

WN U-4  
UNITED TELEPHONE COMPANY OF THE NORTHWEST  
d/b/a CenturyLink

Schedule AA  
Original Title Sheet 1

THIS TARIFF WN U-4 REPLACES IN ENTIRETY  
WN U-3 PREVIOUSLY IN EFFECT  
AND IS ISSUED FOR THE PURPOSE OF  
NAMING RATES  
FOR  
United Telephone Company of the Northwest  
d/b/a CenturyLink  
TELEPHONE SERVICE  
AT  
ALL WASHINGTON EXCHANGES  
AND  
CONTAINING RULES AND REGULATIONS  
GOVERNING SERVICE

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PRELIMINARY STATEMENT

FILING OF RATES, RULES AND REGULATIONS

The schedules of rates, charges, rules and regulations have been regularly filed with the Washington Utilities and Transportation Commission of the State of Washington and are the effective rates, charges, rules and regulations of this Company.

No officer, employee, or agent of the Company has any authority to waive, alter, or amend in any respect these rates, charges, rules, and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates, charges, rules and regulations set forth in the schedules are subject at all times to addition, change, or abolition after proceedings duly had by the Washington Utilities and Transportation Commission of the State of Washington, and changes in the rates, charges, rules and regulations herein set forth must first be approved or accepted by the Washington Utilities and Transportation Commission of the State of Washington.

TERRITORY SERVED

The United Telephone Company of the Northwest renders telephone service as shown in its tariff schedules, which include a description of the service furnished and a map of each exchange served.

The procedure which will be followed by the Company in rendering service is set forth in tariff rules and regulations in which are included definitions explaining phrases and terms used.

Each sheet of each schedule bears a designating Washington Utilities and Transportation Commission number, and also the date issued and the date upon which it became effective.

EXCHANGES AND HOURS OF SERVICE

Continuous 24-hour service in all exchanges.

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SYMBOLS

Symbols are used to indicate the purpose and effect of all tariff material submitted to the Commission. They appear on the right hand side of the text to which they apply and within the lined margin of the sheet.

<u>Symbol</u>	<u>Definition</u>
C	To signify changed condition or regulation
D	To signify discontinued rate, regulation, or condition
I	To signify increase
K	To signify that material has been transferred <u>to</u> another sheet
M	To signify that material has been transferred <u>from</u> another sheet or place in the tariff
N	To signify new rate, regulation, condition, or sheet
O	To signify no change*
R	To signify reduction
T	To signify a change in text for clarification

\* The use of the symbol "O" is discretionary unless its use in the interest of clarity is evident or specifically requested by the Commission.

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Trademarks and Service Marks Used in this Tariff

Below is a list of trademarks which may be used in this Tariff. These designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks that are owned by CenturyLink cannot be used by another party without authorization.

CENTURYLINK<sup>TM</sup>  
CENTURYLINK<sup>SM</sup>



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## DEFINITIONS

### 900 and 976 Blocking Service

900/976 Blocking Service prevents direct access to ALL 900 and 976 service, including time of day and road condition reports. 900 Blocking Service prevents direct access only to the 900 network, including time of day and road condition reports. 976 Blocking Service prevents direct access only to the 976 network, including time of day and road condition reports. When customers dial a 900 or 976 number from a line with 900, 976 or 900/976 Blocking Service, the call is diverted to a Company provided intercept announcement.

### 9-1-1

9-1-1 Emergency Communication System service is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive calls dialed to the telephone number 9-1-1. The service provides the capability to answer emergency calls originated by persons within the serving area who dial 9-1-1.

### 9-1-1 Service Area

The geographic area which contains the Serving Central Office and Originating End Offices and in which the 9-1-1 customer can respond to all 9-1-1 calls or initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the customer in those areas where there is a choice.

### Abbreviated Dialing

See "Speed Calling."

### Access Line

A circuit between the customer's premises and the serving central office providing access to the network. Access lines are subdivided as follows:

- a. One-Party Line: A line for network access arranged to serve one customer.
- b. PBX Trunk: A trunk utilized by those multiline systems which randomly and automatically selects a trunk from the system's group of trunks when the station user activates the trunk selection function of the system's common equipment.
- c. Key (Rotary) Line: A trunk utilized by those multiline systems wherein the multiline system station user has the capability of individually selecting a specific trunk from the system's group of central office trunks.
- d. Pay Telephone Access Line: A class of service furnished to individuals, firms, or corporations which permits connection of a customer provided instrument (coin or coinless) that is activated by the deposit of coins, tokens or the entry of a customer account number.

### Access Line Installation Charge

A nonrecurring charge made to cover all or a portion of the cost associated with the installation of telephone access line.

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### DEFINITIONS

#### Airline Measurement

The shortest distance between the points involved.

#### Anonymous Call Rejection

Anonymous Call Rejection allows a Caller ID subscriber to route blocked calls to a prerecorded message which indicates to the calling party that the subscriber to Anonymous Call Rejection does not accept blocked calls. Blocked calls are calls that have been designated as private by the calling party by use of either Caller ID or All Call Blocking. This feature is only available to customers of Caller ID-Number Only or Caller ID with Name and is provided automatically. To activate, customers must press \*77 (1177 on rotary phones). To deactivate customers must press \*87 (1187 on rotary phones).

#### Applicant

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

#### Auto Answer Back

The Auto Answer Back feature, when implemented on a business set, allows any incoming call to the number of the set to be automatically answered after four seconds.

#### Auto Call Return

Captures and saves the number of the last incoming call, whether it was answered or not, and allows the customer to automatically redial the number if desired. Unless the incoming number is blocked, the telephone number of the last call is announced (including non-published and non-listed telephone numbers). The customer is given the choice of returning the call or not. If the calling party's number is blocked, the service will not return the call or announce the calling party's number.

#### Automatic Dialing and Announcement Device (ADAD)

A device that can be programmed to dial telephone numbers, randomly or in a predetermined sequence, and play a recorded message when a call is answered.

#### Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

#### Automatic Line and Multiple Appearance Directory Number (MADN)

This feature allows a MADN to be assigned as an Automatic Line.

#### Automatic Route Selection

Automatic Route Selection is for customers who have several types of routing available. The trunks are automatically searched and each call sent over the next trunk available. Trunks can be searched in the order that the least expensive route available is selected.

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## DEFINITIONS

### B (Bearer) Channel

The B-channel carries voice and/or data communications at speeds up to 64 kbps, from the customer's premises, over the loop facility, to the central office.

### B-Channel Circuit-Switched Data

Data provides the capability of making data calls over the public network. Information is transmitted the same way as digitized voice. Like a voice call, a data call ties up network/system resources for the duration of the call. Similar to voice, Calling Line Identification functionality is provided.

### Billing Date

The latest of (1) the date stated on the billing or (2) the date billing was placed in the mail.

### Billing Number Screening

Permits full access to the local and toll networks while blocking billing of collect and/or third-number calls to the customer's number.

### Blind Transfer Recall

This feature enables the user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

### Building

A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

### Busy Override

A Centrex feature that allows a user to gain access to a busy station by pressing the Busy Override key.

### Call Back Queuing

A station user encountering an all-trunks-busy condition has the option of being notified when a trunk becomes idle, then automatically connected to the called number.

### Call Forward Busy-Customer Controlled

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

### Call Forward Busy-Customer Programmable

Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

### Call Forward Busy-Fixed

This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

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### DEFINITIONS

#### Call Forward Fixed

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

#### Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

#### Call Forward No Answer-Customer Controlled

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

#### Call Forward No Answer-Customer Programmable

Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

#### Call Forward No Answer-Fixed

This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

#### Call Forward of Call Waiting

Automatically forwards a call waiting call to voicemail or another predetermined number. The customer must subscribe to both Call Forward and Call Waiting services. There is no additional charge for this feature. It is an enhancement of the Call Forwarding service.

#### Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

#### Call Park

Allows a user to "hold" an in-progress call on his or her own number by dialing a code. The call can then be picked up from any other station by dialing a code.

#### Call Park Recall Identification

This feature enables a user to distinguish Call Park and Directed Call Park recalls from other types of calls. This feature is provided on an Individual Case Basis.

#### Call Pick-up

Allows a station other than the called station, within a predetermined group of stations, to pick up an incoming call.

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## DEFINITIONS

### Call Tracer

Provides added security by allowing the customer to activate a trace on threatening, harassing or obscene calls. The traced number, including non-published numbers, is recorded by the Company and released to an authorized law enforcement agency upon request of the agency. The customer using this feature will be notified that a trace has been activated and will be instructed to contact the local law enforcement agency. The customer is not provided the traced number.

When activating Call Tracer, if the customer receives another call prior to activating the trace, or receives a Call Waiting indication during the call to be traced, Call Tracer will not record the correct number. Call Tracer will trace only those calls which are originated from a location within the ExpressTouch Service area.

Call Tracer is automatically available to all customer lines and is charged when an activation is successful.

### Call Waiting

A tone provided to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through hookswitch operation.

### Call Waiting and Three-Way Calling Interactions

This feature enhances Call Waiting by allowing the second leg of a Three-Way call to wait on a busy 500/2500 set. This applies to 500/2500 type sets that have Call Waiting assigned and also to 500/2500 type sets that are called by sets with Dial Call Waiting or Call Waiting Originating assigned.

### Call Waiting Originating

Permits a station user to impose Call Waiting on a busy station. A line option is available to exempt the called station from Call Waiting Originating.

### Call Waiting with Options

Provides options for handling an incoming call waiting call to Customers that subscribe to Call Waiting and Caller ID features and also have Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with current caller, the call waiting caller is identified in the subscriber's ADSI telephone display window. The Subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to a voice mail or conferencing the caller with the current call.

### Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 9-1-1 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

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## DEFINITIONS

### Caller ID with Name

This feature is an enhancement to Caller ID - Number Only. It delivers the name and telephone number of the caller (including non-published and non-listed telephone numbers) allowing the subscriber to see the name and number displayed. This feature requires a special display unit or telephone equipment capable of displaying Caller ID information. The caller's name and number will not be displayed if the caller activates Caller ID Blocking (Per Call Blocking or All Call Blocking).

### Caller ID - Number Only

Delivers the telephone number of the caller (including non-published and non-listed telephone numbers) on a special display allowing the subscribers to see the number before answering. This feature requires a special Caller Display Unit or telephone capable of displaying caller Identification information. The caller's number will not be displayed if the caller activates Per Call Blocking or All Call Blocking.

Customers of Caller ID with Name may not, without permission of the calling party, publicize or disclose to third parties name or telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081(2)(e).

### Calling Name Display

For the user with Display, this feature enables the name of the calling or called party to be displayed on incoming and outgoing calls. This feature is provided on an Individual Case Basis.

### Caller ID Blocking

Caller ID Blocking is for customers desiring not to have their telephone number delivered to Caller Identification and Auto Call Return subscribers. There are two forms of Caller ID Blocking; Per Call Blocking, and All Call Blocking. Except as discussed below, there are no charges for either Per Call Blocking or All Call Blocking.

Per Call Blocking is automatically included with the provision of telephone service for all residential and business customers. Before placing an outgoing telephone call, a customer may designate their number as private and prevent display to a called party using Caller ID, and prevent the announcement of the caller's number or the returning of a call with Auto Call Return.

All Call Blocking, when requested, will be provided to any customer, except Pay Telephone Access Lines. All Call Blocking prevents the display or announcement of the customer's telephone number on a permanent basis. As above, with Auto Call Return, All Call Blocking would prevent the automatic returning of a blocked call.

All Call Blocking replaces Per Call Blocking. All Call Blocking is operational on a continuous basis and cannot be deactivated by the customer. There is no monthly recurring charge for All Call Blocking. A nonrecurring charge will be assessed for All Call Blocking when it is ordered for installations subsequent to initial installations, unless the customer is requesting new service or a number change, in which case no installation charge will be assessed.

Pay Telephone Access Lines are not eligible for Per Call Blocking or All Call Blocking.

E9-1-1 is not affected by Per Call Blocking or All Call Blocking.

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Advice No. WA10-05

Issued: October 15, 2010

Issued By United Telephone Company of the Northwest  
By Darlene N. Terry, Manager – Tariffs

Effective: December 1, 2010

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DEFINITIONS

Caller ID Blocking (Cont'd)

Liability - The Company cannot guarantee that Caller ID Blocking will be successful. The Company shall not be liable for any damages whether consequential, incidental, or special.

Camp-on with Music

This feature will allow the connection of music to the calling party when the caller is camped-on to the destination.

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.

Central Office Connecting Facility

A facility furnished to another common carrier by the Company between the terminal location of the other common carrier and a point of connection on the Company premises for intra- or interstate use.

Central Office Station Termination

An extension of a station line into a location other than the premises where the station line originated.

Centrex

Centrex is a digital communications service provided by central office equipment located on telephone company premises. The service is designed to serve businesses of 2-60 stations subject to the availability of facilities, features and central office equipment. The service provides access to the local exchange, interexchange access, intrasystem communications, and Centrex feature packages.

Centrex Trunk

A trunk that allows access to certain Centrex features.

CENTURYLINK LOCAL OPERATING COMPANY (a.k.a. CenturyLink LOC)

The term used to describe CenturyLink Corporation's Incumbent Local Exchange Carrier (ILEC).

Channel

A path for communication between two or more services or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof.

