2, 2016
Boise, Idaho**

**CenturyTel of the Gem State, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 2**

SCHEDULE 1

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SCHEDULE 1

BASIC EXCHANGE SERVICE

C. **LIFELINE ASSISTANCE PROGRAMS (Cont'd)**

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SCHEDULE 1

BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

1. General

- a. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC)^[1]. Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP. (C)
- b. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.
- c. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

(M)

(M)

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.**

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(M) Material moved to Page 11.1, Release 1.

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations

a. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:

- Flat rate business individual lines – local exchange service terminating into a single line instrument.
- Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Cont'd)

- b. CLVP Feature Package, consisting of Customer's choice of any of the following features (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward-Remote Access
Call Waiting/Cancel Call Waiting
Three-Way Calling
Three-Way Calling with Transfer (Not currently available)
Call Return
Distinctive Ring
Message Waiting Indicator [1]
Voicemail [1]

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[1] This service is not regulated under this catalog.

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SCHEDULE 1

BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Cont'd)

- c. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein. (M)
- d. CLVP rates are based on line volume and a term commitment period of two years.[1] (C)
[2] Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines. (C) (M)

[1] Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog, and all contributory and eligible lines must be provided by a current CenturyLink ILEC. (T)(M) (M)

[2] **Effective July 1, 2023, 3, 4, and 5 year terms are no longer available to new customers. Customers under an existing 3, 4 or 5 year term commitment are grandfathered until the expiration date of their current term plan, after which they may enroll in a two-year term agreement at the tariffed rates then in effect. Otherwise, rates previously discounted under the grandfathered term plan will revert to month-to-month rates in effect for the services provided.** (N) (N)

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Cont'd)

- e. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in 10. following, in which instance a new tier will be established and will apply for all service locations.

- f. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.
- g. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in 2.a. preceding are both contributory to and eligible for the CLVP rates herein.^[1] However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement. (C)

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.** (N)

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(N)

BASIC EXCHANGE SERVICE

(N)

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

2. Regulations (Cont'd)

(M)

- h. Customers may select a CLVP tier lower than their actual quantity of contributory services.
- i. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.
- j. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits 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.
- k. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

3. Early Termination Liability

- a. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement multiplied by 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 $\$15.00 \times 50 \times 3 = \$2,250.00$.
- b. If during an annual review of Customer's account, the 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.^[1]
- c. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.
- d. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

(C)

^[1] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog and all contributory and eligible lines must be provided by a current CenturyLink ILEC.**

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BASIC EXCHANGE SERVICE

(N)

(N)

D. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

4. Application of Rates

- a. Touch Tone service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.
- b. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.
- c. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.
- d. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP)

4. Application of Rates (Cont'd)

- e. **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.** If, at the end of the **CLVP term commitment period**, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents. (C)

- f. If, at any time during **the term commitment period**, the Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period. (C)

- g. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

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BASIC EXCHANGE SERVICE

D. CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

5. Rates

- a. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month [1]

Number of Lines (Tier)/Minimum Line Requirement ^[2]	Two Year Term	Three - Five Year Terms ^[3]
10 - 49	\$33.99	\$32.99
50 - 499	32.99	31.99
500 - 999	31.99	30.99
1000 - 3000	30.99	29.99

(C)

- b. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement ^[2]	Two Year Term	Three - Five Year Terms ^[3]
10 - 49	\$5.00	\$5.00
50 - 499	5.00	5.00
500 - 999	5.00	5.00
1000 - 3000	5.00	5.00

(C)

[1] Touch Tone service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates

[2] **Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this catalog and all contributory and eligible lines must be provided by a current CenturyLink ILEC.**

[3] **Effective July 1, 2023, 3, 4, and 5 year terms are no longer available to new customers. Customers under an existing 3, 4 or 5 year term commitment are grandfathered until the expiration date of their current term plan, after which they may enroll in a two-year term agreement at the tariffed rates then in effect. Otherwise, rates previously discounted under the grandfathered term plan will revert to month-to-month rates in effect for the services provided.**

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SCHEDULE 1

BASIC EXCHANGE SERVICE

(N)

(N)

E. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate)

1. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten-Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company's services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

2. Application for Support

a. E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

b. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

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BASIC EXCHANGE SERVICE

(N)

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E. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate)
(Cont'd)

3. Receipt of Support

a. E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts to the Customer's invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer's account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

b. Other Funding Sources

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer's account or with a check corresponding to the appropriate amount of Support based on Service received.

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SCHEDULE 1

BASIC EXCHANGE SERVICE

E. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate)
(Cont'd)

4. Failure to Obtain Support

- a. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.
- b. The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.
- c. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

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BASIC EXCHANGE SERVICE

F. **RESERVED**

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BASIC EXCHANGE SERVICE

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

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SCHEDULE 2

NON-RECURRING CHARGES

A. Residence, Simple Business and Complex Business

(T)

1. Non-recurring charges apply for the establishment of service, reconnecting service which has been temporarily disconnected for non-payment and establishing miscellaneous services.
2. Service Charge - A non-recurring flat charge applicable to the initial establishment of service. This charge includes but is not limited to:
 - a. Establishment of basic access line service to the protector.
 - b. Directory service.
 - c. Number changes requested by the customer.
 - d. Establishment of any service as provided for in this catalog.

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SCHEDULE 2

NON-RECURRING CHARGES

A. **Residence, Simple Business and Complex Business**

(T)

3. Conditions

- a. Non-recurring charges are applicable for all services furnished to the customer as indicated throughout this catalog except as provided hereinafter.
- b. Non-recurring charges are not applicable for:
 1. Normal maintenance and repair of the Company's apparatus and service.
 2. Change or correction in billing name or address when there is not a change in responsibility and there is no connection, or disconnection in the service.
- c. The non-recurring charge applicable for the establishment of foreign exchange service is the total of those non-recurring charges applicable within the local and the foreign exchanges.

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SCHEDULE 2

NON-RECURRING CHARGES

A. **Residence, Simple Business and Complex Business (Cont'd)**

(T)

3. Conditions (Cont'd)

- d. The Company shall offer an option to applicants or customers to allow payment for the non-recurring product and service charges when the total exceeds \$40.00 in three (3) equal payments over the first three (3) billing periods after such service work is completed. A service fee of \$1.00 will apply to each deferred payment.
- e. Non-recurring charges are in addition to any other scheduled rates and charges that normally would apply in this catalog.
- f. The charges specified herein do not contemplate work being performed by the Telephone Company employees at a time when overtime wages apply, due to the request of the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made to compensate the Company for the extraordinary expenses incurred.
- g. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.
- h. A Service Date Change Charge may be applicable as described in H. of this Schedule 2 when customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date.**
- i. A Cancellation of Order Charge applies as described in I. of this Schedule 2 when customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs.**
- j. An Expedited order Charge as described in J. of this Schedule 2 applies when a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered.**

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Office of the Secretary
ACCEPTED FOR FILING
August 1, 2017
Boise, Idaho**

**CenturyTel of the Gem State, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 2**

SCHEDULE 2

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Release 6

Effective: 02-19-2021

Issued: 02-08-2021

SCHEDULE 2

NON-RECURRING CHARGES

A. Residence, Simple Business and Complex Business (Cont'd)

4. Returned Check Charge

The Company will assess a non-recurring charge as shown below for each instance where a check is returned or otherwise dishonored by a bank or equivalent business.

Returned Check Charge	\$20.00 (R)
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SCHEDULE 2

NON-RECURRING CHARGES

A. Residence, Simple Business and Complex Business (Cont'd)

5. Rate Schedule of Non-Recurring Charges

a. Service Charge

	<u>Nonrecurring Charge</u>
1) Each Network Access Line connected: Business and Residence	\$27.50
2) Changes requiring central office work only	12.40
3) Change in directory listing	9.00
4) Other changes of a Network Access Line, each	12.40

Note: Included in this category are off premises extensions, reconnection of service after a temporary disconnection, facility reservations, and other miscellaneous changes or rearrangements of a Network Access Line.

	<u>Nonrecurring Charge</u>
5) Supersedure of service	\$13.75
6) Maintenance of Service Charge (Trouble Isolation Charge)	

A non-recurring charge as shown below will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in customer-provided terminal equipment or a communications system which is arranged for connection to Telephone Company facilities.

	<u>Nonrecurring Charge</u>
Business and Residence	\$99.00 (I)

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NON-RECURRING CHARGES

B. Restoral Charges

A non-recurring service charge of \$12.40 will apply as required to restore the service of a customer who has been temporarily denied for nonpayment in accordance with the terms of this catalog. In case service has been denied for nonpayment of charges due, in addition to the charges for restoration, the customer will be required to pay all the last past due current exchange bill at the time of restoration of service. The charges for restoration will also apply in instances when payment is offered to an installer who is on the premises to disconnect a service for nonpayment.

C. Copy of Bill

In the event a customer requests a reprint of a monthly bill, regardless of the date on which the bill was rendered, a duplicate bill charge may apply. The one-time charge applies per copy provided, whether multiple copies of a single bill are requested, or whether single copies of multiple bills are requested.

(D)

(D)

A nonrecurring charge applies for each printed copy furnished.

	<u>Residence</u>	<u>Business</u>	
Reprint on paper, per bill copy provided	\$ 6.00 (I)	\$ 6.00 (R)	(C)

D. Returned Check Charge

Service charges, interest and/or collection costs may be billed for returned checks in accordance with appropriate sections of the Idaho Code.

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NON-RECURRING CHARGES

F. CALL LINE IDENTIFIER

A. Description

See CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER for applicable terms and conditions.

B. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$ 46.00	\$ 108.00
Renewal, Each	20.00	41.00

G. LATE PAYMENT CHARGE

A Late Payment Charge of **\$16.00** or 5% of the entire unpaid balance, whichever is greater, will be assessed to all customer payments received after the due date. (I)

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SCHEDULE 2

NON-RECURRING CHARGES

H. Service Date Change Charge

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in J. following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in I. following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a Field Connection Charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in I.1. following.

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SCHEDULE 2

NON-RECURRING CHARGES

I. Cancellation of Order Charge

1. A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

2. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as described in paragraph A. Cancelled by Applicant, of Terms and Conditions No. 2, Application for Service of this Catalog No. 2 unless specified otherwise elsewhere in this catalog for a particular service.

J. Expedited Order Charge

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, an expedited order charge may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting, unless set forth elsewhere for a specific service.

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SCHEDULE 3
MILEAGE CHARGES

A.	Rates	<u>Monthly Rate</u>
1.	Off-premises extension	\$9.00
2.	Terminal Loop, per loop, Non-Continuous Property	9.00
3.	Terminal Loop, Continuous Property, per 1/4 mile	2.00*

* Discontinued service available to existing customers only.

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SCHEDULE 3

MILEAGE CHARGES

B. Conditions (Cont'd)

1. Off-premises extension mileage will be based upon the airline mileage between the location of the service and the nearest point on the base rate boundary.
2. Terminal loop rates apply, in addition to basic rates, to extend an exchange access line off-premise of the primary station.
3. Where a terminal loop extends into the suburban area of an exchange, or the supplementary base rate area that does not have its own central office, mileage as shown above will also apply to the airline distance between the extension and the nearest point on the base rate area boundary.
4. Residence terminal loop service will not be extended to any business location.
5. A terminal loop may be extended to the premises of another customer only if the other location has separate access line service.

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SCHEDULE 4

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SCHEDULE 4

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

(T)

A. Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

B. Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

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TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

(T)

C. Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

D. Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

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TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

(T)

E. Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

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TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

(T)

F. Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated December 10, 2000.

G. Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this catalog which operate in conjunction with the TSP System.

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SCHEDULE 4

TELECOMMUNICATIONS SERVICES PRIORITY (TSP)

(T)

G. Rates and Charges (Cont'd)

1. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

Nonrecurring Charge

Per Access Line/Circuit	\$15.00
-------------------------	---------

2. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

a. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

3. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

Monthly Rate

Per Access Line/Circuit	\$5.00
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SCHEDULE 5

DIRECTORY SERVICES

A. Rates

Listing Type	Monthly Rate
Additional, Alternate, Cross-Reference, Line of Information, and Foreign Listing [1]	\$4.00
Non-published and Non-Listed Service	11.00

(C)

B. Conditions

1. General

- a. Listings will be limited to such information as is necessary for proper identification.
- b. A listing consists of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.
- c. The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.
- d. Business listings of individuals, firms, companies, corporations, associations or concerns must be the names under which the subscribers are conducting business.
- e. Titles are permitted in business or residence listings where required for the purpose of identification.
- f. Business or residence listings, other than names of individuals, may be arranged under a caption when, in the judgment of the Company, the employment of that caption will facilitate the use of the directory.

[1] Effective June 1, 2023, this service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

(N)
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(N)

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SCHEDULE 5

DIRECTORY SERVICES

B. Conditions

1. General (Cont'd)

(N)

- g. A trade name may be used as a business listing when the business is conducted under that name.
- h. Listings designed primarily to give publicity to a commodity or service are not accepted.
- i. Names which are commonly spelled in more than one way, or rearrangement of names, may be provided.

2. Primary Service Listings

- a. One listing which will include the name, address and telephone number of the individual, organization, firm or corporation, will be furnished in the alpha section at no charge for each primary station or each private branch exchange.
- b. Each business primary station or private branch exchange will receive one listing in the classified section at no charge, under a classification of the customer's choice.