Charge

The non-recurring (one-time) price of providing equipment or services. See "Rate."

Class Of Service

Business or residence service.



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DEFINITIONS

Client

A caller to an Information Delivery Service number is a "client" of an Information Provider.

Code Call Access

This feature allows stations to gain access to customer provided code call equipment by dialing an access code.

Code Restrictions

Enables customers to define NPA or NXX restrictions for stations or groups of stations within a customer group.

Commission

The Washington Utilities and Transportation Commission, Olympia, Washington.

Communications System

A combination of equipment and facilities which fulfills the communication requirements of a customer.

Company

Whenever used in this tariff, "Company" refers to the part of United Telephone Company of the Northwest regulated by the Commission unless the context clearly indicates otherwise.

Concurrence

A statement that the Company conforms to the charges, rates, and/or conditions for a particular service as described in the tariff(s) or price-listing document(s) of another telecommunications company.

Connecting Arrangement (Coupler)

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

Connecting Company

A corporation, association, firm, or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

Consultation Hold

Consultation Hold is part of the Three-Way Conference/Transfer feature. Consultation Hold allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference.

Contiguous Exchanges

Two exchanges whose boundaries adjoin.



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## DEFINITIONS

### Continuous Property

Property occupied by a customer which is not separated by public thoroughfare or by property occupied by others. Non-continuous property is treated as continuous if the customer furnishes pipe or conduit that is suitable for the company to place wire facilities.

### Contract

The service application-agreement between a customer and the Company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs and under special conditions.

### Cost

The words "cost" or "actual cost," as used in this tariff, are intended to mean the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

### Custom Calling Features

A term describing special features provided from digital central offices. These can include call forwarding, call waiting, speed calling, and three-party conference.

### Customer

An individual or concern who orders and receives telephone service from the Company, and is responsible for the payment of all rates and charges.

### Customer Premises Equipment

Devices or apparatus which are connected to the communications path of the Company's exchange network either electrically, acoustically, inductively, or with an interface arrangement to Company facilities.

### Customer Premises Inside Wiring

Wire for telecommunications purposes which is on the customer's premises. Customer Premises Inside Wire begins on the customer's side of the Network Interface Device (NID).

### Customer Provided Pay Telephone Service

Pay telephone service provided through an instrument owned by the customer. The services are provided on an instrument-implemented basis rather than a central office basis. The instrument must be connected to a Pay Telephone Access Line.

### Customer Provided Poles or Trench

Customer Provided poles or trench are poles or trench previously put in place by a power or cable company, the applicant, or some other entity. The poles or trench must meet the construction standards of the Company before they will be utilized for line extension.

### D (Delta) Channel

The D-channel carries signaling at speeds up to 16 kbps on BRI, from the customer's premises to the central office. The D-channel does not have voice capability.

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UNITED TELEPHONE COMPANY OF THE NORTHWEST  
d/b/a CenturyLink

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Original Sheet 10

## 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 determine compliance with criteria set forth for customer premises equipment.

### Data-Call Protection

This feature protects the data calls from interruption by not allowing the connection of test or busy-verification circuits to the line while the line is busy.

### Date of Presentation

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

### Demarcation Point or Interface

The point of interconnection between telephone company communications facilities and equipment, protective apparatus, and wiring on a customer's premises. The interface or demarcation point shall be located at the customer's side of the Company's protector, or the equivalent thereof in cases where a protector is not employed, as provided under the Company's standard operating practices. The demarcation point may be located near a common building protector or inside each individual unit in a multi-tenant building.

### Deposit

A cash payment made by the customer to establish or reestablish credit with the Company. Deposits shall be required, applied, and refunded as described in Schedule AD, Sheets 7 through 10.

### Dial Call Waiting

Allows a station user the flexibility to choose whether he/she wants to impose Call Waiting on a busy station.

### Dictation Access and Control (DTMF only)

This feature provides station access to customer provided dictation recording equipment by dialing an access code.

### Digital Switched Services (DSS)

Digital Switched Services (DSS) provides digital exchange service for PBX customers. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

### Direct Electrical Connection

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

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d/b/a CenturyLink

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Original Sheet 11

### DEFINITIONS

#### Direct Inward Dialing

Provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant.

#### Direct Outward Dialing (DOD)

With this service, a station user can place external calls to the exchange network without attendant assistance.

#### Directed Call Park

This feature allows a user to park a call against any station number in the customer group.

#### Directed Call Pick-up Non-Barge In

Permits a station to answer a call that is ringing any other line within the same customer group.

#### Directed Call Pick-up with Barge In

Permits a station to answer a call that is ringing any other line within the same customer group. If the called station has already answered the call by the time the instigating station has completed the pick-up sequence, the instigating station may barge-in to the answered call and be connected into a Three-Way Call.

#### Directory Assistance Service

A service provided to assist customers in obtaining telephone numbers which are, or are not, listed in the directory.

#### Directory Listing

The publication in the Company's telephone directory or information records whereby telephone users are enabled to ascertain the telephone number of a listed customer access line.

- a. Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- b. Foreign Listing: A directory listing in the directory of an exchange other than the exchange from which the customer is furnished local service.
- c. Free Listing: A directory listing for which no specific charge is made.
- d. Indented Listing: A directory listing indented under heading or another listing.
- e. Non-Listed: A non-listed number is not listed in the directory but may be obtained from Directory Assistance (Information).
- f. Non-Published: A non-published number is neither listed in the directory nor given out by Directory Assistance (Information).
- g. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

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Original Sheet 12

## DEFINITIONS

### Display Called Number

This feature allows a business set equipped with the optional LCD Display, to receive visual feedback concerning the called number during the origination, termination, programming, and feature-activation operations.

### Display Calling Number

When an incoming call is received, this feature provides the recipient with visual feedback concerning the calling number.

### Distinctive Call-Waiting Tones

This feature applies to the various forms of Call Waiting available on the DMS-100. It permits a called station to determine whether an incoming call is external or internal to the customer group by providing different tone cadences for the two situations.

### Distinctive Ringing

Allows a customer to identify certain call types by applying a distinctive ringing cadence to calls terminating on stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls.

### Distribution Facilities

Communication loops between the customer's premises and the serving central office for the purpose of providing access for local and toll telecommunications.

### DSS Facility and Common Equipment

This element of Digital Switched Services 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.

### Emergency Reporting System

An exchange service furnished to a fire protection district, a municipality, or other governmental agency by means of special equipment for transmitting reports of public emergencies and for the purpose of public alarm signals.

### Emergency Ringback

Allows the PSAP attendant to ring back a calling station whether the station is on or off hook where station equipment permits.

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d/b/a CenturyLink

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Original Sheet 13

### DEFINITIONS

#### Enhanced Business Set Reason Display

For users of business sets with display, this feature enhances Call Forward Reason Display to provide information on redirected calls.

#### Enhanced Frame Relay Service

Enhanced Frame Relay (EFRS) is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps, or 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the EFRS network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.

#### Exchange

An exchange is the total area within which the Company holds itself out to furnish telecommunications service from the central office(s) serving that area.

#### Exchange Line

See "Access Line."

#### Exchange Service

Telecommunications furnished for customer access lines receiving service in a local service area. Exchange service is subdivided as follows:

- a. Flat Rate Service: Exchange service furnished a customer for which a monthly rate is assessed, regardless of the amount of use.
- b. Foreign Exchange Service: Exchange service furnished from an exchange other than the one in which the customer is located, or to an off-premises exchange in another exchange.
- c. Individual Line Service (one-party service): A grade of exchange service furnished by means of a central office line arranged to serve one customer.
- d. Local Measured Service: Exchange service furnished under tariff provisions for which a separate charge is applied for each outgoing local message in addition to the monthly rate for the access line.

#### Executive Busy Override

Allows a station user to gain access to a busy station; the calling station is then connected to the in-progress call at the busy station.

#### Expensive-Route Warning Tone

This feature provides a warning tone to indicate the selection of an expensive route.

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d/b/a CenturyLink

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DEFINITIONS

ExpressTouch Service

ExpressTouch Service is a group of central office-based call management features offered in addition to basic exchange telephone service and custom calling features. This service will be offered on or after July 6, 1993.

ExpressTouch Service Area

An ExpressTouch customer may employ available ExpressTouch features only when both the ExpressTouch customer and the other party involved in the call are served from the same host central office. The other party does not need to subscribe to ExpressTouch.

Extended Area Service

The extension of an exchange calling area to include another contiguous exchange(s) to eliminate toll charges between those exchanges.

Facilities

Terminal equipment, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary for, or furnished in connection with, telephone service.

Feature Code Access

This feature provides an alternate method of accessing features other than through the use of feature keys.

Feature Display

For the user of business set equipment with 32-character LCD. This feature provides visual feedback on incoming-call information.

Fixed Remote Call Forwarding

Provides a customer with a telephone number equipped in the company's central office and permanently forwards all incoming calls to another customer selected telephone number. Does not require a line card.

Flat Rate Service

Service furnished at a fixed monthly rate.

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d/b/a CenturyLink

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### DEFINITIONS

#### Flexible Intercept

This service allows for the automatic rerouting of calls that cannot be completed because of the equipment, imposed restrictions, or dialing irregularities. Calls are routed to a tone, or to an announcement.

#### Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 9-1-1 call regardless of the action of the calling party. Forced disconnect prevents the dedicated facilities (lines or trunks) to the PSAP from being tied up by calling parties who remain off-hook. After the PSAP attendant releases from a 9-1-1 call, the dedicated 9-1-1 trunk or line facility to the PSAP is automatically released and made available for other 9-1-1 calls. Forced disconnect may be used to disconnect any established 9-1-1 call connection to a PSAP.

#### Foreign Exchange

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

#### Foreign Exchange Directory Listing

An alphabetical listing in the directory of an exchange other than the exchange in which a subscriber is furnished local service.

#### Foreign Exchange Service

See "Exchange Service."

#### Forwarded Message Information

Forwarded Message Information furnishes data about the origin and destination of a message that has been forwarded to a Provider's hunt group arrangement.

#### Fully-Restricted Service

Fully-restricted stations are denied access to the exchange network.

#### Grade of Service

Refers to the number of parties served on a telephone line.

#### Grandfathered Service or Equipment

Service that is not available for new installation, regrade, or supersedure. Equipment that was connected to the network before the FCC Part 68 Rules and Regulations for equipment registration were in effect.

#### Group Intercom

This feature enables a customer to terminate on a member of a predesignated group by using abbreviated dialing.

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d/b/a CenturyLink

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Original Sheet 16

## DEFINITIONS

### Held Calls

This feature allows users to hold an established call on any Directory Number. The user can then originate or receive another call on any other idle Directory Number.

### Hunting

Hunting is a call completion feature that increases the likelihood of an incoming call being completed. When attempting to terminate a call to a busy line to which hunting is assigned, the switch offers the call to a sequence of other lines.

### Idle Tone

A reorder tone at 120 IPM that is given to alert the PSAP attendant that the originating party has gone on-hook after the 9-1-1 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

### In-Only DID Trunk

In-only trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

### In-Only Trunk

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

### Individual Line Business Service

This feature allows a station in a customer group to have the appearance of a POTS line. The station has a POTS dialing plan, and does not have access to any features.

### Individual Line Service

See "Exchange Service."

### Individual Page from Group Intercom

This feature allows a Group Intercom member to page another group member using the built-in speaker on the set. This feature is provided on an Individual Case Basis.

### Information Delivery Service

Consists of communications services and facilities that the Company provides to third party information providers which allow these third parties to provide pre-recorded announcements or interactive programs to call-in customers within one of the Company's Local Access and Transport Areas.



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### DEFINITIONS

#### Information Provider

A person or company, unaffiliated with the Company, that provides announcements or interactive programs.

#### Information Provider Pricing

A pricing plan where the Information Provider determines the price that a client will be billed for a call to its announcement service.

#### Inside Wire

See "Customer Premises Inside Wiring."

#### Installation Charge

See "Service Connection Charges."

#### Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI)

ISDN-BRI Service is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI Service supports the simultaneous transmission of voice and data over a single exchange access line. ISDN-BRI Service provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel.

#### Integrated Services Digital Network – Primary Rate Interface (ISDN-PRI)

ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmissions channels on the same line. ISDN-PRI Service consists of twenty-three 64 Kbps B-channels and one 64 Kbps D-channel.

#### Interactive Programs

A program or service whereby a caller, once connected to an Information Provider's announcement machine, can through the use of a U-Touch pad or similar device, access more specific or individualized announcement information.

#### Intercom

Allows abbreviated digit dialing of one station within the Centrex system by another station.

#### Intercom Service

Allows a customer to call his/her own number, hang up, and thereby ring all the extensions at that number.

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### DEFINITIONS

#### Interexchange Carrier

Any individual or special groups engaged for hire in interstate, intrastate interLATA, or foreign communication with or without wires. Services are normally provided to end users.

#### 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 at the applicable rates for message toll telephone service, station operator-handled calls. The special number may be published in the directory of the exchange where the call originates.

#### Interface

That point on the premises of the customer at which provision is made for connection of customer premises facilities to network facilities provided by the Company.

#### Interface or Demarcation Point

The point of interconnection between telephone company communications facilities and equipment, protective apparatus, and wiring on a customer's premises. The interface or demarcation point shall be located at the customer's side of the Company's protector, or the equivalent thereof in cases where a protector is not employed, as provided under the Company's standard operating practices. The demarcation point may be located near a common building protector or inside each individual unit in a multi-tenant building.