3. Additional Listings

- a. Additional listings will consist of a name, the address of the premises on which the service is located, and the telephone number.
- b. Business additional listings may be the names of:
 - (1) another business conducted at the same address by the subscriber;
 - (2) departments or branches of a business;
 - (3) the owner or owners of a business; or
 - (4) **employees** or officers of a firm.

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SCHEDULE 5

DIRECTORY SERVICES

- B. Conditions (Cont'd)
- 3. Additional Listings (Cont'd)
 - c. When a subscriber to business service represents another individual, firm, corporation or association which does not physically occupy the same place of business with the subscriber, the subscriber may arrange for a listing under his telephone number for such an individual or firm at the additional listing rate.
 - d. Residence additional listings may be for any member of the subscriber's domestic establishment residing on the premises and the name will be listed, at the subscriber's option, in a manner that clearly identifies the person to be listed per Idaho Public Utilities Commission Order 12680. The listing will be limited to one line.
 - e. Listings for individuals occupying rooms let for living quarters in hotels, rooming houses, apartment houses, automobile courts and mobile trailer courts on the premises at which the subscriber is furnished hotel or commercial private branch exchange service will be furnished at the additional listing rate.
 - f. Where business service is furnished in a residence, additional listings may be furnished for the subscriber, an employee, or a member of the subscriber's domestic establishment.
- 4. Non-published and Non-listed Service
 - a. Non-listed or non-published number service shall be paid for until the end of the directory period during which the non-listed or non-published telephone number does not appear in the Company's directory, unless the subscriber's service is discontinued.
 - b. Subscribers to non-listed or non-published service may change from one to the other without incurring an additional monthly charge.
 - c. No charge will be made for non-published or non-listed numbers for subscribers having a listed number in the same exchange under the same listing.

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SCHEDULE 5

DIRECTORY SERVICES

- B. Conditions (Cont'd)
- 4. Non-published and Non-listed Service (Cont'd)
 - d. The Company will permit access to a Non-Published Number only by emergency dispatchers, 911 Service and by court order. When a Non-Published Number is released to any of the above parties, the customer will be notified promptly to whom and under what circumstances the Non-Published Number was divulged.
 - e. Any new customer to Non-Published Service will be notified of the provisions set forth in 4.d. preceding when service is established. In addition, the customer will be provided with a written notice specifying the same information.
- 5. Alternate listings will include additional telephone numbers of the same or another subscriber to be called in the event there is no answer at the subscriber's station. In case that the alternate listing telephone number is that of another subscriber, application of agreement for the listing may be required from both subscribers.
- 6. Lines of information may be arranged for in addition to an additional or alternate listing for the purpose of facilitating the use of the service, at additional listing rate.
- 7. A cross-reference listing is an additional listing which, instead of providing a telephone number, directs the user to refer to another listing.
- 8. Where extra listings are provided in conjunction with initial or subsequent installations of exchange service facilities, the charges begin with the day on which charges for the associated service are effective. Where extra listings are provided other than in conjunction with exchange service facilities, the charges begin with the day following their entry in the information records. When extra listings are included in, or excluded from, the directory, the charge will continue until the end of the directory period unless the listed party or firm vacates the subscriber's premises or subscribes for service in his own name, or unless the subscriber's service is discontinued.
- 9. All applications for services outlined in this schedule shall be made by the subscriber or authorized agent.

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SCHEDULE 6

CONNECTION OF AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES
(ADADS) TO COMPANY FACILITIES

A. Rates

Rates for the connection of Automatic Dialing and Announcement Devices (ADADs) shall be computed on a Special Assembly basis. In addition to the Appropriate Service Connection Charges, the rate for connection of ADADs shall include that of 1-Party Business Service plus a differential to reflect the difference in usage between average business service and that estimated for a business service connected to ADADs.

B. Conditions

1. The minimum service period is one month.
2. The use of Automatic Dialing and Announcement Devices (ADADs) that do not automatically disengage a called party's line when the called party hangs up its receiver is prohibited, except for their use in security and alarm systems or other systems in which the called party has previously agreed to receive the ADADs call and consented to its line being engaged in this manner.
3. ADADs are prohibited from:
 - a. making unsolicited calls before 9:00 a.m. or after 9:00 p.m.,
 - b. calling public safety numbers such as police, fire and emergency services,
 - c. calling unlisted **and non-published** (D)
 - d. calling more than one number held by a given party.
4. All customers operating ADADs must notify the Company of an estimate of how intensively the ADAD is expected to use the local access line.
5. Violation of any of the above conditions shall result in the termination of service pursuant to the Commission's Telephone Customer Relations Rules.

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SCHEDULE 7

JOINT USER SERVICE [1]

(C)

A. Rates

Per Month

- | | |
|--|---|
| 1. Joint User on one-party business service | One-half the applicable one-party business access line rate rounded to next higher multiple of \$.05. |
| 2. Joint User on private branch exchange service | One-half the applicable trunk rate rounded to the next higher multiple of \$.05. |
| 3. Joint User on push-button telephone service | One-half the applicable push-button central office access line rate rounded to the next higher multiple of \$.05. |

B. Conditions

1. Under joint user service a customer may permit another person, firm or corporation to use his telephone service.
2. Joint user service will be furnished only with private branch exchange service, one-party business service, and push-button telephone service.
3. The customer will be responsible for all charges incurred by the joint user.
4. Joint user service will be provided upon application by the customer for the joint user who is located on the premises, in the same office, or in the same suite of offices as the customer.

[1] Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.

(N)
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SCHEDULE 7

JOINT USER SERVICE [1]

(C)

B. Conditions (Cont'd)

5. Additional listings and supplemental services may be furnished to the joint user at the request of the customer and at regular rates. The customer's primary service will not be extended to another premise for the use of the joint user.
6. The charge for the joint user includes a directory listing in both the alpha and the classified portion of the directory.
7. Joint user service is not furnished in connection with foreign exchange service or service stations.

[1] Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.

(N)
(N)

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SCHEDULE 8

VACATION NUMBER RESERVATION

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Vacation Number Reservation.

(N)

(N)

A. Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

B. Conditions

1. Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.
2. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
3. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
4. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

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SCHEDULE 9

ADVANCED CALLING SERVICES

A. Monthly Rates

<u>Advanced Calling Service</u>	<u>Rates per Month Residence</u>	<u>Rates per Month Business</u>	
Anonymous Call Reject*77	\$ 1.50	\$ 1.50	
Busy Redial*66	\$ 2.75	\$ 2.75	
Call Pickup	\$ 3.00	\$ 3.00	
Call Return*69	\$ 2.75	\$ 2.75	
Call Waiting ID	\$ 0.50	\$ 0.50	
Caller ID	\$ 7.95	\$ 7.95	
Caller ID per Line Blocking	\$ 1.50	\$ 1.50	
Caller ID per Call Blocking	\$ 0.00	\$ 0.00	
Long Distance Alert	\$ 3.00	\$ 3.00	
Outbound Call Block Feature [1]	\$ 5.00	\$ 5.00	
Privacy Protector	\$ 2.95	\$ 3.95	
Selective Call Accept*64 [2]	\$ 3.00	\$ 3.00	(C)
Selective Call Forward*63	\$ 3.00	\$ 3.00	
Selective Call Rejection*60	\$ 3.00	\$ 3.00	
VIP Alert (a.k.a. Priority Call)	\$ 3.00	\$ 3.00	(T)
<u>Nonrecurring Rates</u>	<u>Residence</u>	<u>Business</u>	
Caller ID per Line Blocking	\$ 8.00	\$ 10.00	

[1] Effective January 15, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.

[2] **Effective November 15, 2021, this feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.**

(N)
|
(N)

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ADVANCED CALLING SERVICES

B. Usage Sensitive Rates

	<u>Minimum Charge</u>	
	<u>Feature per Activation or Use</u>	
	<u>Res./Bus.</u>	
Busy Redial*66	\$ 0.95	
Call Forwarding	\$ 0.95	
Call Return*69	\$ 0.95	
Call Trace*57	\$ 1.00	(D)
		(D)
3-Way Calling	\$ 0.95	

With the exception of Call Trace*57, the charges for usage sensitive features will be capped at \$10.00 per month per feature used. Call Trace*57 will be capped at \$ 25.00 per month.

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ADVANCED CALLING SERVICES

C. General

1. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options including identifying the called number, answering the call, and calling back to the originator.
2. Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.
3. Customers may prevent the disclosure of their telephone number when placing calls to a party with service that reveals the calling party's number, by subscribing to either Per Call Blocking, or Per Line Blocking.
4. Per Call Blocking and Per Line Blocking are provided according to the availability of facilities, features, and central office equipment in locations determined by the Company. The features described will only operate on calls originating and terminating within suitably-equipped offices, or similarly equipped offices of interconnecting Local Exchange Companies.

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ADVANCED CALLING SERVICES

D. Conditions

1. Advanced Calling Services are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.
2. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.
3. Advanced Calling Services information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.
4. To activate a feature, the subscriber must dial a company designated code (except Caller ID).
5. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.
6. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.
7. Caller ID is not available on operator handled calls.
8. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.
9. Advanced Calling Services will not be available on party line service, toll terminals, trunks or some remote switching locations.

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ADVANCED CALLING SERVICES

D. Conditions (Cont'd)

10. When a call is placed from a telephone number associated with a non-published listing, the number may be disclosed if the called party has equipment to display the calling number. Customers may prevent the display of the calling number by activating Caller ID Blocking. Caller ID Per Call Blocking is available, at no charge, in areas where Caller ID disclosure is possible.

E. Liability

1. CenturyTel shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory, or by the disclosure of such telephone number to any person.
2. CenturyTel shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing or misleading for any reason.
3. CenturyTel shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the called party when such indicator has been passed on to the telecommunication utility by CenturyTel.
4. CenturyTel's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated below.

The Company offers the use of its facilities when available for transmission of messages, but the Company will not transmit messages and will not be liable for errors in transmission or for failure to establish connections.

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ADVANCED CALLING SERVICES

F. Definitions

1. **Anonymous Call Reject*77** - Permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls. Customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject calls.
2. **Busy Redial*66** - This feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty minutes, both the called and calling lines are checked for availability. If the called line becomes idle, the customer is notified, via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically. Busy Redial*66 is also available on a usage sensitive basis.
3. **Call Pickup** - The Call Pickup feature allows a subscriber to pick up calls within a predefined pickup group by dialing an access code. The Call Pickup (CPU) feature permits a station to answer calls incoming to another station within the same pickup group.

To activate or pick up a call within the preset pickup group, the subscriber goes off-hook, listens for dial tone, and dials the assigned access code used for CPU. Once the access code is translated, the ringing station within the preset pickup group is answered from the remote or distant station within the group. An immediate connection is made between the pickup station and the incoming call with no warning tone or other tone provided.

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ADVANCED CALLING SERVICES

F. Definitions (Cont'd)

4. **Call Return*69** - Permits the customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to establish the call. When both lines are idle, the customer is notified by a distinctive ring, and when the customer picks up the receiver, the call is automatically placed. Call Return*69 is also available on a usage sensitive basis.

a. Call Return*69 cannot operate when:

- 1) A call originates from a central office that is not equipped for Advanced Call Service Features.
- 2) The calling party's (redialed) number has been Call Forwarded.
- 3) The call was blocked or was from a blocked line.

5. **Call Trace*57** - This feature enables the customer to initiate an automatic trace of the last call received. Upon activation by the customer, the network automatically sends a message to the Company (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local Telephone Company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request of them. Call Trace*57 is billed per successful trace invoked by the customer.

If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.

If a trace is successful, the Company's equipment will record the incoming call detail. Call detail does not include recording of the telephone conversation.

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ADVANCED CALLING SERVICES

F. Definitions

5. **Call Trace *57** (Cont'd)

If a customer wishes that further action be taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies who, in turn, should contact the Company's business office during normal business hours to obtain the specific records for that customer.

When a customer is located in an exchange where Call Trace*57 is not available or calls originate from a central office that is not equipped for Advanced Call Service, manual Call Tracing may be invoked. Manual Call Tracing may also occur when, in the judgment of the Company or a law enforcement agency, the unwanted calls present a serious threat of bodily harm or destruction of property.

The Company shall offer a one time forgiveness of charges associated with Call Trace*57 in the event the service is activated unintentionally or by someone in the household without the authority to activate such service. The forgiveness of charges will not apply if the customer activating the service elects to contact police authorities concerning the traced call/calls.

6. **Call Waiting ID** - Call Waiting ID, also called Spontaneous Call Waiting identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

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F. Definitions (Cont'd)

7. **Caller ID** Rates for Caller ID Service do not include a telephone instrument or other customer premises equipment (CPE).

- a. Caller ID - This feature enables the customer to receive the calling party name and number on incoming calls. The Directory Name and Number of the incoming call will be sent to the display of the customer's premise equipment during the first long silent interval of the ringing.

An originating caller's Directory Name and Number may not be displayed at the called party under the following conditions:

- 1) The calling party's name and number will not be displayed if the called party is off hook. If the customer subscribes to both Call Waiting and Caller ID Name and Number, and is on an existing call, a second incoming call will not be displayed, unless the customer subscribes to DSCWID or SCWID and Call Waiting. The called party on the second incoming call will receive a call waiting tone.
- 2) The calling party's name and number will not be displayed if the called party answers during the first ring interval
- 3) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.

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ADVANCED CALLING SERVICES

F. Definitions (Cont'd)

7. **Caller ID** (Continued)

- b. **Caller ID (Per Call) Blocking** - This feature enables customers to prevent delivery of their name and number on a per call basis by activating the appropriate code prior to placing a call. Caller ID Number Delivery Blocking is provided at no charge, to customers who are served from appropriately equipped central offices. Caller ID Number Delivery Blocking is not available with Payphone **Service, or** PBX service without direct trunk access. (D)

- c. **Caller ID (Per Line) Blocking** - Allows a single line customer to make all calls with the delivery of the calling number identification marked as "private" to the people being called. If the pre-assigned access code is dialed, the calling number will be delivered on the next call placed. No installation charge applies to law enforcement agencies, crisis intervention agencies, and nonpublished numbers.

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F. Definitions (Cont'd)

8. **Long Distance Alert** - Provides a distinctive ring if the receiver is on hook to identify that an incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off hook and the customer also subscribes to Call Waiting.
9. **Privacy Protector** - Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribe to Caller ID.
10. **Selective Call Accept*64 (GRANDFATHERED)**- Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing the appropriate codes. (C)
11. **Selective Call Forward*63** - Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forward list will forward. Selective Call Forward*63 is activated or deactivated by dialing the appropriate codes. If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

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F. Definitions (Cont'd)

12. **Selective Call Rejection*60 (SCR)** – Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. SCR is activated or deactivated by dialing the appropriate codes. Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Calling Service Feature functions.
13. **VIP Alert (a.k.a. Priority Call)** – Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on hook or off. (T)
14. **Call Forwarding Remote Access** – Allows a customer to call from a remote location to change the number which calls are being forwarded to.
15. **Outbound Call Block Feature** [1] – blocks all outbound dialing with the exception of abbreviated dialing for 211 (Community Information and Referral Service), 311 (Non-Emergency Governmental Services), 511 (Traffic and Transportation Information), 711 (Service for Telecommunications Relay Services), 811 (One-Call Notification Systems), and 911 (Emergency Reporting Services). In addition, all pay-per-use features are blocked. All other Advanced Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence One-Party Local Exchange Service customers.

[1] Effective January 15, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.

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Schedule 10

EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

A. RATES AND CHARGES

The rates will be developed on an individual case basis.

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Schedule 10

EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General

1. Definitions

- a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

- b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 911 Service, including non-regulated components, may be provided from any one of the following three categories:
 - 1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

 - 2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

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Schedule 10

EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

1. Definitions (Cont'd)

b. (Cont'd)

- 3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning. E911 Service is offered subject to the availability of central office facilities.

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location.

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Schedule 10

EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

1. Definitions (Cont'd)

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Customer - A municipality, state or local governmental unit or authorized agent of one or more of these units to whom authority has been lawfully delegated to the approved 9-1-1 plan of a county. The 9-1-1 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

1. Definitions (Cont'd)

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Communications Service – Each service referenced in this Schedule 10, or any combination of such services.

Emergency Response Agency - For the purpose of this catalog, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

1. Definitions (Cont'd)

Host Provider - The telephone company that serves exchanges within the 9-1-1 Customer's serving area and provides 9-1-1 service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as Secondary Providers within the 9-1-1 Customer's serving area.

Local Location Identification (LLI) – The process of locating the origin of calls to a 9-1-1 system by means of a periodically updated database located and maintained by the PSAP

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

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B. General (Cont'd)

1. Definitions (Cont'd)

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) - A private entity that provides telephone service to end users via a private switch.

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

Primary PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Secondary PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

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B. General (Cont'd)

1. Definitions (Cont'd)

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration. Can also be referred to as a tandem.

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Subscriber - A person or business that orders access line service from a telephone company.

Serving Central Office – The central office that provides service to a PSAP.

Subscriber Records – Information consisting of subscriber's names, service addresses, and telephone numbers which are provided to a 911 customer pursuant to applicable law for the sole purpose of creating and maintaining a data base that will be used in dispatching public safety agencies. The address information in subscriber records has not been verified with a Master Street Address Guide and the record does not include the Emergency Service Number (ESN) information. In some areas, service address may be Box Number, Rural Route, etc. not house number or street name. Additional charges, calculated on an individual basis, will apply for any format revision of data.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this catalog.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

2. Conditions

- a. 9-1-1 Service is restricted to one-way incoming emergency service only.
- b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.
- c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

- B. General (Cont'd)
2. Conditions (Cont'd)
- d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.
 - e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.
 - f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.
 - g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.
 - h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

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- B. General (Cont'd)
2. Conditions (Cont'd)
- i. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.
 - j. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.
 - k. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.
 - l. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

3. Customer Obligation

- a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 9-1-1 Customer.
- b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.
- c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:
 - 1) The 9-1-1 Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.
 - 2) The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.
 - 3) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

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B. General

3. Customer Obligation (Cont'd)

d. The Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly. (M)

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.

f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing Company information while acting as the System Integrator of 9-1-1 service to the Customer which purchases Company services under this catalog must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The Customer of any connecting company utilizing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information. (M1)

g. Any terminal equipment used in connection with 9-1-1 Emergency Communications Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company. (M1)

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B. General (Cont'd)

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4. Liability

The following provisions of this Section B.4. are not intended to modify the immunity and conditions of liability in tort for telecommunications providers making available emergency communications systems or services specified in Idaho Code Section 31-4812 as in effect on the effective date of this Section B.4.

- a. The Company's entire liability to the Customer or any person for interruption or failure of any aspect of Emergency Communications Service shall be limited by the terms set forth in this section, the Terms and Conditions section of this catalog, and in any sections of other documents which apply to the provision of Emergency Communications Service by the Company.

This Emergency Communications Service is offered solely to assist the Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this Emergency Communications Service to the Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the Customer.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General

4. Liability (Cont'd)

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- b. The Company shall not be liable for damages in any tort action to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of its employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of Emergency Communications Service unless the Company acts with malice or criminal intent or commits reckless, willful and wanton conduct, as defined below. The Company's liability for damages in any non-tort action, whether in contract or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of its employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of Emergency Communications Service shall not exceed an amount equal to the prorated allowance of the catalog rate for the service or facilities provided to the Customer for the time such interruption to service or facilities continues, after notice by the Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the Customer.

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B. General (Cont'd)

4. Liability (Cont'd)

- c. The Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Customer or any of its employees, directors, officers, contractors or agents in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of Emergency Communications Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of Emergency Communications Service.
- d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of Emergency Communications Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.

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B. General (Cont'd)

4. Liability (Cont'd)

- e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services. At the rates set forth herein, the Company will integrate any records provided to it by the Customer in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a Customer and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the Customer, which may be asserted by any person, business, government agency, or other entity against the Company.
- f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of Emergency Communications Service when there is a failure of or interruption in Emergency Communications Service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the Emergency Communications Service ordered by the Customer, Company facilities or otherwise affect its telephone operations.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

B. General (Cont'd)

5. Liability (Cont'd)

- g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to an Emergency Communications Service or Host Providers using such information to provide Emergency Communications Service.
- h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, Emergency Communications Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the Customer's service area. Neither the Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area or for calls originating from Voice Over Internet Protocol.
- i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the act or omission of any person other than the Company, or arising from the use of Customer provided facilities or equipment.
- j. "Reckless, willful and wanton conduct" shall mean intentional and knowing action, or failure to act, creating an unreasonable risk of harm to another, and which involves a high degree of probability that such harm will result.

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C. Description of Service

1. B9-1-1 (Basic 9-1-1 Service)

- a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP, which is prepared to receive those calls via a 9-1-1 Service line.
- b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.
- c. The following rate elements apply to a typical B9-1-1 arrangement:
 - 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - 2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.
- d. Additional 9-1-1 Features, as described in this Catalog, are available with 9-1-1 Service where conditions permit.

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C. Description of Service (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service)

- a. The following rate elements apply to a typical C9-1-1 arrangement:
 - 1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.
 - 2) 9-1-1 Network Service - Same as B9-1-1 Service.
- b. C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with C9-1-1 Service.
- e. Additional 9-1-1 Features, as described in this catalog, are available with C9-1-1 Service where conditions permit.

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C. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

- 1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.
- 2) 9-1-1 Network Service - Same as C9-1-1 Service.
- 3) Automatic Location Identification (ALI) Database Recurring and non-recurring charges- An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:
 - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).
 - b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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- C. Description of Service
 - 3. E9-1-1 (Enhanced 9-1-1)
 - a. (Cont'd)

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C. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

- b. In the event that the 9-1-1 Customer C requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.
- c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.
- d. Selective Routing is available on an optional basis with E9-1-1 Service.
- e. Optional 9-1-1 Features, as described in this catalog, are available with E9-1-1 Service where conditions permit.

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C. Description of Service (Cont'd)

4. Optional Services

a. Selective Routing

- 1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:
 - a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
 - b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.
 - c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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C. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

- a) Database Administration - The per database charge for database administration services (see Section C.5.b. below).
- b) Database - The charge on a per record basis for database administration services (see Section C.5.b. below). Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router

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C. Description of Service

4. Optional Services

a. Selective Routing

2) The following rate elements apply to Selective Routing: (Cont'd)

d) Database Selective Routing - Rates and charges per 1000 access lines to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

e) Selective Routing Port Charges for Connecting Companies A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

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C. Description of Service

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR)

(M)

- 1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio. The components offered in this catalog include terminating telephone network equipment and cellular radio transceivers.
- 2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

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C. Description of Services (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR) (Cont'd)

- 3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

The Tellular Cellular Transceiver is available in a single channel (1M) or a four channel (4M) unit and is compatible with Teltone or Proctor equipment. The Proctor Transceiver, which is a single channel unit, is only compatible with Proctor equipment.

- 4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:
- a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR)

(T)

4) (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signaling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR) (Cont'd)

(T)

6) Description of Teltone Switched Access System

- a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.
- b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's customer premises equipment.
- c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR) (Cont'd)

(T)

7) Description of Proctor Instant Network Backup System

- a) Mini-Pac – Trunk with/without Monitoring – Compact rack mounted single trunk version of the system. Includes Mini-Pac unit with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the company central office.
- b) Mini-Pac – Additional Trunk with/without Monitoring – Each additional Mini-Pac unit with or without the monitoring option, installed in existing available relay rack space in the same Company central office.
- c) Shelf System – Trunk with/without Monitoring – Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) with or without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office, Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.
- d) Shelf System – Additional Trunk with/without Monitoring – Each additional Trunk Diverter Circuit (TDC) card with or without the monitoring option, installed in existing main shelf.

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR)

(T)

7) Description of Proctor Instant Network Backup System (Cont'd)

- e) Expansion Shelf – Consists of the Trunk Expansion Circuit (TEC) card installed in the Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface Sender equipment with E9-1-1 services at the PSAP or another alternate answering facility. When the 9-1-1 call is answered, the ANI is received at the PSAP.

- f) PSAP Responder – 1st – Consists of a single unit mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.
- g) PSAP Responder – Additional – Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.

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b. Alternate Network Routing (ANR)

(T)

7) Description of Proctor Instant Network Backup System (Cont'd)

h) Central Office (CO) Responder – 1st – Installed on the incoming trunk of the 9-1-1 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

i) Central Office (CO) Responder – Additional – Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 9-1-1 call to be forwarded via an alternate cellular path.

j) Line Switch & 4/2-Wire Converter Card – Available only when the “with monitoring” feature is chosen. It provides two output ports from the CDU, one to divert calls to the PSTN, the other to divert calls to a cellular network. This card will also convert an incoming 4-wire E&M trunk to a 2-wire ground start line circuit (GSLC).

k) Cellular Transceiver – A rack mounted cellular transceiver used with the Shelf system or the Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 9-1-1 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Company central office.

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR)

7) Description of Proctor Instant Network Backup System (Cont'd)

l) Cellular 3 dB Antenna – Omni-directional 3 dB antenna used with the cellular transceiver.

m) Cellular 9 dB Gain Antenna – A cellular radio antenna to be used with a cellular transceiver in those locations where the standard 3 dB antenna does not offer sufficient gain to establish acceptable signal reception.

8) Description of Cellular Phone Cell Services Equipment

a) 1M Transceiver – Single channel cellular unit used in the transmission of individual calls.

b) 4M Transceiver – Multi (four) channel cellular unit used in the transmission of simultaneous calls.

c) Cellular 3dB Antenna – Standard indoor antenna used with the 1M or 4M units.

d) Cellular 12 dB Antenna – Optional antenna used in place of standard 3dB gain antenna when additional antenna gain is needed for acceptable reception.

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C. Description of Services

4. Optional Services

b. Alternate Network Routing (ANR) (Cont'd)

(T)

9) Customer Obligation

- a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.
- b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

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C. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS)

- 1) Requirement Criteria – Regarding ALI, the Company has obligations to meet the requirements of the Electronic Communications Privacy Act of 1986 (18 USC 2703), to take prudent action to protect the privacy expectations of its subscribers. The Company also has a common business need to protect its customer lists from unauthorized resale and protect its internal databases from hacking. When the company or another regulated telecommunications service provider provides the ALI controller services to a PSAP, those requirements are met by the direct control that the Company or other regulated provider retains over the ALI controller equipment, DMARCS is required as a replacement step in the ALI provisioning process to protect the Company and its subscribers. In downloading ALI to an on-premises computer, DMARDS replaces direct dialing to the Company's Database Management System with direct dialing to a protected database system.
- 2) Purchase eligibility - An E9-1-1 Customer with a non-CenturyTel PSAP ALI controller may subscribe to DMARCS to obtain the Company's ALI. The ALI available from DMARCS is that for which the Company has a contract with the Customer to provide in accordance with that offering elsewhere in this catalog.