#### Intergroup Calling

Allows customers in different customer groups to call each other by using abbreviated dialing, in the same manner that callers in the same customer group can call each other by dialing from two to five digits.

#### Joint User Service

A joint user is a person, firm, or corporation authorized by the Company and a customer to share in the use of the customer's business telephone service.

#### Key Telephone Service

A service using key telephones or key adapters and other equipment to provide call holding, multi-line pickup, signaling, intercommunication, conference, and other services.

#### Last Number Redial

Allows a customer to redial the last called number by pressing a single key or designated access code.

#### Last Number Redial Associated with Set

This feature allows a user to redial the last number called from any directory number dialed from the set with either a single key or a designated access code. This feature is provided on an Individual Case Basis.

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### DEFINITIONS

#### Lifeline Assistance

Lifeline Assistance is a Federally funded program that provides a reduction in the price of basic local residential access service to qualifying low-income subscribers. See also "Washington Telephone Assistance Program."

#### Line Connection

Installation of facilities provided by the Company for a circuit from the central office to the Network Interface Device, inclusive.

#### Line Extension

The outside plant required to extend existing facilities to render telephone service within an exchange.

#### Link-Up America

Link-Up America is a national, consumer education and outreach program designed to promote universal service to low-income households and to get those who do not have service onto the telephone network.

#### Listen on Hold

This feature allows a user to place a called party on hold and listen through the speaker. Should privacy be desired or an answer be required, the terminator picks up the handset, establishing a two-way voice path and disabling the speaker.

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

A geographic area encompassing designated exchanges for the provision and administration of communication services.

#### Local Exchange

That exchange in which the customer premises is located.

#### Local Measured Service

A local service for which charges may be based upon frequency, time of day, duration, and distance of calling.

#### Local Message

A message not subject to toll charges.

#### Local Service

Telephone service provided to customers within an exchange area.

#### Loudspeaker and Radio Paging Access

This service allows stations to access customer provided loudspeaker paging equipment.

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### DEFINITIONS

#### Make Set Busy

This feature allows user to make the set busy to incoming calls.

#### Make Set Busy Except Group Intercom

This feature allows users to continue to receive Group Intercom calls when the Make Set Busy feature is activated. This feature is provided on an Individual Case Basis.

#### Mass Calling Applications

Information services which are expected to provide call volumes characterized by a peaked distribution. These are usually the result of focused media stimulation, primarily radio and television, i.e., call-in contests, vote polling, and similar applications. Information Delivery Service is not suited for these applications.

#### Meet Point

A predetermined point in the provision of a circuit between two or more operating companies, i.e., where United Telephone provides the facilities to this point and another telephone company provides further facilities in order to provide end-to-end service to a customer.

#### Message

A completed customer telephone call.

#### Mileage Charges

Additional recurring rates based on distance measurement.

#### 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.

#### Move and Change Charges

See "Service Connection Charges."

#### Multiline Customer

A customer, residential or business, with more than one line.

#### Multi-line Variety Package Dial Plan

Permits a POTS-type dial plan to be used by ABC subscribers. When calling outside the customer group, subscribers do not have to dial an access code.

#### Multiple Appearance Directory Number

A directory number that is assigned to more than one set.

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### DEFINITIONS

#### Multiple Appearance Directory Number and Conference Interaction

This feature allows a conference call to be either answered or established by one party, placed on hold, and picked up by another party.

#### Music on Hold

This feature provides access to a continuous broadcast of music and, optionally, a recorded announcement to callers who are waiting for connection to a called party.

#### Name Display for Multiple Appearance Directory Number Secondary Members

This feature enables customers to assign names to Multiple Appearance Directory Number groups and to each secondary member of a group. This feature is provided on an Individual Case Basis.

### N11 SERVICES

Abbreviated three (3)-digit dialing codes which allow the caller to connect to a location in the local telephone network that otherwise would be accessible only through a seven (7)-digit or ten (10)-digit telephone number. The local telephone network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. Among abbreviated dialing arrangements, "N11" codes are three-digit codes of which the first digit can be any digit other than 0 or 1, and the last two digits are both 1. 0 and 1 are unavailable because those digits are used for switching and routing. The following N11 codes have been designated by the FCC or by the telephone industry for the purpose listed below:

<u>N11 Code</u>	<u>Purpose</u>
211	Allows access to community information and referral services. Designated by the FCC.
311	Allows access to non-emergency police and government services. Designated by the FCC.
411	Traditionally allows access to local directory assistance services of local telephone companies. Not designated by the FCC.
511	Allows access to traveler information services. Designated by the FCC.
611/811	Traditionally allows access to local telephone company repair and business offices. Not designated by the FCC.
711	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Designated by the FCC.
911	Federally mandated as the National Emergency Number and allows access to emergency services. Designated by the FCC and ordered by the United States Congress.
011/111	Not available. "0" and "1" are used for switching and routing purposes.

#### National Security Emergency Preparedness (NSEP)

See Telecommunications Service Priority (TSP).

#### Network Interface

The point of common termination of company-provided and customer-provided facilities. Sometimes referred to as the "Standard Network Interface."

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### DEFINITIONS

#### Network Interface Device (NID)

A device, located at the network interface, which readily permits the disconnection of all customer premises inside wiring from the Company network, provides access to the Company network through an industry registered jack of a type provided for in Part 68 of the FCC Rules and Regulations for testing purposes, and is provided as part of the exchange access line. Also called a "Standard Network Interface (SNI)."

#### Non-Contiguous Exchanges

Two exchanges whose boundaries do not adjoin.

#### Non-listed Service

An arrangement whereby a customer's number is omitted from the telephone directory but not from the information records, at the customer's request.

#### Non-published Service

An arrangement whereby a customer's number is omitted from the telephone directory and from information records, at the customer's request.

#### Non-recurring Charge

A one-time charge covering installation, move, or change of facilities accomplished at customer request. The charge may be based on either a flat rate or on a time and material basis.

#### Numbering Plan Area (NPA)

A three-digit numerical designation of a geographical area which is combined with a seven-digit telephone number to form a unique telephone number in the United States and Canada. Washington is divided into three NPAs -- Seattle/Tacoma and Everett metropolitan area is designated as NPA 206; the remaining Western Washington area is designated as NPA 360; Eastern Washington is designated as NPA 509. Also called "area code."

#### Off Hook Queuing

A call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

#### Off-Hook Queuing (OHQ) Enhanced

This feature provides the following enhancements: OHQ priority, OHQ announcement, Discretionary OHQ and Call-Back Queuing activation. This feature is provided on an Individual Case Basis.

#### Off Net Transfer

Off Net Transfer is a central office based feature that allows customers with key or PBX systems to transfer calls to stations not connected to their systems.

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DEFINITIONS

On Hook Dialing

This feature allows the user to originate calls without lifting the handset.

One-Party Service

An access line serving only one customer.

Originating End Office

A Central Office which serves the caller originating a 9-1-1 call.

Originating/Terminating Line Select

This Programmable Prime-Line Select feature provides users a variety of line-selection options for originating and terminating calls. This feature is provided on an Individual Case Basis.

Out-Only Trunk

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

Outward WATS Message Detail

This arrangement furnishes message detail pertaining to a customer's outward WATS line(s) and is not represented to be a duplicate of regular WATS billing.

Pay Telephone Service

Exchange service designed for use of the customer and the public at locations somewhat public in character at a specified charge for each outgoing message.

PBX/PABX

See "Private Branch Exchange and Private Automatic Branch Exchange Service."

Permanent Disconnect

A service is permanently disconnected when both incoming and outgoing service is denied by the Company and a final bill is prepared and rendered to the customer.

Permanent Hold

This feature allows a 500/2500 set to hold an active call against its own directory number. The held call can then be retrieved from this same station.

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## DEFINITIONS

### Personal Alert Line

Personal Alert Line allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the pre-determined number. The pre-determined number cannot be 911 or other emergency numbers.

### Premises

The customer's premises will include building or buildings occupied by one customer on continuous property.

### Privacy Release Conference Control

This feature enhances the Multiple Appearance Directory Number feature by providing more flexibility for conferencing capabilities. This feature is provided on an Individual Case Basis.

### Private Branch Exchange Service

See "Access Line."

### Private Branch Exchange Station Termination

A station line which originates at a PBX, or PBX like equipment, and is terminated at a station that is not on the same premises as the originating PBX.

### Private Line

A line furnished between specified locations for the exclusive communication purposes of customers and authorized users connected to that line.

### Provider

Provider in this context is any entity that furnishes answering and/or voice messaging services.

### Pay Telephone Access Line

An exchange line, using a measured rate where available, to which a customer-provided instrument is connected, to provide pay telephone service.

### Public Roadway

Public roadway is any roadway that is dedicated to public use and does not include roads on state or federal lands intended primarily for the use of government or private interests.

### Public Safety Answering Point (PSAP)

An answering location for 9-1-1 calls originated within a given service area. PSAPs are designated as primary and secondary. The primary PSAP receives all calls from the public; secondary PSAPs only receive calls from a primary PSAP on a transfer basis.



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### DEFINITIONS

#### Query Busy Station

With this feature, groups of up to 128 users can query the busy/idle status of one designated station within the group. This feature is provided on an Individual Case Basis.

#### Query Time Key

This feature provides the current time and date.

#### Rate

The recurring monthly price for the service or equipment provided. See "Charge."

#### Registered Equipment

Terminal equipment, multi-line terminating systems, and protective circuitry which comply with and have been approved within the registration provisions of Part 68 of the FCC Rules and Regulations.

#### Repeat Dial

Automatically monitors a busy line up to 30 minutes. A distinctive ring announces the line is free, and the number is redialed when the customer picks up the receiver.

#### Reservation of Facilities

Reservation of Facilities is a service provided by the Company to applicants for telephone service who request service to be provided at a future date.

#### Ring Again

Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

#### Ring Again on Hunt Groups

With this feature, if a party calls a hunt group, encounters busy, and activates the Ring Again feature, the calling party will be recalled when any member in the hunt group becomes idle.

#### Ring Again on Idle Business Set

This feature modifies the existing Ring Again feature to prevent a user from receiving call back while active on another call. This feature is provided on an Individual Case Basis.

#### Rotary Line Service

A general designation for a group of individual lines, so arranged that the switching equipment will search over the group to find an idle line. This service may be either a PBX trunk or a key line. See "Access Line."

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Original Sheet 26

## DEFINITIONS

### Second and Third Recorded Announcements

This feature enhances announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

### Selective Call Forwarding

Allows customers to choose a list of calling numbers that will forward to another number, making it possible to forward only the calls the customer wishes to receive. The list of numbers selected can be changed at any time by the customer. The Selective Call Forwarding customer is responsible for all toll calls when the forward-to number is outside the local area. Up to three simultaneous forwarded calls will be permitted where configuration allows.

### Selective Call Rejection

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

### Selective Call Ring

Allows customers to program a list of numbers so calls coming in from those numbers will ring distinctively.

### Semi-Restricted Service

Semi-Restricted stations are allowed access to the exchange network only through the attendant.

### Service Connection Charges

Service connection charges are nonrecurring charges which apply to all telephone service for the establishment, moves, and/or changes of service, station equipment, and/or wiring performed by the Company at the customer's request.

### Serving Central Office

The Central Office from which a primary PSAP is served.

### Short Hunt

This feature permits incoming calls to hunt over a set of directory number (DN) appearances in search of an idle DN on which to terminate.

### SignalRing

A central office based service which provides one additional distinctive ringing code on incoming calls, using one individual exchange access line. This is achieved by assigning one additional telephone number to the access line.

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d/b/a CenturyLink

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Original Sheet 27

### DEFINITIONS

#### Simplified Dialing

This service allows a customer to adopt a destination code based dialing plan for a private network of which ABC is a part.

#### Six-Port Conference

This feature allows the user with conference key assigned to establish a conference call of up to six parties.

#### Slamming

Slamming is the unauthorized change of a subscriber's preferred carrier, whether local dial tone, local long distance or long distance.

#### Special Billing Number Service

Special billing number service is furnished in connection with individual line, PBX, or dial switching system service. The service furnishes to a subscriber, monthly, a separate listing of toll telephone messages for each special billing number used in placing calls.

#### Special Exchange Services

Special exchange services are features provided to customers through the local exchange network and are available where central office facilities permit. All monthly rates for special exchange services are in addition to the regular monthly rate for the service with which the special exchange service is associated.

#### Special Services Interface Charge

Tie lines, Foreign Exchange (FX), feature group A, private lines and other access trunks can be terminated on an ABC system. A Special Services Interface Charge will apply to each such channel termination.

#### Special Telephone Number

A telephone number specifically requested by the customer rather than randomly assigned from a mechanized system.

#### Speculative Project

An undertaking of a speculative nature that, in the opinion of the Company, appears to involve risk of failure. See Schedule AE-10 (Line Extension Service).

#### Speed Call Group, Long List

A maximum of thirty stored numbers assigned speed calling location codes. This list has one station designated as the controller.

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DEFINITIONS

Speed Call Individual, Long List

A maximum of thirty stored numbers assigned speed calling location codes. Accessing of the long list is limited to a single user.

Speed Call Individual, Short List

A maximum of ten stored numbers assigned speed calling location codes. Accessing of the short list is limited to a single user.