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C. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS)

3) Customer Obligations - Because the Company will entrust the Customer to protect the Company's proprietary database, the Customer is required to meet the following obligations:

- a) The computer, which will hold the ALI database, must be maintained in a physically secure area, accessible only to authorized personnel.
- b) The E9-1-1 software with control over the ALI database must:
 - (1) be on a computer that is operable only from terminals that are located within premises that require authorized access.
 - (2) have individual password requirements to access to the database. That is, no individual may be allowed to use another individual's password and that without the password, access to the database is denied.
 - (3) allow access to the ALI to retrieve a record only in response to a 9-1-1 call, with the exception that the 9-1-1 Customer's DMARCS Administrator may access the database for DMARCS operation, quality control or accuracy validation purposes. Manual retrievals by telecommunicators are allowed in cases where the 9-1-1 caller's ANI is not received.

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C. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

3) (Cont'd)

b) (Cont'd)

(4) automatically log all manual retrievals of ALI and make the ALI Manual Retrieval Log available to the Company upon request. The automatic log must be generated by the E9-1-1 software and stored in an electronic file, available for printing on command. The Log must list the date and time of the retrieval, the password of the person accessing the record, and the telephone number and name of the \ subscriber.

(5) be capable of using a modem to dial into the Company's DMARCS computer and downloading record information.

c) The Customer must assign a person, titled "DMARCS Administrator" to be responsible for:

(1) Managing the Customer's obligations in operating the Customer's E9-1-1 System to work with the Company in downloading ALI via DMARCS and loading it in the Customer's ALI database.

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C. Description of Service (Cont'd)

4. Optional Services (Cont'd)

c. Distribution Machine for the Address and Routing Control System (DMARCS) (Cont'd)

3) (Cont'd)

c) (Cont'd)

(2) Educating all personnel who are or will be authorized to access or operate the E9-1-1 System's PSAP equipment to be informed of the proprietary nature of the ALI database and their obligations to prevent unauthorized disclosure.

(3) Replying to requests from the Company for a copy of their ALI Manual Retrieval Log.

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C. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

- 1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:
 - a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
 - b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
 - c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

b. Database Administration

Database administration includes the following services. The Company shall have no responsibility or liability for inaccurate, incomplete or inconsistent data or information provided by any 9-1-1 Customer, the Company, any other telephone company or any other person.

1) MSAG

With respect to the MSAG provided by the 9-1-1 Customer, the Company will perform the following services:

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C. Description of Service (Cont'd)

5. Additional Services

b. Database Administration (Cont'd)

1) (Cont'd)

a) Setup

- (1) Conversion of data provided by the 9-1-1 Customer to NENA standard format.
- (2) Assignment of ESNs based on information provided in the MSAG.

b) Maintenance

- (1) Assignment of ESNs to new or updated entries provided by the 9-1-1 Customer.
- (2) Provision of discrepancy reports to the 9-1-1 Customer for records that do not validate in the MSAG.

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C. Description of Service (Cont'd)

5. Additional Services

b. Database Administration

2) ALI Database

(T)

a) Setup

- (1) Conversion of data provided by the Company and other telephone companies to NENA standard format.
- (2) Confirmation that ALI Database information is included within applicable MSAG ranges.
- (3) Initial setup of connectivity with other telephone companies in the 9-1-1 Customer's Service Area to receive Subscriber Records.

b) Maintenance

- (1) Entry of new or updated ALI data provided by the 9-1-1 Customer, the Company and other telephone companies.
- (2) Downloading the ALI database to the 9-1-1 Customer's 9-1-1 database system.
- (3) Subject to availability as determined by the Company, provision of standard 9-1-1 database comparisons requested by the 9-1-1 Customer. The 9-1-1 Customer shall be billed on an ICB basis for such database comparisons.

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D. Private Switch (PS) 9-1-1 Service

1. Description

a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering which enables either:

- 1) Automatic Number Identification (ANI) or
- 2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

- 1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:
 - a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

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- D. Private Switch (PS) 9-1-1 Service (Cont'd)
2. Conditions (Cont'd)
- a. Availability of Options (Cont'd)
- 1) (Cont'd)
- b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and
- c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).
- 2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CenturyTel PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

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D. Private Switch (PS) 9-1-1 Service

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

- 1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

- a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and (T)
- b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call. (T)

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

- D. Private Switch (PS) 9-1-1 Service (Cont'd)
2. Conditions (Cont'd)
- b. (Cont'd)
- 2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.
- 3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.
- c. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

D. Private Switch (PS) 9-1-1 Service (Cont'd)

3. Application for Service

a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

- 1) The business name and address of the PS Provider,
- 2) The name, address, and telephone number of the PS Provider's Site Administrator,
- 3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and
- 4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

- a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.
- b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

- D. Private Switch (PS) 9-1-1 Service (Cont'd)
4. Customer Obligations (Cont'd)
- c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.
- d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.
- e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CenturyTel PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CenturyTel ALI ENTRY GATEWAY.
- f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

- D. Private Switch (PS) 9-1-1 Service (Cont'd)
4. Customer Obligations (Cont'd)
- g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.
- h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.
- i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

D. Private Switch (PS) 9-1-1 Service (Cont'd)

4. Customer Obligations (Cont'd)

- j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

5. Liabilities

The following provisions of this section D.5. are not intended to modify the immunity and conditions of liability in tort for telecommunications providers making available emergency communications systems or services specified in Idaho Code Section 31-4812 as in effect on the effective date of this Section D.5.

- a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this catalog regarding 9-1-1 Service and in any other applicable section of the Company's catalogs, and in statute.
- b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or impliedly for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company shall not be liable in tort unless the Company acts with malice or criminal intent or commits reckless, willful and wanton conduct, as defined below,

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

- D. Private Switch (PS) 9-1-1 Service (Cont'd)
5. Liabilities (Cont'd)
- c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.
- d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the customer and disposed of in a manner that will retain the security.
- e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to 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 caller or others.

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EMERGENCY COMMUNICATIONS SERVICE (9-1-1)

D. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

- f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer its user, agencies or municipalities or the employees or agents of any one of them.
- g. "Reckless, willful and wanton conduct" shall mean intentional and knowing action, or failure to act, creating an unreasonable risk of harm to another, and which involves a high degree of probability that such harm will result.

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SCHEDULE 11

LINE EXTENSION SERVICE

A. Rates	<u>Non-Recurring Charges</u>
1. Line extensions and additions within the base rate area with the exception of item 3 below	None
2. Line extensions and additions outside the base rate area along public highways in excess of 1,000 feet and along private roads and on private property will be made at the following charges: Each 100 feet or fraction thereof, route measurement:	
a. Wire only	\$20.00
b. Wire and poles	35.00
c. Buried cable	45.00
3. Real estate subdivisions: Extensions made to outside plant into undeveloped tracts or subdivisions will be made on the basis of a special contract, based on actual costs, between the Company and the owners of the real estate or the subdivider thereof. (See Provisioning Agreement for Housing Developments in TERMS AND CONDITIONS No. 10).	

(M)

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SCHEDULE 11

LINE EXTENSION SERVICE

A. Conditions (Cont'd)

(T)

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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LINE EXTENSION SERVICE

B. Conditions

1. Line extension charges are applicable in connection with all classes, types and grades of service when established by means of an extension to the Company's plant consisting of buried wire, pole construction or power line carrier and including extensions by means of poles to be owned by the Company jointly with others and by means of contacts or contact space on poles of others. (M)
2. All line extensions will be owned and maintained by the Company. The applicant, however, if he so elects, may provide such material or perform such labor in accordance with construction standards of the Company, in lieu of the charges applicable, but in all instances the ownership of facilities shall be entirely vested in the Company.
3. Distances mentioned in this schedule are route distances. The routing of line extensions will be determined by the Company.
4. Line extension charges may be paid in a lump sum or, when mutually agreeable, by contract in equal monthly installments for a term not to exceed two years.
5. In the event that new subscribers, or a new subscriber, are added to a line extension within two years of its completion, the line extension charges will be recomputed to include the subsequent subscribers. Credit will be allowed the original subscribers for the difference in previous payments and the new charges either as cash payment or as a credit on the subscriber's monthly statement, at the option of the subscriber.
6. When a subscriber on a project disconnects his service, no refund is made of line extension charges. (M)

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(M1) Material moved to Page 3.

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LINE EXTENSION SERVICE

B. Conditions (Cont'd)

7. On disconnection of service, those subscribers making monthly line extension payments are required to pay an amount equal to the total of the monthly line extension charge payments for the unexpired life of the contract. Charges to remaining subscribers are not affected by disconnects. (M)
8. When a subscriber disconnects service or moves off the project and service is established for a new applicant at the same location, the new applicant may assume the line extension charge contract provided there is no lapse in payments. (M)
9. A departure from the rates and special conditions specified in this schedule may be made on behalf of the Company when a line extension involves unusual or disproportionately large construction expenditures. Charges under this condition will be actual cost of construction.
10. Line extensions to provide service to an applicant engaged in temporary or speculative business, will be made on the condition that the applicant pays the entire cost of new construction necessary to establish service. This charge will be paid before the construction begins.

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SCHEDULE 12

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SCHEDULE 12

FOREIGN EXCHANGE SERVICE

A. Provisions

The provisions covering foreign exchange service are now covered in Catalog # 3. Access Service.

B. Rates

1. Off- Premises Extension - Between Contiguous Exchanges Only

If the station is connected for foreign exchange service, and the off-premises extension terminates in that serving foreign exchange, the following mileage charges apply per month (1. plus 2.):

- a. Airline distance from the station to the common boundary of the local and foreign exchanges:
\$1.00 per 1/4 mile or fraction thereof
- b. Airline distance from the point on the common boundary, determined in 1. preceding, to the extension:
\$2.00 per 1/4 mile or fraction thereof

C. Conditions

1. Foreign exchange service is exchange service furnished from an exchange other than the one from which service would normally be furnished. The local exchange is the exchange in which the customer is located. The foreign exchange is the exchange from which service is furnished.
2. Billing of foreign exchange service will be done by the company in whose territory the subscriber is located.
3. Foreign exchange service is not available in all exchanges, but will be provided where it is feasible to place facilities as necessary to provide such service. The rates and conditions contained herein will apply wherever this service is provided.

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FOREIGN EXCHANGE SERVICE

C. CONDITIONS (Cont'd)

4. The rates applicable for toll service will be those of the foreign exchange.
5. Rates for supplementary services such as directory service and similar service, will be those applicable under the catalog of the local exchange. Directory service in the directory of the foreign exchange will be at the rates of the foreign exchange.
6. Business foreign exchange service will be furnished for the exclusive use of the customer and his employees to be used solely in the customer's business. Residence foreign exchange service will be furnished for the use of the customer and the members of his immediate family only.
7. Joint user service will not be established in connection with foreign exchange service.
8. Foreign exchange service will not be provided for public or semi-public use or in connection with private branch exchange systems in hotels, apartment houses, motels or clubs.
9. Foreign exchange payphone service will not be furnished.
10. Extensions of foreign exchange access lines, and private branch exchange stations, may be allowed outside the building in which the foreign exchange access line is located if the termination is located on the premises of the customer and is provided for the use of the customer only. Where applicable, terminal loops or mileage will apply as covered in the schedule on access line extension service found elsewhere in this catalog.
11. The installation charge for foreign exchange service will be that of the local exchange for the same class and grade of service.

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FOREIGN EXCHANGE SERVICE

C. CONDITIONS (Cont'd)

12. For extensions of plant within the local exchange the wire only charge will apply should the applicant choose to furnish and set the poles required in accordance with the construction standards of the Company. The ownership of the poles shall be vested in the Company.
13. Customers with non-contiguous foreign exchange service are required to maintain local exchange service on the same premises as the foreign exchange access line.
14. Foreign exchange service from an exchange operated by another telephone company will be provided only when arrangements can be made with that company that are satisfactory to this company.

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SCHEDULE 13

BLOCKING SERVICE

A. Rates

		<u>Install Rate per Month</u>	<u>Or Change Charge</u>
1.	Toll Restriction, each line equipped	\$2.00	Schedule 2*
2.	900 Call Blocking	-	Schedule 2**

* Not applicable when installed concurrently with primary service.

** Does not apply when installed concurrently with primary service, to move orders, or to customers subscribing to 900 Call Blocking for the first time.

B. Conditions

1. Toll Restriction prevents completion of a call by causing dial pulsing to stop immediately when a restricted digit is dialed
2. Toll Restriction service prevents originating long distance (1+) calls but permits "800" (1+800) accessibility where Company facilities permit.
3. 900 Call Blocking provides blocking of all originating calls to the 1-900 calling networks. Customers subscribing to this service who attempt to dial a 900 number from a restricted line will reach a Company-provided intercept announcement.
4. 900 Call Blocking is available only on direct dialed calls and only on single party residence and business lines. It can be cancelled at any time without charge. The nonrecurring charge does not apply to customers subscribing to the service for the first time.

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BLOCKING SERVICE

B. Conditions (Cont'd)

5. Restriction and Blocking Service are available only where central office and operating conditions permit.
6. All rates in this schedule apply in addition to the rates for the class, type, and grade of service provided. All installation charges in this schedule apply in addition to the charges for basic service, moves or changes for the class, type and grade of service provided.

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SCHEDULE 14

PACKAGED SERVICES

Changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.

(N)
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(N)

14.1 SIMPLE CHOICE™ ONE [1]

A. Description

Simple Choice™ One is a package of features available to both residential and business customers. Simple Choice™ One includes the features specified following and a flat rate access line. Customers subscribing to Simple Choice™ One are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID
- Distinctive Ring
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Remote Access
- Call Return *69
- Call Forward Busy/No Answer
- Call Transfer
- Call Waiting
- Privacy Protector
- 3- Way Calling
- Speed Call 8 or Speed Call 30
- VIP Alert
- Busy Redial *66
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Message Waiting Indicator
- Home Intercom
- Call Pickup

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this catalog shall apply.

[1] Grandfathered to existing customers at their present location.

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SCHEDULE 14

PACKAGED SERVICES

14.1 SIMPLE CHOICE™ ONE [1] (T)

C. Terms and Conditions (Cont'd)

2. Nonrecurring charges as specified elsewhere in this catalog do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line. (T)

3. All recurring charges applicable to an access line apply to Simple Choice™ One. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes. (T)

4. If access line rates for residence and business service, as listed elsewhere in this catalog, increase, Simple Choice™ One rates may also increase. (T)

D. Rates

Residence:

Business:

Simple Choice™ One [1]	\$ 34.95	\$ 49.95	(T)
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Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Schedule 2. (T)

[1] Grandfathered to existing customers at their present location. (T)

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SCHEDULE 14

PACKAGED SERVICES

14.2. SIMPLE CHOICE™ [1]/BUSINESS ASSIST ADVANTAGE

A. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. This package is only available to Simple Choice™/Business Assist Advantage and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service/features specified (**where available**).

(C)

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID
- Distinctive Ring
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Remote Access
- Call Return *69
- Call Forward Busy/No Answer
- Call Transfer
- Call Waiting
- Privacy Protector
- 3- Way Calling
- Speed Call 8 or Speed Call 30
- VIP Alert
- Busy Redial *66
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Message Waiting Indicator
- Home Intercom
- Call Pickup
- Voice Mail [2]

[1] Grandfathered to existing customers at their existing location.

[2] Deregulated service

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14.2. SIMPLE CHOICE™ [1]/BUSINESS ASSIST ADVANTAGE (Cont'd)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this catalog shall apply. (M)
|
(M)
2. Nonrecurring charges as specified elsewhere in this catalog do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
4. If access line rates for residence and business service, as listed elsewhere in this catalog, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

(M1)

[1] Grandfathered to existing customers at their existing location.

(M) Material moved from Page 3.

(M1) Material moved to Page 4.1.

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14.3. VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward No Answer
Call Forward Busy
Message Waiting Indication - Audible or Visual

B. Terms and Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. Rates

	<u>Monthly Rate</u> <u>Per Line</u>
Residence	\$2.00
Business	\$3.00

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14.4 CALLER ID EXTRA ⁽¹⁾ (C)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of \$10.95 per month. In addition, all applicable nonrecurring charges will be waived.

14.5 CALLER ID PLUS ⁽¹⁾ (C)

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of \$8.95 per month. In addition, all applicable nonrecurring charges will be waived.

⁽¹⁾ **Grandfathered to existing customers at their existing location.** (N)

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14.6 BUSINESS UNLIMITED

A. Description

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. **Subscription to the Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.** Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added. **The monthly rate for Business Unlimited does not include applicable taxes and surcharges.** (T)

(D)

(D)

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle for each Business Unlimited line. Business Unlimited is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service. (T)

(D)

(D)

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14.6 BUSINESS UNLIMITED (Cont'd)

(D)

—

(D)

B. Monthly Rates

(T)

The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyTel Long Distance, LLC.

(N)

|

(N)

(T)

Primary Access Line Charge	Additional Access Line Charge
\$40.00	\$40.00

—

(T)

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PACKAGED SERVICES

- 14.7 PURE BROADBAND BUNDLE – GRANDFATHERED ⁽¹⁾ (C)
- A. Description
- Pure Broadband Bundle includes flat rate Residence or Business One-Party Local Exchange Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).
- B. Features
- Outbound Call Block Feature
Non-published Service
Billed Number Screening (Optional)
- C. Terms and Conditions
- Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.
- This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.
- The bundle rate will include the Subscriber Line Charge. Service Charges or nonrecurring charges do not apply.
- D. Rates
- | | Residence | Business | |
|-----------------------|------------------------|------------------------|-----|
| Per Bundle, per month | \$32.50 ⁽²⁾ | \$48.50 ⁽²⁾ | (T) |
- (1) **Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.** (N)
(N)
- (2) Rates applicable for non-regulated High Speed Internet also apply. (T)

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14.8 CORE CONNECT

A. Description

1. CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in E. following.

B. Regulations

1. CORE CONNECT customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT 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. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.
2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.
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. Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in C. following.
4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

(T)

(T)

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14.8 CORE CONNECT (Cont'd)

B. Regulations (Cont'd)

6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. 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.
8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.
9. This plan is not available to customers who are or become toll restricted. Service Connection 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.

C. Term Discount Plan

1. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.
2. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
3. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the **cataloged** rates in effect when those lines are added. (T)
4. Upon expiration of a TDP, the TDP discounts specified in E. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the **cataloged** rates then in effect will apply for the new or renewed TDP. (T)

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14.8 CORE CONNECT (Cont'd)

C. Term Discount Plan (Cont'd)

5. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

D. Application of Rates

1. The monthly rates include the Local Exchange Service, EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.
2. Service Connection Charges, as described in Schedule 2 of the General Exchange **Catalog No. 2** apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP. (T)
3. Service Connection Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Connection charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

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14.8 CORE CONNECT (Cont'd)

E. Rates and Charges

1. Core Connect 1 [1]

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services (**where available**):

(C)

Caller ID with Name (includes Anonymous Call Rejection)
 Call Forwarding Three-Way Calling
 Call Forward Busy Call Transfer
 Call Forward No Answer Call Return
 Call Forward Remote Access Distinctive Ring
 Call Waiting/ Busy Redial
 Cancel Call Waiting Message Waiting
 Call Waiting ID Voice Mail [2]

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

[2] Deregulated service.

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14.8 CORE CONNECT
 E. Rates and Charges (Cont'd)

2. Core Connect 1 LITE

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services (**where available**):

(C)

Caller ID with Name (includes Anonymous Call Rejection)
 Call Forwarding
 Call Forward Busy
 Call Forward No Answer
 Call Forward Remote Access
 Call Waiting/Cancel Call Waiting
 Call Waiting ID
 Three-Way Calling
 Call Transfer
 Call Return
 Distinctive Ring
 Message Waiting
 Voice Mail [1]

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month [2]	One Year Term	Two Year Term	Three Year Term
\$80.00	\$50.00	\$45.00	\$42.50	\$40.00

[1] Deregulated service.

[2] Core Connect 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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14.8 CORE CONNECT
E. Rates and Charges (Cont'd)

3. Core Connect 2[1]

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services (**where available**): (C)

Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Busy Redial
Selective Call Rejection
Message Waiting
Voicemail [2]

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
\$55.00	\$35.00	\$30.00	\$27.50	\$25.00

[1] Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 2) long distance plan for each CORE CONNECT 2 line or trunk subscribed.

[2] Deregulated service.

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14.8 CORE CONNECT
E. Rates and Charges (Cont'd)

4. Core Connect 2 LITE

- Business Flat Rate One-Party or Key Line Service
- Hunting (optional)
- Choice of the following features and services **(where available)**:

(C)

Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward Remote Access
Call Waiting/Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Call Transfer
Call Return
Distinctive Ring
Selective Call Rejection
Message Waiting
Voice Mail[1]

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month [2]	One Year Term	Two Year Term	Three Year Term
\$60.00	\$35.00	\$30.00	\$27.50	\$25.00

[1] Deregulated service.

[2] Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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14.9 SIMPLE CHOICE™ UNLIMITED ⁽¹⁾ (C)

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail and a flat rate access line provided by the Company and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

B. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features/Advanced Calling Services. All terms and conditions as specified herein shall apply.
2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Call Detail will not be provided with this service plan.

⁽¹⁾ Grandfathered to existing customers at their existing location.

(N)

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14.9	SIMPLE CHOICE™ UNLIMITED [1] (Cont'd)		(T)
	C. Monthly Rates		
		<u>Monthly Rate</u> [2]	(T)
	<u>Simple Choice Unlimited</u> [1]		(T)
	Local Exchange Service		
	Choice of available Custom Calling Service or Advanced Calling Features	\$37.95 [3]	(T)

- [1] Grandfathered to existing customers at their existing location. (T)
- [2] Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate. (T)
- [3] The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher). (T)

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14.10 ECONOMY PACK

A. Description

The Company will provide residential customers with an access line, the Subscriber Line Charge, Caller ID and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction a month for a 12 month commitment.

B. Rates and Charges

	Residence
	<u>Monthly Rate</u>
Economy Pack (per line)	\$34.95

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PACKAGED SERVICES

14.11 HOME PHONE II – GRANDFATHERED ⁽¹⁾ (C)

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward Remote Access (where available)
 - Call Return
 - Call Waiting
 - Call Waiting ID
 - Caller ID
 - Cancel Call Waiting
 - Message Waiting Indication
 - Selective Call Accept
 - Selective Call Forward
 - Selective Call Rejection
 - 3-Way Calling
 - VIP Alert
 - Voice Mail ⁽²⁾

(T)

⁽¹⁾ **Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.** (N)
(N)

⁽²⁾ Deregulated service. (T)

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14.11 HOME PHONE II – GRANDFATHERED^[1] (Cont'd)

B. Regulations

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company, **subject to the conditions specified in Terms and Conditions, Rendition and Payment of Bills, E.** (C)
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
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. Home Phone II cannot be combined with any other discounts unless otherwise specified. (C)

^[1] Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

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14.11 HOME PHONE II – **GRANDFATHERED** ⁽¹⁾ (Cont'd) (C)

C. Rates and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, Touch Calling Service, and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Service Charges, as described in Schedule 2 apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	<u>Residence Monthly Rate</u>	
Home Phone II ⁽²⁾	\$38.95	(T)

⁽¹⁾ **Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.** (N)
(N)

⁽²⁾ The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle. (T)

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PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES

A. General

1. CENTURYLINK BUSINESS BUNDLES are optional enrollment plans available to business customers with up to twenty-five access lines and/or key trunks across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). This plan 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. (T)
2. CENTURYLINK BUSINESS BUNDLES are available for a maximum of ten (10) business lines at each customer location. (T)

B. Regulations

1. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle and the Company's 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate: at each 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 the CENTURYLINK BUSINESS BUNDLE, but may be provisioned on access lines or trunks other than CENTURYLINK BUSINESS BUNDLE. Specific requirements are as follows: (T)

a. CENTURYLINK BUSINESS BUNDLE Option 1 - Month-To-Month Option

- CenturyLink Business Bundle Unlimited Plan A long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK BUSINESS BUNDLE location.

(M)

(M) Material moved to Page 21.1.

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PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES

B. Regulations

1. (Cont'd)

(T)

b. CENTURYLINK BUSINESS BUNDLE Option 2 - Two-Year Term Option

(M)

- CenturyLink Business Bundle Unlimited Plan A long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet under a two-year term minimum commitment period at each location.

(M)

c. CenturyLink Business Bundle Preferred

- CenturyLink Business Bundle Unlimited Plan B long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each bundle location.

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.

(T)

3. CENTURYLINK BUSINESS BUNDLE lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

(T)

4. Components of the CENTURYLINK BUSINESS BUNDLE selected by the customer 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 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 a CENTURYLINK BUSINESS BUNDLE if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service. Early Termination Fees may apply if non-regulated HSI is discontinued prior to the end of a two-year commitment.

(T)

(M1)

(M) Moved from Page 21.

(M1) Material moved to Page 22.

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(N)

PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES

B. Regulations (Continued)

5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply. (T-M)
(M)
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. (T)
7. CENTURYLINK BUSINESS BUNDLES cannot be combined with any other discounts unless otherwise specified. (T)
8. This plan is not available to customers who are or become toll restricted. Service Connection 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. (T)
9. An Activation Fee will apply for the month-to-month option 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 Activation Fee. (T)

The Activation Fee will be waived when:

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

The Activation Fee does not apply for the two-year term option.

(M) Material moved from Page 21.1.

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PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES (Cont'd)

C. Service Description and Rates

1. CenturyLink Business Bundle Options 1 and 2

a. Description

CENTURYLINK BUSINESS BUNDLE Options 1 and 2 include a flat rate One-Party Business Line or Key Line Service with Touch tone, flat rate Extended Area Service, unlimited expanded local call (where available) and the following optional services and features **(where available)**:

(C)

Rotary Hunt Service
Busy Redial (aka Repeat Dial)
Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy - Fixed
Call Forward No Answer – Fixed
Call Forward Remote Activation
Call Waiting and Cancel Call Waiting
Call Waiting ID
Three-Way Calling
Three-Way Calling with Transfer
Return Call
Distinctive Ring
Selective Call Rejection
Selective Call Acceptance
Message Waiting
Voicemail [1]

[1] Deregulated service.