Speed Calling

A feature allowing a telephone user to reach frequently called numbers by abbreviated dialing.

Station

A network control signaling unit (telephone) which enables the sending and/or receiving of communications.

Station-Activated Do Not Disturb with Feature Active Reminder

This feature provides the individual station user with the option of making that station's line busy, a splash ringing is provided to remind the station user that the feature is active.

Station Call Park

This feature allows a station to park a call against its directory number.

Station Controlled Conference (Six ports max)

Allows a station user to establish a conference call consisting of more than three conferees (maximum six).

Station Message Detail Recording-Basic (SMDR-B)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls.

Station Message Detail Recording-Enhanced (SMDR-E)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls and allow a user to enter a billing number into a station message detail recording record for charge-back purposes.

Station-to-Station Calling

This service allows customer group stations to complete calls to other stations by dialing a two through seven digit number.

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### DEFINITIONS

#### Storing of 24 Dialed Digits (15 digits in DMS 10s)

This feature increases, from 18 to 24, the maximum number of digits of a called number stored. This increased capacity allows for the greater number of digits required by equal access end office operation or interface with private tie-line switching networks.

#### Subscriber to Service

An Information Provider who wishes the Company to bill callers on his behalf for each call completed to that Information Provider's announcements or interactive programs and for whom the Company agrees to provide such billing.

#### Supersedure

The transfer of a service, including the telephone number, from one customer to another.

#### Superset Call Hold

Allows the user to hold one call for any length of time, until either party goes on hook.

#### Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the customer's terminal equipment, to allow the PSAP attendant to know whether a 9-1-1 call put on hold is still on hold or has disconnected. In instances where visual indication is not available, a 60 IPM (slow busy) auditory signal is provided on the trunk when the calling party goes on-hook. A control circuit is required in connection with a customer-provided visual lamp indicator.

#### System

Centrex lines defined as a customer group within the local switch.

#### Tariff

The rates, charges, conditions, rules, and regulations adopted and filed by the Company with the Washington Utilities and Transportation Commission.

#### Telecommunications Service

Two-way switched access and local transport of voice communications. Does not include services provided by Radio Common Carrier (RCC), one-way transmission of television (TV) signals, surveying, private telecommunications networks, communications of the customer which take place on the customer's side of on-premises equipment.

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### DEFINITIONS

#### Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunication services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See Section 13 of the Access Service Tariff, P.U.C. OR No. 6, for regulations, rates and charges.

#### Temporary Disconnect

The suspension of telephone service at the request of the customer or on the initiative of the Company with the telephone facilities of the service being held available for the customer.

#### Temporary Service

Temporary service is service definitely known to be required for a short period of time, generally less than twelve months. See Schedule AE-10 (Line Extension Charges).

#### Termination Charge

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

#### Three-Party Conference

Allows a customer to add a third party to an established call or to consult privately with a third party while holding the original call. No assurance can be given that transmission will be satisfactory on all such calls. These calls are subject to the treatment for two-point message telecommunications service as covered elsewhere in the tariff. Three-Party Conference is offered on both a monthly subscription and a usage sensitive basis. To activate the usage sensitive option, the customer must press \*71. The activation charge applies to completed calls. The added feature is subject to technical limitations and is not inclusive within any customer calling package.

#### Three-Party Conference/Transfer

This feature is a combination of the Three-Party Conference feature and the Call Transfer feature.

#### Three-Way Call Chaining

This feature allows a noncontrolling party on a three-way call in the DMS-100 to add another conferee to the call by flashing the switchhook and dialing the new party.

#### Tie Line

A 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.

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### DEFINITIONS

#### Time and Material Charges

Time and material spent by a Company representative exclusive of work required to establish network access.

#### Toll

Telecommunications service between exchanges carried on the public switched network for which charges are made on a per-unit basis.

#### Toll Line

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

#### 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, for which charges are made on a per-unit basis.

#### Toll Rate

The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges. (May be intrastate or interstate.)

#### Toll Restricted Stations

Toll-restricted stations are either toll denied or assigned toll diversion to the attendant.

#### Toll Restriction

Prevents direct access to the toll network by blocking 1+ dialing and also prevents collect and third-party billing to the restricted number as well as "billing back" through the operator.

#### Toll Service

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

#### Toll Terminal Service

A telephone line which is connected directly to toll switchboard positions.

#### Transfer Arrangement

This arrangement consists of a central office located relay which is activated via a separately provided intraoffice channel and premises-located key, permitting the customer to temporarily disconnect a circuit at one location and transfer service for that circuit to a secondary location.

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### DEFINITIONS

#### Transfer for Uniform Call Distribution (UCD)

Expands the existing call transfer capability of UCD groups by allowing UCD group members to transfer calls to other UCD groups and by allowing non-UCD users to transfer calls to UCD groups.

#### Trunk Line

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

#### Two-Way DID Trunk

Two-way trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

#### Two-Way Trunk

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

#### Type Of Service

Refers to flat rate service, measured, pay telephone access line service.

#### Uniform Call Distribution

Allows for an even distribution of incoming calls to a listed directory number over a group of stations.

#### Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a UCD group, the lamp option provides an indication at the customer premises of how long the first call in the incoming queue has been waiting for a UCD agent.

#### Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

#### Washington Telephone Assistance Program (WTAP)

This program was established by Chapter 229, Washington Laws of 1987 as amended by Chapter 170, Laws of 1990 and Chapter 480-122 of the Washington Administrative Code; offers to eligible subscribers the Washington Telephone Assistance Program describes therein; and, applies to switched access lines within its exchange areas the excise tax described therein.

#### WATS

Wide Area Telephone Service, commonly called "Out-WATS" if established for outgoing calls and "800 Service" if established for incoming calls.



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RULES AND REGULATIONS

INTRODUCTION

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Washington by United Telephone Company of the Northwest, hereinafter referred to as the Company, subject to the jurisdiction of the Washington Utilities and Transportation Commission.

The Company furnishes exchange service and interexchange service throughout the territory it serves, as shown by its filed rates, regulations, and maps. The Company also furnishes interexchange toll service to the territory served by connecting companies, subject to their rates and regulations.

Cases of erroneous or doubtful interpretation of these regulations by the Company or a customer are subject to appeal to the Washington Utilities and Transportation Commission by any party affected.

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RULES AND REGULATIONS

APPLICATION FOR SERVICE

The Company may require each applicant to sign an application for the service desired, on a form provided by the Company, as a condition precedent to the initial establishment of such service.

A request for service shall be deemed to be an expression of the applicant's willingness to conform to such effective tariff rules and regulations as are on file with the Washington Utilities and Transportation Commission.

Minimum Contract Period

Except as specified elsewhere in this Tariff, the minimum contract period for all services is one month from the date service or additions to service is established and the minimum charge is the established rate for one month.

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RULES AND REGULATIONS

CANCELLATION OF THE APPLICATION

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 by the applicant before the Company has begun the work of installation, the application will be cancelled by the Company and no charge will be made against the applicant except as specifically covered by written contract as provided for in these rules.
2. If cancellation is requested by the applicant subsequent to the time work has begun on installation, the application will be cancelled and the Company will collect the service connection charges applicable to the facilities actually installed or work done at the time of requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with these rules.
3. If cancellation is requested by the applicant subsequent to the time facilities are connected for service, such cancellation being in effect a regular discontinuance of service, the conditions of the above paragraph and the minimum requirements of the rate will be applicable.

B. CANCELLED BY COMPANY:

1. If the applicant refuses to comply with the Company's rules prior to the establishment of service, the Company may cancel the application, in which case the above conditions will apply.

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RULES AND REGULATIONS

ESTABLISHMENT OF CREDIT

An applicant for residential service may establish credit by demonstrating to the Company any one of the following subparagraphs A., B., or C.

- A. Prior service with the Company for at least twelve (12) months duration, ending no longer than one year prior to the date of application providing service was not disconnected for failure to pay and no more than two delinquent notices were served upon the customer.
- B. Prior service with another telephone company for at least twelve (12) consecutive months with a satisfactory payment record as demonstrated above, provided that the reference may be quickly and easily checked, and the necessary information is provided.
- C. Demonstrate three of the credit factors from the following:
  - 1. Full time consecutive employment or a regular source of income during the entire twenty-four (24) months previous to the application of service, with no more than two employers, and the applicant is currently employed or has a regular source of income; or the applicant has a permanent, regular source of income.
  - 2. Ownership of the premises to be served.
  - 3. Has a savings account.
  - 4. Has been issued a major charge card.
  - 5. Has been issued a major oil charge card.
  - 6. Has been issued a local charge card.

An applicant for business service may be required to demonstrate satisfactory credit by reasonable means appropriate under the circumstances.

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RULES AND REGULATIONS

DEPOSITS

DEPOSIT REQUIREMENT

A deposit may be required\* under any of the following circumstances:

- A. Where the applicant has failed to establish a satisfactory credit history as described in regulation entitled "Establishment of Credit."
- B. When, within the twelve (12) months prior to the application, the applicant's telephone service has been disconnected for failure to pay amounts owing when due.
- C. Where the applicant has an unpaid, overdue balance owing for service from this or any other telephone company.
- D. Where three or more delinquency notices have been served upon the applicant by this or any other telephone company during the twelve (12) months prior to the application.
- E. Installation or continuation of service to a residence where a prior customer still resides and where any balance for such service to that prior customer is past due or owing.
- F. When a customer is initially provided service without a deposit on the basis of credit information supplied by the customer which is incorrect or cannot be verified, and the customer would have otherwise been required to make a deposit.
- G. When a customer has on two (2) or more occasions in the previous twelve (12) months made payment with a non-sufficient funds check.
- H. Where the Company has had cause to disconnect for nonpayment within the last twelve (12) months, but the Company has elected not to disconnect service.
- I. The customer has incurred excessive toll charges as defined in the regulation entitled "Amount of Deposit" and has elected not to make full payment of such toll charges.

\* The Lifeline Telephone Assistance Program could affect the amount of deposit required. See Schedule AE-9, Sheet 1.

\* Lifeline Assistance subscribers who voluntarily elect to receive Toll Restriction do not have to pay a deposit.

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RULES AND REGULATIONS

DEPOSITS

AMOUNT OF DEPOSIT

The amount of deposit shall be established as follows:

- A. For nonresidential service, the deposit shall not exceed two-twelfths the estimated annual billings.
- B. For residential service, the deposit shall not exceed:
  - 1. Two months customary utilization for customers with previous verifiable service, or
  - 2. \$85.00 for all other residential customers.
- C. Additional Deposit.

When an additional deposit is required, written notice will be made to the customer to make payment of either of the following options before the close of the fifth business day following the date of presentation:

- 1. Full payment of all toll charges accrued to the time of the payment.
  - 2. Payment of an additional deposit based upon the customer's actual use for two months' customary utilization.
- D. Additional deposits due to toll usage may be required in the following cases:
  - 1. For nonresidential customers when toll charges exceed the estimated amount by twenty dollars or by twenty percent, whichever is greater.
  - 2. For residential customers with previous verifiable service, when toll charges exceed customary utilization over the previous six months by twenty dollars or by twenty percent, whichever is greater.
  - 3. For all other residential customers, when the toll charges exceed \$42.50.

TRANSFER OF DEPOSITS

If a customer transfers his service to a different location within the Company's service area, the deposit, less any outstanding balance, shall be transferable and applicable to the new service location.

INTEREST ON DEPOSITS

Interest on deposits held will be accrued as established by law at a rate based upon a simple average of the effective interest rate for new issues of one-year Treasury bills, computed from December 1 of each year continuing through November 30 of the following year. Deposits will earn that interest rate during January 1 through December 31 of the subsequent year. Interest will be computed from the time of deposit to the time of the refunding of the deposit and shall be compounded annually.



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RULES AND REGULATIONS

DEPOSITS

EXTENDED PAYMENT ON DEPOSITS

If applicants or customers are unable to pay the entire amount of the required deposit in advance of installation or continuation of service, they shall be permitted to pay 50 percent of the deposit amount prior to service. The remaining amount will be payable in equal amounts on the normal billing cycle during the first two months of service. An applicant or customer unable to meet this deposit requirement shall have the opportunity to receive service under the subsection entitled "Alternative to Deposit."

ALTERNATIVE TO DEPOSIT

A residential applicant or customer who is unable to make a required deposit will be allowed, in lieu of the deposit, to furnish a satisfactory guarantor to secure payment of bills for service requested in a specified amount not to exceed the amount of deposit which may be required.

REFUND OF DEPOSITS

Deposits shall be refunded under the following circumstances and in the following form:

- A. Where the customer has for twelve (12) consecutive months paid for service when due in a prompt and satisfactory manner as evidenced by the following:
  - 1. The Company has not initiated disconnection proceedings against the customer.
  - 2. No more than two notices of delinquency have been sent to the customer.
- B. Upon termination of service the Company will return to the customer the amount then on deposit plus accrued interest, less any amounts due the Company for services rendered.
- C. The deposit will be returned to the customer in either of the following forms, at the option of the customer.
  - 1. In the form of a check issued and mailed to the customer no longer than 15 days following completion of twelve (12) months satisfactory payments as described above.
  - 2. In the form of a credit applied to the customer's subsequent bill(s) for monthly service.

If the customer has not designated an option, the deposit will be returned, when due, by a check mailed to the customer.

APPLICATION OF DEPOSITS TO BILLS

The deposit may be applied towards the payment of a past due amount on the customer's final bill. Written notice of such application shall be furnished to the customer on the bill. Application of the deposit as provided for herein shall not prevent the customer from being responsible for payment of any past due amount which may remain outstanding.

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RULES AND REGULATIONS

RECOVERY OF COLLECTION COSTS - BUSINESS

Any Customer subscribing to Business services under this tariff (a "Business Customer") is responsible for all collections costs, including but not limited to attorneys fees, incurred by the Company in recovering any amounts due and owing to the Company by the Business Customer. In the event of the Business Customer's bankruptcy, the Company may assert its claim for collections costs and attorneys' fees under this tariff as a claim against the Business Customer's bankruptcy estate.

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RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS

RENDERING OF BILLS

Bills for flat rate exchange service for the period specified in the rate schedule may be rendered in advance and are payable in advance. Unless otherwise indicated in the rate schedule, the regular billing period will be once each month.

Due to cycle billing, bills for toll service rendered will cover a monthly period ending not more than 15 days prior to the billing date.

Bills for Information Delivery Service calls that the Company bills on behalf of information providers will be rendered monthly in arrears and, in general, will be presented with the periodic bills for exchange service.

RESPONSIBILITY OF BILLS

The customer is responsible for the payment of all proper rates and charges in conjunction with the services furnished including collect toll messages accepted by the customer, or charges billed to an authorized Calling Card.

PAYMENT OF BILLS

Payment of bills for telephone service shall be made at an office of the Company, to a duly authorized collector of the Company, or by mail.

Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing service, will be payable 15 days after presentation. A Restoration of Service charge and/or the appropriate deposit (or alternative to deposit) must be paid before service will be installed. See Schedule AE-12.

Partial payments from Lifeline Telephone Assistance subscribers will be applied first to local exchange charges and then to toll charges.

FRACTIONAL RATES

Monthly bills for service rendered for periods in excess of, or less than, a calendar month will be prorated on the basis of the number of days in the period in question to an average month of thirty days. When the total period for which the service is taken is less than one month, the total rate for that service will not be less than the monthly minimum rate.

NON-SUFFICIENT FUNDS CHECKS

A service charge will be applied to the customer's bill for each check returned by a bank to the Company for the reason of non-sufficient funds. See Schedule AE-12 (Service Connection Charges).

A non-sufficient funds check will not be accepted as payment of a customer's bill.

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RULES AND REGULATIONS

USE OF SERVICE

BUSINESS SERVICE rates apply when service is furnished at a location used primarily for business, professional, trade, or occupational purposes.

Individuals practicing a profession or operating a business and having no office other than their residence may choose either business services or residence service.

A. Social clubs (Elks, Eagles, VFW, etc) are considered business service.

Business service consists of a business line at the business line rate, along with a business listing and standard yellow page listing in the business name.

RESIDENCE SERVICE is service used primarily, at a residence or place of dwelling, for social or domestic purposes. Residential service consists of a residential line at the residential rate, with a directory listing in the white pages only.

Business or residential services are not installed on premises where the service would be accessible for use by the patrons of the customer or by the public in general.

If it is found that the customer is permitting public use of service furnished him for his private use, the Company will request that the facilities be so located as to be inaccessible to the public or that the customer permit no further public use after the matter has been called to his attention.

If it is found that the customer is sharing the use of his business service with an individual, other than an employee, member, or officer of the customer's concern, or with another concern not of record as a joint user, the Company will thereafter require this customer to take business service except where the customer permits no further joint use of the service after the matter has been called to his attention. See Schedule AE-8, Sheet 2.

Residence service may not be part of a hunting sequence that contains business lines.

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RULES AND REGULATIONS

CONSTRUCTION

UNDERGROUND CONSTRUCTION

- A. In districts where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will, at its own expense, extend the necessary underground construction to the property lines occupied by the customers in accordance with its established construction standards, but shall not be required, at its own expense, to provide the conduit on the property.
- B. Except in districts where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will not, at its own expense, furnish and install underground connections to or on the property of the customers. If such underground connections are requested, the Company will furnish and install the same, but the difference between the cost of such underground constructions and the cost of the usual overhead construction must be paid to the Company, upon demand, by the person(s) requesting underground construction. If the underground conduit will be furnished and installed by the occupant or owner of the property the same will be subject to the approval of the Company.
- C. The Company is not liable for any defacement of or damage to the customer's property resulting from the furnishing of facilities, or from the installation or removal thereof when such defacement or damage is not the result of the negligence of the Company or its agents. Replacement or repair of the lawn, shrubbery, pavement, sidewalks, interior or exterior walls or other items damaged in the process of construction, maintenance or removal of facilities on the customer's property will be the responsibility of the customer.

DISCONTINUANCE OF SERVICE BY THE CUSTOMER

The customer is required to give notice to the Company of the customer's intent to discontinue service.

The Company will hold the customer responsible for the lesser of:

- A. All toll service rendered to the customer's account for a period of five (5) business days after customer notification is received by the Company; the first business day after the day of notification will be counted as the first day.
- B. All service rendered to the customer's account up to and including the date of actual disconnection of service or closure of account.

If a customer vacates a premises and does not request that service be discontinued, the second provision above will apply.

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RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE COMPANY

- A. Service may be disconnected by the Company for the following reasons:
1. for the non-payment of bills or any proper charges, including deposit.
  2. for tampering with the Company's property.
  3. vacating of the premises by the customer.
  4. for violation of rules, service agreements and filed tariffs; or where the customer has not complied with state, county, or municipal codes and/or regulations concerning the rendition of service.
  5. for use of customer provided equipment which adversely affects the Company's service to its other customers.
  6. for fraudulently obtaining or using service.
- B. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the Company will not discontinue service until the following conditions are met:
1. Before effecting the discontinuation of service, the Company will make a good faith, bona fide effort to reach the customer in person or by telephone to advise the customer of the pending disconnection and the reasons therefore. Where telephone contact is elected, at least two attempts to reach the customer by telephone during business hours will be made. A log or record of the attempts will be maintained by the Company showing the telephone number called and the time of call. Telephone or personal contact will not be considered a substitute for written notice of discontinuance as specified below.
  2. Telephone or personal contact need not be attempted when the following conditions have been met:
    - a. the Company has had cause in any two previous billing periods during a consecutive twelve month period to attempt such contact.
    - b. the Company has notified the customer in writing that such telephone or personal contact will not be attempted in the future before effecting disconnection of service.
- C. The Company will provide written notice of disconnection served on the customer either by mail or, at its option, by personal delivery of the notice to the customer's address. If a mailed notice is elected, service will not be disconnected prior to the eighth business day following mailing of the notice. If personal delivery is elected, service will not be discontinued prior to 5 p.m. of the first business day following delivery. Delivered notice will be deemed effective if handed to a person of apparent competence in the residence or, if a business account, a person employed at the place of business of the customer. If no person is available to receive notice, notice will be deemed served if attached to the primary door of the residence unit or business office at which service is provided. If service is not discontinued within 10 working days of the first day on which disconnection may be effected, unless other mutually acceptable arrangements have been made, that disconnect notice will become void and a new notice will be required before the service can be discontinued.

All notices of delinquency or pending disconnection will detail procedures pertinent to the situation and provide notice of means by which the customer can make contact with the Company to resolve any differences.

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RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE COMPANY

- D. Except in case of danger to life or property, no disconnection will be accomplished on Saturdays, Sundays, legal holidays, or any other day on which the Company cannot reestablish service on the same or following day.
- E. When a Company employee is dispatched to disconnect service, that person will accept payment of a delinquent account at the service address if tendered in cash, but will not be required to dispense change for cash tendered in excess of the amount due and owing. Any excess payment will be credited to the customer's account. The Company will assess the time and material charge as provided for in this tariff for the disconnection visit to the service address when such payment is made. Notice of the amount of charge will be provided within the notice of disconnection. See Schedule AE-12 (Service Connection Charges).
- F. When the Company has reasonable grounds to believe service is to other than the customer of record, the Company will undertake reasonable efforts to inform occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to other than the customer of record, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.
- G. Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection will be provided to the Director, Washington State Department of Social and Health Services, as well as to the customer. Upon request from the Director or his designee, a delay in disconnection of no less than five (5) business days from the date of notice will be allowed so that the Department may take whatever steps are necessary in its view to protect the interests of patients resident therein who are the responsibility of the Department.
- H. Service will not be totally disconnected while a customer is pursuing any remedy or appeal provided for by these rules, provided any amounts not in dispute are paid when due. The customer will be so informed upon referral of a complaint to a Company supervisor or the Commission.
- I. Where a customer's toll charges substantially exceed the amount of any deposit or customary utilization, and where it appears the customer will incur excessive, uncollectible toll charges while an appeal is being pursued, the Company may, upon authorization from the Commission, disconnect service. A customer whose service is so discontinued may reestablish service pending resolution of any dispute upon the making of a deposit or payment of undisputed outstanding toll charges.
- J. Lifeline Assistance Telephone Program subscribers will not be disconnected because of non-payment of toll charges.
- K. Payment of any delinquent amount to a designated payment agency of the Company will constitute payment to the Company, if the customer informs the Company of such payment and the Company verifies such payment.
- L. Service will be restored when the causes of discontinuance have been removed and when satisfactory arrangements for payment of all proper charges due from the customer, including any proper deposit, have been made as provided for in the tariff of the Company or as the Commission may order pending resolution of any bona fide dispute between the Company and customer over the propriety of disconnection.
- M. The Company will make a restoration of service charge for restoring service which has been discontinued. See Schedule AE-12 (Service Connection Charges).

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RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY AN UNAUTHORIZED CARRIER

SLAMMING - RECOVERY CHARGE

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service will be billed the applicable nonrecurring charges to re-establish that customer's service with the authorized carrier as it existed before the change.

RESPONSIBILITY FOR SERVICE AND EQUIPMENT

Only duly authorized employees of the Company are allowed to connect, disconnect, move, change, or alter in any manner any facilities furnished by the Company from the central office up to the network interface point.

The customer shall be responsible for loss of, or damage to, any equipment or apparatus furnished by the Company resulting from carelessness or improper use.

When service is discontinued, the customer is responsible for the return of all Company-provided terminal equipment to the Company except for multi-button telephones, non-modular wall telephones, or other equipment which the Company determines the customer cannot remove. Customers with this type of equipment must arrange with the Company for the pick up of the equipment at the premises or be subject to the condition below.

Customers who do not return or make arrangements to return Company-provided telephone equipment will be billed the applicable sales price for the equipment. Ownership will be transferred to the customer at that time.

Effective January 1, 1987, all customer premises inside wire is the responsibility of the customer or the owner of the premises in which the customer is a tenant.

COMPLAINTS AND DISPUTES

Any complaint or dispute involving the Company and one of its customers or applicants will be handled in the following manner:

Each complaint or dispute received by the Company will be investigated promptly and the result reported to the applicant or customer. When circumstances indicate the need for corrective action, such action will be taken as soon as possible.

Each employee of the Company engaged in the initial contact with a dissatisfied or complaining applicant or customer will inform the applicant or customer that, if still dissatisfied with the decision or the explanation provided, the applicant or customer has the right to have the problem considered and acted upon by a supervisor. The applicant or customer will be provided with the name or department of such supervisory personnel and the telephone number at which they may be reached.

Supervisory personnel contacted by a dissatisfied applicant or customer will inform a still-dissatisfied applicant or customer of the availability of the Washington Utilities and Transportation Commission for further review of any complaint or dispute. The telephone number and address of the Commission shall be provided to the applicant or customer.



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RULES AND REGULATIONS

NOTICES

A. NOTICES FROM THE COMPANY TO THE CUSTOMER:

1. Any notice the Company may give to a customer may be given orally or in writing unless otherwise specified by these regulations.

Oral notice may be given to the customer or the customer's authorized representative.

Written notice may be delivered in person to the customer or handed to a person of apparent competence in the residence or, if a business account, to a person employed at the place of business of the customer. Written notice may also be deposited in the United States mail, postage prepaid, addressed to the customer at the customer's address as specified in the customer's application for telephone service, or at such address as may subsequently be given by the customer to the Company.

B. NOTICES FROM THE CUSTOMER TO THE COMPANY:

1. Any notice from any customer to the Company may be given orally to an authorized representative at the Company's business office, unless otherwise specified by these regulations.

Written notice may be given in person to the local business office or may be deposited in the United States mail, postage prepaid, properly addressed and mailed to the Company.

REFUSAL OF SERVICE

A. The Company may refuse to render service to a customer or an applicant for service in the following circumstances.

1. If the rendering of such service will adversely affect the service to other existing customers.
2. If the applicant has not complied with state, county, or municipal codes and/or regulations concerning the rendition of such service.
3. If, in the Company's judgment, the installation is considered hazardous, or of such nature that satisfactory service cannot be given.
4. If the Company is unable to secure all necessary rights-of-way, easements and permits.
5. If the use of the service is, or would be, an abuse or fraudulent use of service.
6. If a customer has an overdue, unpaid prior obligation to the Company for the same class of service at the same or different location until the obligation is paid or satisfactory arrangements are made. A customer shall only on an initial occurrence be entitled as a matter of right to arrange to pay an overdue, unpaid prior obligation over not less than six monthly billing periods. If a customer defaults on a payment agreement, such default will constitute grounds for discontinuance of service.
7. If a former customer is known to reside at an address and has an overdue, unpaid prior obligation to the Company for the same class of service at the same address until the obligation is paid or satisfactory arrangements are made.
8. A subscriber under the Lifeline Telephone Assistance Program will not be refused re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges.
9. If the applicant's premises to be served is not located within the serving area of the Company as defined by the Washington Utility and Transportation Commission.