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PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES

C. Service Description and Rates

1. CenturyLink Business Bundle Options 1 and 2 (Cont'd)

b. Rates and Charges

(M)

Monthly rates for the CenturyLink Business Bundle Unlimited Plan A long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

CenturyLink Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month (Option 1)	\$55.00	\$24.99	\$50.00
Two-Year Term (Option 2)	55.00	24.99	N/A

(M)

(M1)

(M) Material moved from Page 23.

(M1) Material moved to Page 23.2 and 23.3.

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PACKAGED SERVICES

14.13. CENTURYLINK BUSINESS BUNDLES (Cont'd)

C. Service Description and Rates

2. CenturyLink Business Bundle Preferred

a. Description

CenturyLink Business Bundle Preferred includes a flat rate Business Individual Line or Key Trunk with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following optional services and features **(where available)**:

(C)

Rotary Hunt Service
Busy Redial (aka Repeat Dial)
Caller ID with Name (includes Anonymous Call Rejection)
Call Forwarding
Call Forward Busy - Fixed
Call Forward No Answer – Fixed
Call Forward Remote Activation
Selective Call Forwarding
Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
Call Waiting ID
Three-Way Calling or Three-Way Calling with Transfer
Return Call
Selective Call Rejection
Message Waiting
Voicemail [1]

[1] Deregulated service.

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14.13. CENTURYLINK BUSINESS BUNDLES

C. Service Description and Rates

2. CenturyLink Business Bundle Preferred (Cont'd)

b. Rates and Charges

Monthly rates for the CenturyLink Business Bundle Unlimited Plan B long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

CenturyLink Business Bundle Preferred	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
2-Year Term	50.00	19.99	0.00

(M)

(M)

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PACKAGED SERVICES

14.14 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

A. Description

1. 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 permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Customers must subscribe to either the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.

(M)

[1] 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.

(M)

(M) Material moved to Page 24.1.

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PACKAGED SERVICES

14.14 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

A. Description (Cont'd)

3. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:

- Anonymous Call Reject
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access (where available)
- Call Forwarding
- Call Waiting ID
- Caller ID with Name
- Cancel Call Waiting
- Message Waiting
- Repeat Dial
- Call Return
- Selective Call Accept
- Selective Call Forward
- Selective Call Rejection
- VIP Alert
- Three-Way Calling
- Voicemail [2]

[1] 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.

[2] Deregulated service.

(M) Material moved from Page 24.

(M)

(M)

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PACKAGED SERVICES

14.14 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1] (Cont'd)

(C)

B. Regulations

1. Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. 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.
4. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.
5. This plan is not available to customers who are or become toll restricted. Service 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.

(M)

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

(N)
|
(N)

(M) Material moved to Page 26.

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PACKAGED SERVICES

14.14 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1] (Cont'd)

C. Rates and Charges

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), Access Recovery Charge, Facilities Relocation Charge (where applicable) and the Shoshone Paiute Tribal E911 surcharge (where applicable).
2. Service Charges will not apply for new and additional package lines, and moves of existing lines.
3. Service Charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

(M)

[1] 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.

(M)

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PACKAGED SERVICES

14.14 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

C. Rates and Charges (Cont'd)

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.

(M)

Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD	Monthly Rate
Per package, per location	\$35.00 [2]

[1] 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.

[2] Rate includes local services, features, fees and surcharges described in C.1. preceding. Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional 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.

(M)

(M) Material moved from Page 26.

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PACKAGED SERVICES

14.15 SIMPLY UNLIMITED BUSINESS

(N)

A. Description

1. Simply Unlimited Business is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service an additional features and services for a flat monthly rate.
2. Simply Unlimited Business is available for a maximum of twenty business lines and/or key trunks at a given customer location, not to exceed twenty-five lines across all customer locations in territories served by a CenturyLink incumbent local exchange carrier.
3. Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional bundle.
4. Customers may also subscribe to Company's 1.5 Mbps or greater High-Speed Internet provided by the Company or a CenturyLink affiliate: at each 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 the Simply Unlimited Business but may be provisioned on access lines or trunks other than Simply Unlimited Business.

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PACKAGED SERVICES

14.15 SIMPLY UNLIMITED BUSINESS

(N)

A. Description (Cont'd)

5. Simply Unlimited Business includes a flat rate one-party business line or key trunk with Touch Tone, flat rate Extended Area Service, unlimited expanded local calling (where applicable) and the following services and features, where available:

- Rotary Hunt
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy – Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Selective Call Forwarding
- Call Waiting/Cancel Call Waiting (a.k.a. Enhanced Call Waiting)
- Call Waiting ID
- Three-Way Calling or Three-Way Calling with Transfer
- Return Call (a.k.a. Call Return)
- Selective Call Rejection (a.k.a. Call Rejection)
- Message Waiting ^[1]
- Voicemail ^[1]

^[1] Deregulated service.

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PACKAGED SERVICES

14.15 SIMPLY UNLIMITED BUSINESS (Cont'd)

(N)

B. Regulations

1. Simply Unlimited Business lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.
2. 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. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. There is no minimum service period for the Local Exchange Service and features provided in Simply Unlimited Business. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.
4. If customers discontinue any of the required services or features, the remaining components of the Simply Unlimited Business selected by the customer will be converted to a la carte rates. If optional High-Speed Internet service is discontinued at any bundle location, the discounted monthly rate will no longer apply and all Simply Unlimited Business lines at that location will be converted to the applicable monthly rate.
5. Simply Unlimited Business is not available to customers who are or become toll restricted. Service Connection 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.
6. Simply Unlimited Business cannot be combined with any other discounts unless otherwise specified.

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14.15 SIMPLY UNLIMITED BUSINESS

(N)

B. Regulations (Cont'd)

7. 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 Simply Unlimited Business, the following monthly rate will continue to apply until such time as customers are notified in advance of rate increases, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

C. Application of Rates and Charges

1. An Activation Fee will apply for the month-to-month option 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 Activation Fee. The Activation Fee will be waived when:
 - customer migrates existing Local Exchange Service lines to Simply Unlimited Business, or
 - customer orders Simply Unlimited Business additional lines subsequent to establishment of the initial line, or
 - customer orders optional High-Speed Internet at each bundle location.
2. The normally applicable service charges will apply when Simply Unlimited Business customers request a change back to Local Exchange Service or another packaged service.
3. The monthly rate includes a flat rate one-party business line or key trunk with Touch tone, flat rate EAS, expanded local calling (where available), features, unlimited long distance provided by CenturyLink Communications, Inc., and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, and the Shoshone Paiute Tribal 911.

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14.15 SIMPLY UNLIMITED BUSINESS

(N)

C. Application of Rates and Charges (Cont'd)

4. Simply Unlimited Business includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the tariffed rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing tariffed rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing tariffed rate.
5. Simply Unlimited Business lines subsequently added to the customer's account will be charged the monthly tariffed rate in effect as of the date the new Simply Unlimited Business line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.
6. Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Business will increase.
7. The following monthly rates do not include applicable charges for non-regulated High-Speed Internet provided by the Company. However, the charges listed in T.3.c. preceding and the rate for High-Speed Internet will appear as a single line item on the customer's bill. Zone charges do not apply.

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14.15 SIMPLY UNLIMITED BUSINESS (Cont'd)

(N)

D. Rates and Charges

Option	Monthly Rate		Activation Fee
	Initial Bundle, Per Location	Each Additional Bundle, Per Location	
Simply Unlimited Business with Long Distance	\$50.00	\$50.00	\$50.00
Simply Unlimited Business with Long Distance and High-Speed Internet ^[1]	40.00	35.00	--

^[1] This monthly rate and the applicable rate for HSI will appear on invoice as a single line item.

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14.16 SIMPLY UNLIMITED PHONE FOR RESIDENCE

(N)

A. Description

- 1. Simply Unlimited Phone is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.**
- 2. Customers must subscribe to the Simply Unlimited Phone for Residence calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.**
- 3. Simply Unlimited Phone for Residence includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:**
 - **Anonymous Call Rejection**
 - **Call Forward Busy – Fixed**
 - **Call Forward No Answer – Fixed**
 - **Call Forward Remote Access (where available)**
 - **Call Forwarding**
 - **Call Waiting ID**
 - **Caller ID with Name**
 - **Enhanced Call Waiting (includes Cancel Call Waiting)**
 - **Message Waiting**
 - **Repeat Dial**
 - **Return Call**
 - **Selective Call Forwarding**
 - **Selective Call Rejection**
 - **Selective Call Ring**
 - **Speed Call 8**
 - **Three-Way Calling**
 - **Voicemail (Deregulated Service)**

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14.16 SIMPLY UNLIMITED PHONE FOR RESIDENCE (Cont'd)

(N)

B. Regulations

1. Components of the Simply Unlimited Phone will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
3. 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.
4. Simply Unlimited Phone cannot be combined with any other discounts unless otherwise specified.
5. This plan is not available to customers who are or become toll restricted. Service 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.
6. 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 catalog will no longer apply to Simply Unlimited Phone, 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.

^[1] Deregulated service.

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14.16 SIMPLY UNLIMITED PHONE FOR RESIDENCE (Cont'd)

(N)

C. Application of Rates and Charges

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), Access Recovery Charge, and Facilities Relocation Charge.
2. Service Charges will not apply for new and additional package lines and moves of existing lines.
3. Service Charges do not apply when Simply Unlimited Phone replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.
4. Simply Unlimited Phone includes a rate stability plan which allows customers to pay a fixed monthly rate that is not subject to rate changes over a fixed period. Customers will pay the cataloged rate in effect as of the service establishment date for the first twelve months after service is established. On the service establishment anniversary date, the customer's monthly rate will increase to the lesser of the then-prevailing cataloged rate or a rate that is \$5.00 higher than the rate in effect on the service establishment date. Thereafter, on each subsequent anniversary date, the monthly rate may increase by no more than \$5.00, not to exceed the then-prevailing cataloged rate.
5. Simply Unlimited Phone lines subsequently added to the customer's account will be charged the monthly cataloged rate in effect as of the date the new Simply Unlimited Phone line(s) is/are added to the account. The same rate stability provisions apply to subsequently added lines, based on the service establishment date for those lines.
6. Customers will be notified at least thirty days prior to any service anniversary date rate increase. Such notice will include the actual amount by which customer's Simply Unlimited Phone will increase.

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SCHEDULE 14

PACKAGED SERVICES

14.16 SIMPLY UNLIMITED PHONE FOR RESIDENCE (Cont'd)

(N)

D. Rates and Charges

The following monthly rates include local services, features, fees and surcharges described in C.1., preceding. Monthly rates for the Simply Unlimited Phone calling plan provided by CenturyLink Communications, LLC and for optional 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.

Option	Monthly Rate ^[1] Per package, per location
Simply Unlimited Phone with Long Distance	\$45.00
Simply Unlimited Phone with Long Distance and deregulated HSI	\$35.00

[1] Rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.

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SCHEDULE 15

RESIDENCE CUSTOMER REFERRAL PROGRAM

- A. Existing residence customers may be eligible for a one-time \$50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time \$50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of \$600 in referral credits per calendar year.
- B. New residence customers may be eligible for a \$10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the \$10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

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SECTION 16

SATISFACTION GUARANTEE PROGRAM

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.
3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.
4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.
5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).
6. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

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SECTION 16

SATISFACTION GUARANTEE PROGRAM

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's cataloged services required special construction or special configurations.
2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

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SCHEDULE 17

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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SCHEDULE 18

DIGITAL SWITCHED SERVICE (DSS)

(T)

A. Description

Digital Switched Service (DSS) provides digital local exchange service for PBX users, and is an alternative to analog PBX trunks. The service provides a digital facility (1.544 Mbps) between the customer's customer premise equipment and the central office where it is multiplexed to interface and provide 24 voice grade channels. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

B. Definitions

DSS Facility and Common Equipment

This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.

In-only Trunk

One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.

In-only Trunk with Direct-Inward Dialing (DID)

In-only trunk with DID feature. Requires a DID trunk termination.

Out-only Trunk

One-way trunk which allows only traffic originating in the customer's CPE to be transmitted to the central office switch.

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SCHEDULE 18

DIGITAL SWITCHED SERVICE (DSS)

(T)

B. Definitions (Cont'd)

Two-Way Trunk

Trunk which allows for traffic to be transmitted from either the central office or the PBX.

Two-Way Trunk with DID and Answer Supervision

Two-Way trunk with DID and answer supervision features. Requires a DID trunk termination.

C. Conditions

1. DSS is provided subject to the availability of central office facilities.
2. The minimum service period for the DSS facility and common equipment is one month.
3. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for the actual number and types of trunks in service on each DSS facility. The customer must subscribe to a minimum of 8 trunks, per trunk group, per facility.
4. Regulations, rates and charges, as described elsewhere in this catalog apply as appropriate.
5. When 800 Service terminates on a DSS facility, the 800 Service access lines are classified as basic trunks for the application of DS1 facility and common equipment rates and charges and are in addition to 800 Service rates and charges that normally apply.

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DIGITAL SWITCHED SERVICE (DSS)

(T)

C. Conditions (Cont'd)

6. The following services will not be provided within the DSS facility:
 - Access Lines in Schedule 1
 - Feature Groups A, B, C, or D
 - Other private line/access services
 - Datapath, Dialan Service, Switched 56 Service
 - Joint User service
 - Foreign Exchange Service
 - Identified Outward Dialing
7. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.
8. Line Power option is not available with DSS
9. The DSS facility cannot be purchased without a minimum of eight individual switched access trunks.
10. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found in Schedule 29.
11. Where more than one trunk group is requested on a DSS service, there will be a minimum of 8 trunks in each group.