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RULES AND REGULATIONS

ABUSE OR FRAUDULENT USE OF SERVICE

Service is furnished by the Company subject to the condition that there will be no abuse or fraudulent use of the service.

A. Abuse or fraudulent use of service includes:

1. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information without payment of the charge applicable for service;
2. the obtaining of service (or attempting to obtain service, or assisting others in such activity) by any trick, scheme, false representation, or false credit device, or by any other fraudulent means with intent to avoid payment of the regular charges for such service;
3. the use of service or facilities of the Company for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment, or harass another;
4. the use of profane or obscene language;
5. the use of the service in such manner as to interfere unreasonably with the use of the service by other customers;
6. the use of the service, directly or indirectly, in such a manner as to violate (or to assist others in the violation of) the law; and
7. the use of the service in such a manner as is prohibited under any law, ordinance, regulations or other legal requirements.

ACCESS TO PREMISES

The Company has the right of free access to and from the premises of customers 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 regulations.

The Company has the right to remove any and all of its property installed on the customer's premises at the termination of service.

SUPERSEDURE

- A. The Company will transfer telephone service from one customer to another when all the following conditions are satisfied:
1. Consent is given by the relinquishing customer and the new customer agrees to assume the responsibility for all charges outstanding.
  2. When the billing name changes and the new customer requests the same telephone number.
  3. The new customer accepts the same exchange services. Such acceptance includes advertising if applicable.
  4. Supersedure is not applicable to residence service.

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RULES AND REGULATIONS

TEMPORARY SERVICE AND SERVICE TO SPECULATIVE PROJECTS

- A. TEMPORARY SERVICE is exchange service that is definitely known to be required for a temporary period, such as service for contractors for use during the construction of a project, sales campaigns, athletic contests, conventions, fairs, circuses, etc.
- B. A SPECULATIVE PROJECT is an undertaking or promotional scheme which, by its nature or by reason of its sponsors, appears to involve undue risks.
- C. The Company will furnish temporary service or service to speculative projects subject to a service agreement between the Company and the customer.

TELEPHONE ANSWERING SERVICE

APPLICABILITY:

- A. This tariff is applicable to all businesses performing a telephone answering service for residence and/or business clients. The following items are defined as:
  - 1. CUSTOMER: The business performing the telephone answering service.
  - 2. CLIENTS: Either residential or business subscriber whose lines are answered by the telephone answering service. They are "clients" of the "customer."

CONDITIONS:

- A. Telephone answering service will be furnished for incoming calls only. Service under this schedule does not provide the following:
  - 1. communication service through the connection of any two answering lines terminating on the answering switchboard.
  - 2. outgoing calls over answering lines of the clients of the customer conducting the telephone answering service.
- B. Outgoing calls will be permitted only over the primary service lines which are in the name of the customer performing the telephone answering service.
- C. Answering line service is a service employing an access line terminating on telephone answering equipment and is designed to enable the customer to answer incoming calls of the client. Additional terminations will not be furnished on answering lines except to other attendant positions.
- D. The act of providing a switching service for the purpose of circumventing Company charges is deemed to be abuse or fraudulent use of service.

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RULES AND REGULATIONS

TELEPHONE ANSWERING SERVICE

CONDITIONS (Cont'd)

- E. Customer's access line is equipped for two-way service and is furnished only in the name of the customer.
- F. An application for connection of a client's line to telephone answering service equipment will be accepted from the telephone answering service. Clients shall either authorize all rates and charges or shall authorize, in writing, the customer to act as their agent.
- G. Rates and charges for off premises termination terminated at the answering service will be billed to the customer.
- H. If for any reason service to the customer is discontinued, all service associated with the telephone answering equipment will also be discontinued. If for any reason the exchange service to the client is discontinued, the off premises termination to the answering equipment will be discontinued.
- I. Access lines of the customer may be extended to additional telephone answering positions on the same premises. Access lines or extensions of access lines shall be limited to one termination per attendant position.
- J. The charge for establishment of off premises termination will be the nonrecurring charge, see Schedule AE-18, plus any applicable time and material charges for connection to the telephone answering switchboard. See Schedule AE-12 (Service Connection/Nonrecurring Charges). All charges are applicable to the customer.
- K. Key telephones and associated common equipment will not be provided by the Company to customers for the purpose of conducting telephone Answering Services.

RECORDED PUBLIC NOTICES

For purposes of identification, customers who transmit or permit the transmission of recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service.

Failure to comply with the above shall be cause for termination of the service.

ERRORS IN TRANSMISSION OF MESSAGES

Except as allowed in the Rules and Regulations Section entitled "Credit Allowance for Interruption of Service," the Company shall not be liable for errors in transmitting, receiving, or delivering messages over the lines of the Company and connecting companies.

The Company will make best efforts, unless commercially impracticable, to cure any material failure to provide service caused solely by year 2000 defects in the Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Company processes, equipment and systems, the Company is not responsible for failures caused by circumstances beyond its control, including, but not limited to, failures caused by: 1) the Customer; 2) other telecommunications providers; or 3) customer premises equipment. In addition, the Company does not ensure compatibility between the Company and non-Company services used by the Customer.

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RULES AND REGULATIONS

CHANGES IN TELEPHONE NUMBER

The Company retains all proprietary rights to telephone numbers and reserves the right to change any telephone number at any time to meet service requirements. However, no change will be made until the customer has received reasonable notice of such proposed change.

A Telephone Number change initiated by the subscriber will be subject to a nonrecurring charge. (See Schedule AE-12).

CREDIT ALLOWANCE FOR INTERRUPTION OF SERVICE

The Company shall not be liable for interruption of service beyond the extent of waiving the charge for that portion of each interruption in excess of the first twenty-four hours; provided, that notice of the interruption is given within forty-eight hours of its occurrence, and the Company has, when possible, made verification thereof.

In no case will the credit allowance for any period exceed the total bill for exchange service for that period.

Except as noted above, the customer indemnifies the Company against and holds the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright) arising directly or indirectly from the material transmitted over Company facilities or from failure of specialized equipment to operate as designed.

DIRECTORY LISTINGS

Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying customers as an aide to the use of telephone service. Telephone directories are furnished to customers to facilitate the use of the service, and remain the property of the Utility and may be collected upon issuance of new directories.

Directory listings are subject to the copyright laws of the United States and all rights are reserved by the telephone company. Any reproduction, reprints, copies or other duplications are prohibited unless performed with the written consent of the telephone company.

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RULES AND REGULATIONS

DIRECTORY LISTINGS

A. Non-published Telephone Number Service

A subscriber may request that the telephone number of the subscriber's 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 makes 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;
2. Except when authorized by law, the Company will not disclose non-published information to any person except as follows:
  - a. The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
  - b. Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
  - c. Customers billed for calls to and from non-published numbers, who may be furnished non-published numbers only;
  - d. Employees and representatives of other telecommunications companies for purposes of billing and collection. The Company may disconnect the service of a telecommunications company that uses non-published information for other than the provision of telecommunications;
  - e. In conformance with non-disclosure agreement, which will be signed annually, prohibiting the display, storage, or disclosure of non-published information for the following services:
    - (1) Forwarded Message Information (FMI).
      - a. FMI is for use with Voice Message Services only.
      - b. The non-disclosure agreement relates only to numbers outside a customer's Centrex-type system.
  - f. In ExpressTouch areas, Non-Published numbers will be released to ExpressTouch customers through Caller ID or Auto Call Return unless the calling party activates Per Call Blocking or subscribes to All Call Blocking.
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 Tracer and/or Call Line Identifier procedures whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

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RULES AND REGULATIONS

DIRECTORY LISTINGS

A. Non-published Telephone Number Service (Cont'd)

The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or non-disclosure of said number to any person.

If any action of the Company results in the publication of the unauthorized disclosure of a non-published number, the Company will, at the customer's request, change the number without charge and refund any non-published number charges for the period of time during which the number was disclosed.

As used in this tariff, non-published information is defined to include the name, address and telephone number of the non-published telephone customer's.

B. Non-listed Telephone Number Service

A customer may request that the telephone number of the customer's service be published only in the Company records containing such information available to the general public. If the customer makes such a request, the Company will take reasonable precautions:

1. Not to publish the number in its publicly distributed directories.

In ExpressTouch areas, Non-Listed numbers will be released to ExpressTouch customers through Caller ID or Auto Call Return unless the calling party activates Per Call Blocking or subscribes to All Call Blocking.

The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.

AVAILABILITY OF FACILITIES

Effective November 1, 1986, the Company will provide terminal equipment for new or additional installations on a deregulated basis. The only exceptions are, equipment for emergency services such as 9-1-1 Emergency Service, and specialized customer premises equipment for the hearing impaired and other disabled persons.

PRIORITY OF SERVICE

- A. Applications for service will normally be completed in the order of their receipt insofar as practicable and economical; however, when the facilities immediately available are insufficient to furnish service to all who may apply, facilities will first be made available in accordance with the regulations set forth in Section 13 of the Access Service Tariff, WN U-9, concerning Telecommunications Service Priority (TSP) and then in the following order:



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RULES AND REGULATIONS

PRIORITY OF SERVICE

A. Applications for service... (Cont'd)

1. Application for service for a use directly connected with national defense or where war conditions are involved.
2. Application for service for a use directly connected with public safety, health or welfare.
3. Application for service needed because of serious illness or where unreasonable hardship would otherwise result.
4. Application for business service which has been held for two months or more.
5. Application for residence service which has been held for two months or more.
6. Application for business service for a party who has been a customer of the Company within one month prior to the date of application.
7. Application for residence service for a party who has been a customer of the Company within one month prior to the date of application.
8. Application for business service not otherwise qualifying under this Section.
9. Application for residence service not otherwise qualifying under this Section.

EMERGENCY MEASURES TAKEN PURSUANT TO A STATE OF EXTREME EMERGENCY

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

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken as shown in this Rule and Regulation, the priority of the restoration will be determined by the Company as it deems necessary and feasible or as ordered or directed by the Washington Utilities and Transportation Commission in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 13 of the Access Service Tariff, WN U-9.

Each and every service furnished by the Company shall be subject to this Rule and Regulation. The Company shall in no event be liable for any damage resulting from measures taken pursuant to this Rule and Regulation, except in the case of willful misconduct.



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RULES AND REGULATIONS

SCHOOL AND LIBRARY DISCOUNTS

- A. Pursuant to FCC Docket No. 96-45, FCC 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

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 (grades Kindergarten — Twelve) and public libraries, may be eligible for discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company services and equipment (Service). In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program.

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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RULES AND REGULATIONS

SCHOOL AND LIBRARY DISCOUNTS (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.

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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RULES AND REGULATIONS

QUALITY OF SERVICE GUARANTEE

- A. The Company will strive to maintain Quality of Service in meeting local residential basic service and local business basic service customers' appointment times for repair and installation requests. Should the Company fail to maintain this level of commitment to the customer, the customer will be provided a Quality of Service credit. The following credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of the Company's employee.
1. The customer will receive a credit for each repair or installation commitment missed due to reasons within the Company's control (\$15.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to the access line(s) applicable to the missed commitment.
  2. The customer will receive a credit should the Company fail to restore basic telephone service (dial tone) within 48 hours of a reported service outage due to reasons within the Company's control (\$15.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to specific access lines reported out of service.

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NUMERICAL LIST OF RATE SCHEDULES

<u>SCHEDULE</u>	<u>TITLE</u>
AE-1	Exchange Service Rates
AE-2	Message Telecommunications Service
AE-3	Directory Service
AE-4	Special Exchange Services
AE-5	Discounts, Concessions, Promotions and Special Rates
AE-6	Foreign Exchange Service
AE-7	Interexchange Receiving Service
AE-8	Joint User Service
AE-9	Lifeline Telephone Assistance Program
AE-10	Line Extension Service
AE-11	ATM Service
AE-12	Service Connection Charges/Nonrecurring Charges
AE-13	Pay Telephone Access Line Service
AE-14	Tax Additions to Customer Billing
AE-15	WATS Message Detail Service
AE-16	Centrex
AE-17	Forwarded Message Information
AE-18	Station Termination
AE-19	FCC Designated N11 Services
AE-20	Derived Channel Services
AE-21	Concurrences
AE-22	Connection with Customer-Provided Equipment
AE-23	Enhanced Frame Relay Service
AE-24	Integrated Services Digital Network (ISDN)

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EXCHANGE SERVICE RATES

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Advice No. WA10-05  
Issued: October 15, 2010  
Issued By United Telephone Company of the Northwest  
By Darlene N. Terry, Manager – Tariffs

Effective: December 1, 2010

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Schedule AE-1  
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EXCHANGE SERVICE RATES

EXTENDED AREA SERVICE (EAS)

Whereas Local Service contemplates telephone service within one exchange, certain exchanges exist in which the local service is extended to a contiguous exchange(s), allowing calls between exchanges without the application of toll charges. A flat or measured EAS rate is applied to each access line. For the application of EAS charges on Centrex lines see Schedule AE-16. Extended area service is established between the following exchanges, with the following rates effective January 31, 1999:

<u>Exchange</u>		<u>Exchange</u>	<u>Level</u>	<u>Flat Res</u>	<u>EAS Rates Bus</u>
Chimacum	to	Hood Canal Port Ludlow Port Townsend	2	\$3.25	\$ 6.35
Columbia	to	Benton City Kennewick Richland	5	\$7.00	\$13.30
Dallesport	to	The Dalles, OR		\$3.25	\$ 6.35
Glenwood	to	White Salmon	1	\$2.00	\$ 4.00
Goldendale	to	Klickitat Roosevelt	1	\$2.00	\$ 4.00
Grandview	to	Prosser Sunnyside Whitstran	2	\$3.25	\$ 6.35
Granger	to	Sunnyside Toppenish	2	\$3.25	\$ 6.35
Harrah	to	Toppenish Wapato White Swan Yakima	5	\$7.00	\$13.30
Hood Canal	to	Chimacum Port Townsend	2	\$3.25	\$ 6.35
Klickitat	to	Goldendale	1	\$2.00	\$ 4.00
Lyle	to	White Salmon	1	\$2.00	\$ 4.00
Mabton	to	Sunnyside	2	\$3.25	\$ 6.35
Mattawa	to	Sunnyside	2	\$3.25	\$ 6.35

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Schedule AE-1  
 Original Sheet 3

EXCHANGE SERVICE RATES

EXTENDED AREA SERVICE (EAS)

<u>Exchange</u>		<u>Exchange</u>	<u>Level</u>	<u>Flat Res</u>	<u>EAS Rates Bus</u>
Paterson	to	Prosser	1	\$2.00	\$ 4.00
Port Angeles	to	Sequim	3	\$4.50	\$ 8.65
Poulsbo	to	Bremerton Kingston Silverdale	5	\$7.00	\$13.30
Prosser	to	Grandview Paterson Whitstran	2	\$3.25	\$ 6.35
Roosevelt	to	Goldendale	1	\$2.00	\$ 4.00
Sunnyside	to	Grandview Granger Mabton Mattawa	2	\$3.25	\$ 6.35
Toppenish	to	Granger Harrah Wapato White Swan Yakima	5	\$7.00	\$13.30
Trout Lake	to	White Salmon	1	\$2.00	\$ 4.00
Wapato	to	Harrah Toppenish Yakima	5	\$7.00	\$13.30
White Salmon	to	Glenwood Lyle Trout Lake Willard	1	\$2.00	\$ 4.00
White Swan	to	Harrah Toppenish Yakima	5	\$7.00	\$13.30
Whitstran	to	Grandview Prosser	2	\$3.25	\$ 6.35
Willard	to	White Salmon	1	\$2.00	\$ 4.00

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EXCHANGE SERVICE RATES

EXTENDED AREA SERVICE (EAS)

A. APPLICATION OF RATES

1. Classification of exchanges by EAS access lines effective on or after January 31, 1999.
  - a. Exchanges have been categorized into five levels. Level 1 having the lowest number of EAS Access Lines available and level 5 having the highest number of EAS Access Lines available. The EAS route increments are based on the following flat rates for each level of EAS Access Lines.

<u>Level</u>				<u>Residence</u>	<u>Business</u>
1	0	to	5,000	2.00	4.00
2	5,001	to	20,000	3.25	6.35
3	20,001	to	35,000	4.50	8.65
4	35,001	to	55,000	5.75	11.00
5	55,001	and up		7.00	13.30

2. There is a flat or measured EAS rate available for each exchange with EAS.
3. The measured EAS option is offered in conjunction with flat rated or measured local exchange service.

The measured EAS rate of \$.06 per minute of use for calls to the exchange within the EAS calling scope is in addition to the appropriate local exchange service rate.

The time of day discounts on Sheet 7 are applicable.

4. The Measured EAS Option may not be compatible with all service offerings.
5. For the application of EAS charges on Centrex Lines see Schedule AE-16.



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EXCHANGE SERVICE RATES

RATE GROUPS

Exchanges are classified in rate groups 1 and 2 in accordance with total access lines in the exchange area.

GROUP 1  
(2-4000)

GROUP 2  
(4001-17,000)

<u>Exchange</u>	<u>NXX</u>
Chimacum	732
Columbia	377
Dallesport	748, 767
Glenwood	364
Goldendale	773
Grandview	882
Granger	854
Harrah	848
Hood Canal	765, 796
Klickitat	369
Lyle	365
Mabton	894, 896
Mattawa	932
Paterson	875
Port Angeles	797
Prosser	786, 788
Roosevelt	384
Stevenson	427
Toppenish	829, 865
Trout Lake	395
Wapato	877
White Salmon	493
White Swan	874
Whitstran	973
Willard	538

<u>Exchange</u>	<u>NXX</u>
Sunnyside	836, 837, 839
Poulsbo	394, 697, 779

NOTE: The Poulsbo Exchange includes:  
Keyport 315, 396  
Suquamish 598

NOTE: The Dallesport exchange includes Wishram 748.  
The Hood Canal exchange includes Brinnon 796 and Quilcene 765.  
The Mabton exchange includes Bickleton 896.  
The Port Angeles exchange includes Gardiner 797.  
The Toppenish exchange includes Zillah 829.

These exchanges have a flat or measured EAS charge in addition to the applicable local exchange service rate. See Schedule AE-1.

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Schedule AE-1  
 Original Sheet 6

EXCHANGE SERVICE RATES

BUSINESS RATES, PER ACCESS LINE, PER MONTH

	<u>Code</u>	<u>Rate Group 1</u>	<u>Rate Group 2</u>
One Party Flat Rate	1FLC	\$17.85	\$18.80
One-Party Measured <sup>(2)</sup>	1MLC	11.60	12.10
Key Line Flat Rate	TKR2LC	26.75	28.15
Key Line Measured <sup>(2)</sup>	TKN2LC	17.40	18.20
Pay Telephone Access Line	1FPT	17.85	18.80
PBX Trunk Flat Rate	TSR2LC	26.75	28.15
PBX Trunk Measured <sup>(2)</sup>	TSN2LC	17.40	18.20
Joint User <sup>(1)</sup>	ADRJUSR	6.65	6.65

RESIDENCE RATES, PER ACCESS LINE, PER MONTH

	<u>Code</u>	<u>Rate Group 1</u>	<u>Rate Group 2</u>
One Party Flat Rate	1FLC	\$ 8.90	\$9.40
One-Party Measured <sup>(2)</sup>	1MLC	5.80	6.05

<sup>(1)</sup> Not available for new installation, regrade, or supersedure.

<sup>(2)</sup> Local Measured Service charges are also applicable. See Schedule AE-1, Sheet 7.

A \$0.13 monthly Telephone Assistance Program Excise Tax is applied to all switched access lines.

In exchanges where Extended Area Service is provided, a flat or measured EAS charge is applied to each access line, with the exception of Centrex Lines. For the application of Centrex EAS, see Schedule AE-16.

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Schedule AE-1  
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EXCHANGE SERVICE RATES

A. CONDITIONS

1. Exchange service is restricted to the use of the customer, the customer's representatives, associates, or members of his or her establishment or household.
2. All lines that connect to Key or PBX systems are trunks and are charged at the business trunk rates.
3. Service connection charges apply to the establishment, moves, or changes of exchange service. See Schedule AE-12 (Service Connection Charges).

B. OPERATOR SERVICES SURCHARGES

1. Local service calls utilizing Operator Assistance will have operator handling surcharges applied in addition to normal rates and charges:

<u>Type of Call</u>	<u>Rate Per Call</u>
Calling Card or special billing number	\$ .50
Collect or third number	1.25
Person-to-Person	3.00

C. LOCAL MEASURED SERVICE CHARGE

1. (a) Usage Charges which consider frequency, duration and time of day are in addition to the Measured Service access line rate. These charges are as follows:

<u>Tier</u>	<u>1st Minute of Use</u>	<u>Add'l Minute of Use</u>
Intraexchange	\$.05	\$.03
Interexchange	.08	.08

- (b) Time of Day Usage Discounts apply to calls placed in the following time periods:

<u>Time</u>	<u>Discount</u>
11 p.m. to 8 a.m. weekdays	50%
Weekend, except 5 p.m. to 11 p.m. on Sunday	50%

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EXCHANGE SERVICE RATES

D. LOCAL MEASURED SERVICE CONDITIONS

1. Local Measured Service is an optional exchange service available to one-party business or residence customers, including Key Line and PBX Trunk customers.
2. Local usage charges will not apply to calls made to the Company business office, repair service, operator, or local fire, ambulance, police or 911 numbers listed in the front of the telephone directory for reporting emergencies.
3. Local Measured Service will not be provided for pay telephone services nor on access lines for Fixed Remote Call Forwarding.
4. Local Measured Service calls will be billed on a direct dial basis. At the customer's option, these calls may be billed to a Calling Card, third number or on a collect basis. Operator handling charges will apply in addition to the Local Measured Service charges.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

A. SATISFACTION GUARANTEE PROGRAM

1. GENERAL

- a. A Satisfaction Guarantee Program is provided for business customers who subscribe to any business service provided under this tariff. Under this program, a customer may cancel service within 90 days of the service installation date without incurring a contractual termination liability or payment of any minimum service period amounts when the customer is not satisfied with the service provided by the Company. To qualify the customer must submit the cancellation notice to the Company via a web based on-line form within 90 days of the service installation date and at least 48-hours before the Company receives a disconnection request from the customer or its new Local Telephone Service Provider.
- b. If the customer had service at the same location from another Local Telephone Service Provider prior to obtaining service from the Company and returns to that provider, the customer may be eligible for reimbursement of up to \$500 per customer location by the Company of the installation charges assessed by the provider. To be eligible, the service must be of the same type, level, and under the same contractual period as was provided by that provider immediately prior to obtaining service from the Company.
- c. All reimbursements will be issued in the form of a 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 Company. Credits against past due invoice amounts will not be issued. The reimbursement check will be issued upon the Company's receipt of payment of all invoices.

2. REGULATIONS

- a. The customer must provide the Company with notice of cancellation prior to contacting the former Local Telephone Service Provider to have service re-connected. When re-connecting with a former Local Telephone Service Provider the customer must allow the Company a maximum of 30 days from the date the customer's cancellation notice is received prior to having the service(s) disconnected.
- b. To receive reimbursement under this program, the customer must submit in writing a completed Satisfaction Guarantee Program reimbursement claim form to the Company within three months of the customer's service disconnect date. Reimbursements will be processed within 60 business days from the date the Company receives the reimbursement claim form. The reimbursement claim form must contain the following:
  - (1) Notice that the customer is invoking the Satisfaction Guarantee Program;
  - (2) Identification of prior service(s) that were disconnected by the Company;
  - (3) Reasons for disconnecting service(s);

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

A. SATISFACTION GUARANTEE PROGRAM (Cont'd)

2. REGULATIONS (Cont'd)

b. To receive the reimbursement under this program... (Cont'd)

- (4) Signature of a customer representative requesting the Satisfaction Guarantee Program including telephone number and address;
- (5) A copy of an invoice from the customer's former Local Telephone Service Provider listing the applicable installation charges;
- (6) A copy of the customer's last invoice with the Company;
- (7) A copy of the customer's last invoice for services received from the former Local Telephone Service Provider immediately prior to switching to the Company; and
- (8) The company reserves the right to discontinue this offer.

3. LIMITATIONS

- a. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.
- b. If the customer did not previously have service at the same location to which the service was provided, or if the former Local Telephone Service Provider will not or cannot provide service of the same type, level, and under the same contractual period as previously provided, the Company will not reimburse the customer for installation charges.
- c. If the customer who cancels the service(s) provided by the Company obtains service from a Local Telephone Service Provider other than the former Local Telephone Service Provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
- d. The reimbursement of installation charges is limited to a maximum of \$500 per customer location for each customer location that qualifies under the program.

4. LIABILITY LIMITATIONS

The Company is not liable for any outage, damages or inconvenience encountered by the customer when switching service back to its former Local Telephone Service Provider.

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Schedule AE-1  
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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM

1. GENERAL

- a. Business customers who subscribe to Business Individual Line, Key Trunk, and/or PBX Trunk service may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required commitment level with each subsequent order.
- b. Business customers who subscribe to Centrex service may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order.
- c. Business customers who subscribe to ISDN PRI, Enhanced Frame Relay, Digital Data, DS1, and/or DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order.
- d. New and existing business customers who are contacted by the Company or who contact the Company and request this offer may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: ISDN-BRI, ISDN-PRI, Enhanced Frame Relay, ATM, Digital Data, DS1, DS3, and Individual Voice Channels for Custom Access Solutions. To be eligible, customers must establish a new account or add to an existing account and order a qualifying service(s), with a resulting monthly spend of \$300 or more (excluding taxes, surcharges and other fees). The bill credit will be issued for the first month's charges for each qualified service added to the customer's account under this offer.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

d. (Cont'd)

There is no limit to the number of qualifying services that a customer can subscribe to under this offer, nor is there a limit to the number of times a customer can order additional qualifying services and qualify for the bill credit.