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SCHEDULE 18

DIGITAL SWITCHED SERVICE (DSS)

(T)

A. Rates

	<u>Non-recurring Charge</u>	<u>Monthly Rate</u>
- DSS facility and common equipment, per 24 channel facility	\$500.00	\$100.00
- DSS loop transport, per facility Each mile over 3 miles		\$ 40.00
- Trunks (Minimum of 8 Trunks Required, per Trunk group)		
- In-only trunk	\$31.20	\$32.00
- Out-Only trunk	31.20	32.00
- Two-way trunk	31.20	32.00
- In-only trunk with DID [1]	31.20	32.00
- Two-way trunk with DID and answer supervision [1]	31.20	32.00

Individual Non-recurring Charges

The NRC's for individual trunks ordered with the initial Digital Switched Services order are waived. When additional trunks are ordered on an existing Digital Switched Services facility the normal non-recurring charges for trunks apply. The NRC for DID features is not waived with the initial order.

[1] Requires a DID trunk termination. See Schedule 19, Direct Inward Dialing (DID) Service.

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SCHEDULE 19

DIRECT INWARD DIALING (DID)

A. General

1. This service is furnished subject to central office capacity for facilities and telephone number availability and compatibility of PABX facilities.
2. The service includes central office switching equipment necessary for in-dialing from the exchange and toll network directly to stations associated with customer premises located equipment.
3. The customer must subscribe to a sufficient number of trunks to insure service standards as determined by the Telephone Company.
4. The service must be provided on all lines in a trunk group arranged for inward service.
5. Operational characteristics of interface signals between the Telephone Company provided connecting arrangements and the customer-provided equipment must conform to the terms and conditions the Telephone Company considers necessary to maintain proper standards of service.
6. The Telephone Company shall not be responsible to the customer or authorized user or joint user if changes in protection criteria or in any of the facilities, operations or procedures of the Telephone Company render any facilities provided by a customer, authorized user or joint user obsolete or required modification or alteration of such equipment or system or otherwise affect its use or performance.
7. Directory listings will be provided in accordance with the regulations of the "Directory Listings" section of this catalog for applicable associated exchange service. DID numbers furnished herein are not entitled to free directory listings.
8. Customer-provided equipment must be arranged by the customer to provide for the intercepting of assigned but unused station numbers.

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SCHEDULE 19

DIRECT INWARD DIALING (DID)

A. General (Cont'd)

9. Where DID is requested on more than one group of trunks of lines, each such group shall be considered a separate service.
10. The rates herein contemplate the use of standard equipment and serving arrangements and are in addition to rates and charges for the service with which it is furnished. When equipment or service of a special type is requested and provided, rates and charges are related to the costs involved to meet the individual requirements of each case.
11. The contract period for this service is five years from the date of installation. In case of discontinuance or reduction of service within the minimum contract period, a termination charge applies as shown below; this charge is reduced by 1/60 for each full month that the service is provided.

B. Rates and Charges

	<u>Installation Charge</u>	<u>Monthly Rate</u>
Direct Outward Dialing Trunk, each		**
DID Trunk Termination (1 way), each	\$50.00	\$19.00*
Group of 20 numbers, each group	\$20.00	\$10.00

* In addition to the prevailing rates and installation charges for PABX trunks, **DSS, tie** lines, FX lines, etc. (D)

** Prevailing rate and installation charge for a PABX trunk.

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SCHEDULE 20

LOCAL DIRECTORY ASSISTANCE SERVICE

B. Conditions (Cont'd)

3. Charges for Directory Assistance Service are not applicable to calls placed from:
 - Customers who are unable to use a directory because of a visual or physical handicap.
 - Customers making emergency calls directed to the "0" operator or 911 (where available).
 - Patient residential service provided in health care facilities.
4. Monthly billing detail, other than that listed on the customer's monthly bill is not available.
5. No service and equipment charge applies to establish or remove a directory assistance exemption.

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SCHEDULE 21

NATIONAL DIRECTORY ASSISTANCE SERVICE

A. Description

National Directory Assistance Service is provided to customers of the company or the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

B. Conditions

1. There are no call allowances or exemptions for National Directory Assistance customers.
2. 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 for National Directory Assistance applies.
3. A maximum of two requested telephone numbers are allowed per call.
4. Charges apply to each call placed to National Directory Assistance from a Public Access Line.
5. In locations, including Public Access Lines, where the customer has the capability to dial National Directory Assistance but places a call to the National Directory Assistance service attendant via an operator, an additional operator assistance charge may apply in addition to the National Directory Assistance Charge.

C. Rates

Each call dialed directly by customer	\$6.99 (I)
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SCHEDULE 22

DIRECTORY ASSISTANCE CALL COMPLETION

A. Description

Where facilities permit, a customer calling for directory assistance may request the completion of local, intraLATA calls to the telephone number that was provided to that customer on the directory assistance call.

B. Conditions

1. Directory Assistance Call Completion is available to residence, business, and Public Access Line customers.
2. Directory Assistance Call Completion can be blocked at the originating customer's request.
3. All Operator Service charges apply as appropriate.
4. There are no call allowances; however, the charges and call allowances for Directory Assistance are not affected.

C. Rates

The following rate is in addition to the Directory Assistance charge and any charge for intraLATA toll or any local message charge, if applicable.

Each call completed	\$0.00	(R)
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SCHEDULE 23

LOCAL OPERATOR SERVICE CHARGES

A. Conditions

1. Local Operator Service Charges will apply on all local exchange operator handled calls under the jurisdiction of this catalog. There are three classes of calls. Charges apply according to the class of call the calling station selects. The call classes are:

- Customer Dialed Calling Card Station-to-Station
- Operator-Handled Station-to-Station
- Operator-Handled Person-to-Person

B. Customer Dialed Calling Card Station-to-Station - Applies when the calling person:

1. dials the digit zero, plus the telephone number, plus a calling card number (where equipment is available) to complete the call without operator assistance, or
2. dials the digit zero, plus the telephone number (0 + number) to complete the call. Operator assistance is limited to recording the calling card number for billing purposes, or
3. dials the operator and places a calling card Station-to-Station call when equipment capability precludes either of the foregoing.

C. Operator-Handled Station-to-Station - Applies when calls are completed with the assistance of an operator unless another Operator Handled charge applies, or the call is being placed for a calling party identified as handicapped and unable to dial the call because of that handicap. Operator station-to-station also applies when calls originate at a coin telephone and when a customer asks that a completed dial station-to-station call be billed to another telephone number.

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SCHEDULE 23

LOCAL OPERATOR SERVICE CHARGES

D. Operator-Handled Person-to-Person - Applies when a calling station names the particular party to be reached by an operator. The party may be:

- A person
- A mobile station
- A station, department or office reached through a Company or customer-provided 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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(D)

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SCHEDULE 23

LOCAL OPERATOR SERVICE CHARGES

F. Rates

The charges for all Local Operator Handled Services are billed to the calling party, unless the charge is billed to the called party as a collect call and the charge is accepted by the called party; or, the charge is billed to an authorized third telephone number, authorized calling card, or special billing number. The charges cannot be billed to a payphone.

	<u>Nonrecurring Charge</u>
Customer Dialed Calling Card	\$.50
Operator Handled Station-to-Station	1.20
Operator Handled Person-to-Person	3.50

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SCHEDULE 24

N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-136, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

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SCHEDULE 24

N11 ABBREVIATED DIALING CODES

B. Terms and Conditions (Cont'd)

2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXX
 - Operator assisted calls will not be completed.
3. The Company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in this catalog.
5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.
7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Idaho Public Utility Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

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SCHEDULE 24

N11 ABBREVIATED DIALING CODES

B Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

- a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
- b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- d. Suspension of N11 Service is not allowed.

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N11 ABBREVIATED DIALING CODES

B Terms and Conditions (Cont'd)

10. (Cont'd)

- e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
- f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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N11 ABBREVIATED DIALING CODES

B Terms and Conditions (Cont'd)

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
 - a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
 - b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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N11 ABBREVIATED DIALING CODES

B. Terms and Conditions (Cont'd)

12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

	<u>Nonrecurring Charge</u>
Initial Setup, Per Host Switch and/or Stand Alone Switch ⁽¹⁾	\$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch ⁽¹⁾	\$ 50.00

⁽¹⁾ There is only one host switch for CenturyTel of the Gem State, Inc. and this charge will only apply once per order.

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SCHEDULE 25

PRIVATE LINE SERVICE

Applicable to private line service and is applicable in all exchanges.

A. Rates

	<u>Rate Per Month</u>	<u>Installation or Move Charge</u>
<u>Interexchange or Interoffice Facilities</u>		
Per mile of circuit or fraction thereof	\$ 5.00	
<u>Local Channel Facilities (2-Wire Facility)</u>		
First one-half mile of circuit or fraction thereof	2.00	
Each additional one-fourth mile of circuit or fraction thereof	1.00	
<u>Station Terminations</u>		
Each termination	1.00	See Schedule 2

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SCHEDULE 25

PRIVATE LINE SERVICE

B. Conditions

1. The service offered in this schedule is applicable to service furnished entirely within the exchanges served by this company.
2. Private line service is available for transmission of information within the voice frequency range including the following services: telephone, teletype, data, and control channels.
3. The same installation charges and move and change charges as prescribed for business exchange access lines apply to private lines. Unusual installations or moves will be made on a labor and material cost basis.
4. The circuit rate is determined by actual mileage of circuit involved. Where a local channel involves several branches or different cable pairs, the total circuit mileage will be determined by separately measuring the circuit length of each leg of the multiple circuit arrangement to the nearest one-half mile or fraction thereof.
5. The signal level and frequencies used with private line service shall be subject to the approval of the Company.

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SCHEDULE 26

CONNECTION WITH MISCELLANEOUS COMMON CARRIERS

A. Rates

Per Month

Each user of service from the Miscellaneous
Common Carrier's base station

\$ 1.25

Each access line

PBX Trunk Rate

B. Conditions

1. This service is provided to connect the radio telephone system of a Miscellaneous Common Carrier to the exchange and toll lines of the Company.
2. The connection equipment will be provided by the Company.
3. To be eligible to interconnect, the Miscellaneous Common Carrier must have obtained proper Federal Communications Commission Authority to operate within the State and shall have met the requirements of the State Regulatory Commission.

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SCHEDULE 27

CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions

1. 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 Terms and Conditions, No. 18 (Multi-Line Telephone Systems-A). Customer-provided terminal equipment and customer-provided communications systems may be connected with the facilities furnished by the Company for telephone service as provided in these conditions. (T)
2. **Multiline telephone systems ("MLTS") required to comply with 1. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Terms and Conditions, No. 18 (Multi-Line Telephone Systems-B).** (N)

(N)

(N)

(M)

(M)

(M) Material moved to Page 1.1, Release 1.

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SCHEDULE 27

CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions

3. Where telephone service is used in connection with customer-provided terminal equipment or communications systems, the operation characteristics of such equipment or systems shall be such as not to interfere with any of the service offerings by the Company. Such use is subject to the further provisions that the customer-provided equipment or systems do not endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telephone network or otherwise injure the public in its use of the Company's services. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference.

(T)(M)

4. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment or communications systems. Telephone service is not represented as adapted to the use of customer-provided equipment or systems. Where such equipment or systems are connected to Company facilities, the responsibility of the Company shall be limited to the furnishing, operation and maintenance of such facilities in a manner suitable for telephone service. The Company shall not be responsible for the through transmission of signals generated by the customer-provided equipment or systems or for the quality of, or defects in, such transmission, or the reception of signals by customer-provided equipment or systems.

(T)

(M)

(M) Material moved from Page 1, Release 2.

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions (Cont'd)

5. The Company shall not be responsible to the subscriber or otherwise if changes in the criteria contained in these conditions or in any of the facilities, operations or procedures of the Company render any customer-provided equipment or facilities obsolete or require modification or alteration of such equipment or otherwise affect its use or performance. (T)
6. The provisions of this catalog shall not be construed or applied to bar a customer from the connection of customer-provided private mobile radio-telephone systems with telephone service furnished by the Company for voice communications through customer-provided equipment which effects such connections externally to Company-provided telephone by means of an acoustic or inductive connection for transmitting and/or receiving. (T)
7. Where any customer-provided equipment or system is used with telephone service in violation of any of these conditions, the Company will take such immediate action as necessary for the protection of the network 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 subscriber 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 subscriber's service until such time as the subscriber complies with the provision of this catalog. (T)
8. The Company is not liable for damages resulting from customer or vendor configuration of multi-line telephone systems which are connected to Company facilities. Such systems must be configured as described in Terms and Conditions, No. 18 (Multi-Line Systems). (T)

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions (Cont'd)

Terminal Equipment

Data Transmitting and/or receiving terminal equipment (Data Access Arrangement)

1. Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Company may be used with such facilities on a two-point basis either through a:
 - a. Data set which shall perform the functions of network control signaling, conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Company facilities and conditioning signals transmitted by means of Company facilities to data signals suitable for reception by customer-provided equipment.
 - b. Data access arrangement for use with the network control signaling unit through which the customer-provided equipment shall perform the data signal conditioning referred to above.
2. To protect the telephone network and the services furnished to the general public by the Company from harmful effects, the customer-provided data transmitting equipment must comply with the minimum network criteria given in these conditions.

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SCHEDULE 27

CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions (Cont'd)

Connection with customer-provided recording and producing equipment

3. Customer-provided recording and reproducing terminal equipment may be used in connection with telephone service for the following purposes and subject to the following conditions: (T)
- a. Recording of two-way telephone conversations:
- 1) Connection of customer-provided voice recording equipment with facilities of the Company for the recording of telephone conversations shall be made only through recorder-connector equipment which contains a recorder tone device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use.
 - 2) Direct electrical connection shall be made only through recorder connector equipment furnished, installed and maintained by the Company.
 - 3) Connection may be made through portable recorder connector equipment provided such equipment is obtained from and is maintained by the Company. The portable recorder connector equipment shall be connected with the telephone line through jacks installed by the Company on each line or at each station used for recording purposes, except that where recording is done at a cord switchboard a portable jack box supplied and maintained by the Company may be used.

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions

Connection with customer-provided recording and producing equipment

3. (Cont'd)

(T)

a. Recording of two-way telephone conversations: (Cont'd)

4) The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Company or switched on and off.

(T)

b. Recording of incoming messages:

1) Direct electrical connection of customer-provided recording equipment with the facilities of the Company for the recording of incoming messages only shall be made through connection equipment furnished, installed and maintained by the Company. Such connecting equipment permits an attendant to use telephone sets furnished on the same line to monitor the recording of incoming messages but physically prevents recording during two-way telephone conversations. A recorder tone is not required.

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions_(Cont'd)

Communications Systems

1. Customer-provided communications systems, etc.
 - a. Miscellaneous Common Carrier
 - 1) All such connections of Miscellaneous Common Carrier provided radiotelephone systems shall be made under and in accordance with the provisions of agreements made by and between the Miscellaneous Common Carrier and the Company.

Network Protection Criteria

To protect the telephone network and services furnished to the general public by the Company from harmful effects, customer-provided equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network from:
 - a. Customer-provided data transmitting equipment:
 - 1) Through data access arrangement: The power of the signal at the central office shall not exceed 12 db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the interface located on the customer's premises in no case shall exceed one milliwatt.
 - 2) Acoustic, inductive connections: The power of the signal which is applied to the network control signaling unit located on the customer's premises shall be limited so that the signal power at the input of the Company's line does not exceed 9 db below one milliwatt when averaged over any three second interval. The Company, at the customer's request, will specify for each customer location, the signal power at the input of the Company's line, which in no case shall exceed one milliwatt.

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions_(Cont'd)

Communications Systems

4. Customer-provided communications systems, etc. (T)

a. Miscellaneous Common Carrier

- 1) All such connections of Miscellaneous Common Carrier provided radiotelephone systems shall be made under and in accordance with the provisions of agreements made by and between the Miscellaneous Common Carrier and the Company.

Network Protection Criteria

To protect the telephone network and services furnished to the general public by the Company from harmful effects, customer-provided equipment must comply with the following minimum network protection criteria:

1. To prevent excessive noise and crosstalk in the network from:

a. Customer-provided data transmitting equipment:

- 1) Through data access arrangement: The power of the signal at the central office shall not exceed 12 db below one milliwatt when averaged over any three second interval. The power of the signal which may be applied to the interface located on the customer's premises in no case shall exceed one milliwatt.
- 2) Acoustic, inductive connections: The power of the signal which is applied to the network control signaling unit located on the customer's premises shall be limited so that the signal power at the input of the Company's line does not exceed 9 db below one milliwatt when averaged over any three second interval. The Company, at the customer's request, will specify for each customer location, the signal power at the input of the Company's line, which in no case shall exceed one milliwatt.

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CONNECTION WITH CUSTOMER-PROVIDED
TERMINAL EQUIPMENT AND COMMUNICATIONS SYSTEMS

A. Conditions (Cont'd)

Network Protection Criteria (Cont'd)

2. To protect other services:

a. The input to the Company line must meet the following limits:

- 1) The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18 db below the power of the signal as specified in 1. above.
- 2) The power in the band from 4,005 Hertz to 10,000 Hertz shall not exceed 16 db below one milliwatt.
- 3) The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24 db below one milliwatt.
- 4) The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 50 db below one milliwatt.

3. To prevent the interruption or disconnection of a call or interference with network control signaling:

- a. It is necessary that the input to the Company line located on the customer's premises at no time have energy solely in the 2,450 to 2,750 Hertz band.
- b. If the power is in the 2,450 to 2,750 Hertz band, it must not exceed the power present at the same time in the 800 to 2,450 Hertz band.

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SCHEDULE 28

TOLL RATE POINTS

<u>LOCALITY OR EXCHANGE</u>	<u>V</u>	<u>H</u>
Bruneau	7244	7778
Grand View	7226	7829
Richfield	7158	7525
Grasmere-Riddle	7402	7808

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SCHEDULE 29

CUSTOM CALLING SERVICE

Applicability

Applicable to business and residence one-party service.

A.	Rates	Monthly Rate	
1.	Call forwarding, each line equipped	\$ 2.00	
	Call Forwarding When Busy	1.75	
	Call Forwarding Don't Answer	1.75	
	Enhanced Call Forwarding (When Busy and Don't Answer)	2.00	
2.	Trunk Hunting [1]	1.50	(C)
3.	Speed calling, each line equipped		
	a. 8 number repertory	1.50	
	b. 30 number repertory	2.00	
4.	3-Way calling, each line equipped	3.00	
5.	Call waiting, each line equipped	3.50	
6.	Distinctive Ring (a.k.a. Custom Ring)	3.00	
7.	Two feature calling, call waiting and three-way calling, per line equipped	5.00**	
8.	Package calling, call forwarding, three-way calling, call waiting, plus 8 number speed calling, per line equipped	7.25**	

* No Non-Recurring Charge applies for the installation or change of Custom Calling Service features.

** This service is grandfathered to existing customers at existing locations. Effective March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

[1] Effective June 1, 2023, Trunk Hunting is grandfathered for residence customers and will no longer be available to new residence customers. (N)
(N)

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SCHEDULE 29

CUSTOM CALLING SERVICE

B. Conditions

1. These rates are in addition to all other rates and charges for business and residence telephone service.
2. These features are furnished with one party line service only, excluding payphone and foreign exchange services. They are provided subject to the availability of suitable facilities.
3. Call forwarding provides for the transfer to another telephone of incoming calls by dialing a code and the telephone number of the service to which the calls are to be transferred. Any message toll charges applicable to the forwarding are assessed to the customer with the call forwarding feature. Call Forwarding Don't Answer allows a customer to have an incoming call forwarded if the customer does not answer within a pre-determined number of rings. Call Forwarding When Busy allows a customer to have an incoming call forwarded if the called number is busy.
4. Speed calling permits a customer to place calls by dialing an abbreviated code instead of the normal directory number. The customer may change his speed call repertory of frequently called numbers.
5. Three-way calling provides for holding an existing call and, by dialing a prefix code and the telephone number of a third telephone, extending the call to that telephone. This feature provides that only one of the three telephones may be outside the local service area of the telephone establishing the three-way call.

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SCHEDULE 29

CUSTOM CALLING SERVICE

B. Conditions (Cont'd)

6. Call waiting enables a customer to be aware of another incoming call while talking on a call. The called party hears a tone indicating that another caller is waiting. The existing call can be put on "hold," or disconnected, and the waiting call can be received. This feature is not available on central office lines arranged for trunk hunting.

7. Distinctive Ring (a.k.a. Custom Ring) - **This feature allows a subscriber to have one additional number on the same line as their primary number, for a total of two (2) numbers assigned to a single line.** Special line signaling is provided for distinctive ringing, enabling subscribers to differentiate between calls terminating to the different Directory Numbers assigned to their lines. **Directory listings are not included. Customers subscribed to Personal Ringing prior to September 1, 2021 may have up to three (3) additional numbers on the same line, for a total of four (4) numbers assigned to a single line, as long as the additional numbers were assigned prior to that date. Effective September 1, 2021, only one additional number may be assigned to a single line.**

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SCHEDULE 30

TOUCH CALLING

A. Rates

	<u>Rate Per Month</u>	<u>Installation or Move Charge</u>
Touch call service provides for the use of push-button keys and tones in lieu of rotary dials, to originate calls.		
1. Individual or party line		See Sch. 2
a. Business or residence access line, each	No Charge	
2. Key system		
a. Central office access line, each	No Charge	See Sch. 2
3. PBX system, dial and manual		
a. PBX trunk each	No Charge	See Sch. 2

B. Conditions

1. Touch calling will be provided only where facilities are available.

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RESERVED FOR FUTURE USE

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SCHEDULE 32

PAYPHONE SERVICES

A. Description

Payphone Services provide telephone service to customer-leased or owned payphones with or without coin collecting devices. Access to the local calling area is provided at a recurring monthly charge. Message Toll Telephone Service access is provided to place operator billed calls. Fraud protection services will be offered where available.

B. Conditions

1. Payphone Service is provided at the option of the customer.
2. Payphone Services do not include a directory listing.
3. Installation, move and change charges will be those applicable to business services.
4. The telephone number provided by the Company will be displayed on the telephone instrument at all times.
5. Requests to Directory Assistance Service originated from Payphones will be billed at the applicable rate of the Directory Assistance Carrier.
6. Payphone Services will have the same repair service that is available to simple business service.

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PAYPHONE SERVICES

B. Conditions (Cont'd)

7. The customer shall be responsible for the installation, operation and maintenance of any customer-provided payphones used in connection with this service.
8. All payphones shall provide dial tone first to assure emergency access without the use of a coin.
9. The payphone instrument must allow coin-free operator access and emergency 911 access in any exchange where 911 service is available. Where 911 service is not available, detailed instructions for completing coin-free emergency calls must be posted prominently on the payphone instrument.
10. The information labeling on the instrument should clearly advise the user as to the method of payment required and also must state if the coins will be returned if the called party does not answer.
11. The payphone instrument must be registered under part 68 of the F.C.C. Rules and Regulations, or be connected behind a protective coupler registered under part 68 of the F.C.C. Rules and Regulations.
12. The instrument must comply with the requirements of the Telecommunications for the Disabled Act of 1982 (access to handicapped and hearing aid compatible).
13. The payphone instrument must be connected to the company's network in compliance with the current National Electric Code and National Electric Safety Code.

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PAYPHONE SERVICES

B. Conditions (Cont'd)

14. Only one payphone instrument may be connected to a given Payphone Access Line.
15. Payment of Payphone Service, toll message service, operator assistance, special catalog charges, or other types of chargeable calls shall be the responsibility of the subscriber to Payphone Service.
16. The Company may require, as a condition of connection, a security deposit to ensure payment.
17. Minimum charges for Payphone Service shall apply when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of one month's service and feature rates and the non-recurring charges.
18. Each payphone shall carry an information label which identifies the owner and the person to call for reporting problems; the price of a call within the local calling area; and, any toll or local calling restrictions such as minutes of use per coin inserted.
19. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.

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SCHEDULE 32

PAYPHONE SERVICES

B. Conditions (Cont'd)

20. The customer shall be responsible for the payment of a **Maintenance of Service Charge (Trouble Isolation Charge)** for visits by a Company employee to the customer's premises when a service difficulty reported to the Company by the customer is caused by customer-provided equipment. The Company will not respond to trouble reports from end users at a payphone. (C)
(C)
21. When any customer-provided equipment is used with telecommunications services in violation of any of the provisions of this catalog, the Company will take such immediate action as necessary for the protection of the telecommunications network, Company employees, and the public; and, will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within five (5) days following the receipt of the 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.
22. The outgoing local message charge applies only to local calls from Public Interest Payphones that are maintained and owned by the Company.
23. All applicable toll and extended area service charges apply to calls from Payphones.
24. Fraud protection provides a signal to the telephone operator that the caller is using a payphone. It will not allow collect and third number calls to be billed to the payphone line and restricts operator assisted toll calls to collect, bill to third party and calling card calls.
25. Central Office Payphone Supervision provides the functionality to recognize coin deposits and return coins to the Payphone user.

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SCHEDULE 32

Page 5

Release 1

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SCHEDULE 32

PAYPHONE SERVICES

C. Rates*

	<u>Monthly Rate</u>
1. Payphone Access Line	See Schedule 1
2. Central Office Payphone Supervision	2.75
	<u>Nonrecurring Charge</u>
3. Fraud Protection	\$10.00
4. Local Operator Service Charges See Schedule 23	

*The F.C.C. Multiline Subscriber Line Charge will apply for all Payphone Access Lines.

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Idaho Public Utilities Commission
Office of the Secretary
ACCEPTED FOR FILING
July 2, 2013
Boise, Idaho

CenturyTel of the Gem State, Inc. d/b/a CenturyLink
General Exchange
Catalog No. 2

SCHEDULE 33
Page 1
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SCHEDULE 33

COMPETITIVE RESPONSE PROGRAMS

A. \$5/\$10 Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

Eligible customers who are subscribed to any bundled service will receive a \$10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a \$10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

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SCHEDULE 34

Page 1

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SCHEDULE 34

PROMOTIONS

See [CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS](#) for currently available promotions.

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MAP SHEET

Page M1

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EXCHANGE MAPS

<u>Exchange</u>	<u>Map Number</u>
Bruneau Exchange Map	M 2
Bruneau Base Rate Area Map	M 3
Grand View Exchange Map	M 4
Grand View Base Rate Area Map	M 5
Grasmere-Riddle Exchange Map	M 6
Richfield Exchange Map	M 7
Richfield Base Rate Area Map	M 8

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