The first month's service for which credit will be issued will count as the first month of service under the minimum service period or term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this offer will not be rescinded; however, customers who discontinue service prior to the end of the minimum service or term commitment period are responsible for the termination liability charges normally applicable for that service.

The Company will also issue a bill credit for Key Trunks and PBX Trunks when new customers who subscribe to one of the qualifying services listed above also subscribe to Key and/or PBX trunks on the same order, provided that the total monthly spend for all of the services ordered is at least \$300 per month.

- e. New business customers may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: Business Individual Line, Key Trunk, PBX Trunk, Centrex, ISDN-PRI, PRI-Bundle, Individual Voice Channels for Custom Access Solutions, and Digital Trunking Service. To be eligible, customers must establish a new account and order a qualifying service(s) under a three year or more term commitment with a resulting monthly spend of \$300 or more. Charges for all qualifying services (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service connection charges normally applicable will also be waived under this offer (excluding inside wire, construction, or CPE installation).

The credit, as specified below, will be reflected on the customer's bill in the next full month's billing cycle.

<u>Qualifying Services Monthly Charges</u>	<u>Credit Amount</u>
\$300 - \$350	\$ 300
Over \$350 - \$400	\$ 400
Over \$400 - \$450	\$ 400
Over \$450 - \$500	\$ 500
Over \$500 - \$550	\$ 500
Over \$550 - \$600	\$ 600
Over \$600 - \$650	\$ 600
Over \$650 - \$700	\$ 700
Over \$700 - \$750	\$ 700
Over \$750 - \$800	\$ 800



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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

- e. The credit, as specified below, will be reflected on the customer's bill in the next full month's billing cycle. (Cont'd)

<u>Qualifying Services Monthly Charges</u>	<u>Credit Amount</u>
Over \$800 - \$850	\$ 800
Over \$850 - \$900	\$ 900
Over \$900 - \$950	\$ 900
Over \$950 - \$1,000	\$1,000
Over \$1,000 - \$1,050	\$1,000
Over \$1,050 - \$1,100	\$1,100
Over \$1,100 - \$1,150	\$1,100
Over \$1,150 - \$1,200	\$1,200
Over \$1,200 - \$1,250	\$1,200
Over \$1,250 - \$1,300	\$1,300
Over \$1,300 - \$1,350	\$1,300
Over \$1,350 - \$1,400	\$1,400
Over \$1,400 - \$1,450	\$1,400
Over \$1,450 - \$1,500	\$1,500
Over \$1,500 - \$1,550	\$1,500
Over \$1,550 - \$1,600	\$1,600
Over \$1,600 - \$1,650	\$1,600
Over \$1,650 - \$1,700	\$1,700
Over \$1,700 - \$1,750	\$1,700
Over \$1,750 - \$1,800	\$1,800
Over \$1,800 - \$1,850	\$1,800
Over \$1,850 - \$1,900	\$1,900
Over \$1,900 - \$1,950	\$1,900
Over \$1,950 - \$2,000	\$2,000
Over \$2,000	\$2,000

There is no limit to the number of qualifying services that a customer can subscribe to under this offer.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this offer will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges, where applicable, for the service(s) that are prematurely disconnected.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

f. Customer Check-Up Thank You Program

Business customers with nine lines/trunks or fewer are eligible for a \$10 invoice credit when they respond to a direct mailing that will be sent to them immediately after the anniversary date on which they established service. When customers contact a Company representative within 90 days after receiving the direct mailing, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs. The credit will appear on the customer's bill within two billing cycles after contacting the Company.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

g. Up To Two Months Free

Business customers may be eligible for a one-time or two-time waiver of monthly charges for Enhanced Frame Relay Service. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to Enhanced Frame Relay Service under a three-year commitment.

When a customer adds Enhanced Frame Relay Service to a new location under a three-year or greater term plan, the Company will waive the monthly recurring charges for the Frame Relay Access Line and Permanent Virtual Circuit (PVC) for the first month after the service installation. When a customer adds Enhanced Frame Relay Service to a new location under a five-year term plan, the Company will waive the monthly recurring charges for the Frame Relay Access Line and the Permanent Virtual Circuit (PVC) for two months, with the waivers appearing on the customer's first invoice after installation and the last invoice issued under the term plan.

h. Frame Relay Service Upgrade Promotion

Existing business customers who currently subscribe to Enhanced Frame Relay Service may be eligible for a one-time waiver of monthly charges for Enhanced Frame Relay Service.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must upgrade their existing Enhanced Frame Relay Service to a higher speed under a new term commitment with the same number of months or more than remain on the existing term commitment. The Company will waive the monthly recurring charges for the Frame Relay Access Line and the Permanent Virtual Circuit (PVC) for one month, with the waiver appearing on the customer's first invoice after the upgrade. The customer is only eligible for this promotion once for the same Frame Relay Access Line.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

i. Business Save Program

Business customers will be eligible for two 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. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and third month bills following the customer's acceptance of this program.

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

j. Complex Customer Offer (LOC)

New and existing business customers who are contacted by the Company or contact the Company and request this program may be eligible for a one-time bill credit when they subscribe to ISDN-PRI. To be eligible, customers must order the qualifying service under a new two year or greater term commitment with a resulting monthly spend of \$300 or more. Charges for the qualifying service (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service charges normally applicable will also be waived under this program (excluding inside wire, construction, or CPE installation).

The credits will range from \$300 to \$2,000, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill in the next full month's billing cycle.

There is no limit to the number of times that a customer can subscribe to this program.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this program will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges for the service(s) that are prematurely disconnected.

k. eBill

Business customers who receive their monthly invoices in paper format may be eligible for a one-time \$10 credit. To be eligible, customers who are contacted by the Company or who contact the Company and request this program must agree to begin receiving their monthly invoices electronically. The \$10 credit is limited to one credit per customer account, and will be reflected on the customer's invoice for the next full month's billing cycle.

Customers who agree to convert to electronic billing under this program will no longer receive copies of their invoices in paper format. This credit will not be rescinded for customers who subsequently request to convert from electronic to paper invoices.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

2. LIMITATIONS

1. These programs are not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.
2. There is no limit to the number of times a customer can receive these incentives provided that the customer meets the required commitment level with each subsequent order.
3. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company.
4. The Company reserves the right to discontinue this offer.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY

1. GENERAL

- a. Voice Business Continuity allows the subscriber to establish predetermined alternate routing plans for incoming voice traffic. Voice Business Continuity can be used as a disaster recovery service. The alternate routing plan, referred to hereafter as "Routing Plan," is created by the subscriber working with a Company representative when Voice Business Continuity is established. The Routing Plan is then loaded into the central office which serves the customer location, where it remains dormant until activated. This service is available with T1 based voice channel service such as ISDN-PRI.
- b. The subscriber must establish a Routing Plan for each location included in the serving arrangement for which traffic is to be rerouted. The Voice Business Continuity subscriber must then contact the Company to activate the Routing Plan(s). This will route traffic to number(s) preselected by the Voice Business Continuity subscriber. In order to restore the original call routing, the subscriber must contact the Company to deactivate the alternate routing plan.
- c. Voice Business Continuity is designed to be a disaster recovery service and is not available for routine call routing such as after hours call forwarding. The Company reserves the right to deny activation if this service is used for non-emergency situations.

2. DEFINITIONS

Arrangement

Consists of one or more Routing Plans that have been identified by the subscriber.

Backup Number

The number that calls are rerouted to when the Routing Plan is activated.

Redirected Number

Any subscriber number at the customer location included in the Routing Plan for which incoming calls will be rerouted when the plan is activated.

Routing Plan

The alternate call routing plan established by the subscriber that can be activated at the subscriber's request. The Routing Plan handles a maximum of five telephone numbers at one customer location. Additional Routing Plans are required for each additional customer location.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY (Cont'd)

3. REGULATIONS

- a. Voice Business Continuity is available where facilities or arrangements permit. The Company has the right to deny a request due to other operational priorities or the nature of the request.
- b. The Voice Business Continuity subscriber must specify one or more primary points of contact and password which will be used by the Company representative to verify a request to activate, deactivate, or modify a subscriber's Routing Plan.
- c. If the subscriber requests a Routing Plan with three or more Backup Numbers, requests assignment of a Redirected Number with more than one Backup Number, or requires that the Routing Plan handle more than twelve simultaneous calls to the Redirected Number, the Route Complexity Charge will apply. A Route Complexity Charge may also apply for other complex scenarios as identified by the Company. Provisioning of such requests is subject to approval of the Company and acceptance of the subscriber of the additional charge prior to provisioning by the Company.
- d. A subscriber must identify one Backup Number for each Redirected Number in the Routing Plan or one Backup Number for multiple Redirected Numbers in the Routing Plan.
- e. Upon request of the Voice Business Continuity subscriber, the Company will work with the subscriber to test the operation of the Routing Plan after initial establishment. Also upon request by the subscriber, the Company will test normal service before initiating recovery from an activated Routing Plan.
- f. After initial establishment of the Routing Plan the subscriber may change the plan for a given location up to five times per contract year, at no charge. A Plan Update Charge will apply for all subsequent changes. Changes include, but are not limited to, adding or dropping a number or changing a Backup Number(s).
- g. The Voice Business Continuity subscriber is responsible for payment of usage charges (toll, expanded local, or other) for each call routed to a subscriber location not included in the same local calling area as the original subscriber location.
- h. Unless the Voice Business Continuity subscriber identifies a different Interexchange Carrier (IC) for any traffic routed to an out of LATA location, the Routing Plan will use their existing IC.
- i. The temporary suspension of service at the customer's request is not allowed for Voice Business Continuity.



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Original Sheet 21

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY (Cont'd)

3. REGULATIONS (Cont'd)

- j. Each of the Voice Business Continuity subscriber's Redirected Numbers must reside in a Company central office.
- k. The Voice Business Continuity subscriber is responsible in ensuring that the Backup Number(s) have adequate facilities to support the increase in call volume.
- l. The activated Routing Plan will remain active until the Voice Business Continuity subscriber requests to have original call routing restored.

4. LIMITATION OF LIABILITY

The following provisions apply in addition to the Limitation of Liability provisions specified in Schedule AD of this Tariff.

- a. Voice Business Continuity is intended to allow a subscriber to reroute incoming calls. It may provide help during some network affecting problems, such as a cut cable between the end office and the subscriber's location by rerouting incoming calls to an alternate location. However, the Company does not guarantee the availability or reliability of Voice Business Continuity in the event of a network affecting disaster. In the event of a network affecting disaster, Voice Business Continuity may function normally, may not function at all, or it may function unpredictably depending on what part of the network is affected and how serious the affect is.
- b. Activation of subscriber plans will be performed on a first come, first served basis. When the subscriber requests that Voice Business Continuity be activated, every effort will be made to activate the service as rapidly as possible. However, the length of the delay between the time that the subscriber requests activation and the time that activation actually occurs depends on a number of factors including the number of other Voice Business Continuity activations being processed when a particular request is received as well as the network load at the time the Voice Business Continuity activation command is received. In the case of an area-wide crisis, if many subscribers call at the same time to request service activation, those calling last may have a considerably longer waiting period for activation to be completed. As a result, no representation is made as to the length of time it will take to implement a particular activation request.

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EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY (Cont'd)

4. LIMITATION OF LIABILITY (Cont'd)

The following provisions apply... (Cont'd)

- c. In no event shall the Company, nor its agents, be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. Neither the Company, nor its agents, shall be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber.
- d. Neither the Company, nor its agents, assume liability for any loss of revenues, increased costs, expenses, liabilities, or inconvenience experienced by the subscriber due to any unsatisfactory performance of Voice Business Continuity. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect, or incidental damages.

5. RESTRICTIONS

A Voice Business Continuity alternate routing number cannot be a subscriber Redirected Number in another active routing plan within the LATA.

6. RATES AND CHARGES

a. Application of Rates

- (1) The Voice Business Continuity Nonrecurring Charge and Monthly Rate apply for each Routing Plan established by the subscriber.

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Schedule AE-1  
Original Sheet 23

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY (Cont'd)

6. RATES AND CHARGES (Cont'd)

a. Application of Rates (Cont'd)

- (2) The Route Complexity Charge may apply as deemed by the Company and is dependent upon the complexity of the Routing Plan. Charges will be communicated to and accepted by the customer prior to establishing the Routing Plan.
- (3) A Voice Business Continuity monthly rate will apply per subscriber location based on the length of customer commitment will be 12, 24, 36, and 60 months. Subscribers who terminate prior to the expiration of the commitment period will incur termination charges. Termination charges will be calculated by multiplying the number of months remaining in the commitment period times 50 percent of the applicable monthly rate for each Routing Plan prematurely disconnected.
- (4) The Plan Update Charge applies for subscriber-initiated changes to a Routing Plan in excess of the five changes allowed per contract year. Also, a subscriber may incur additional charges if requested changes to the Routing Plan warrant a Route Complexity Charge.
- (5) Customers who request activation of a Routing Plan within three business days of establishing the service will incur a Priority Setup Request Charge, although there is no guarantee that the Company will meet the requested date.
- (6) Service Connection Charges/Nonrecurring Charges as specified in Schedule AE-12 of this Tariff will not apply.

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Schedule AE-1  
Original Sheet 24

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

C. VOICE BUSINESS CONTINUITY (Cont'd)

6. RATES AND CHARGES (Cont'd)

b. Rates

(1) Voice Business Continuity, per subscriber location

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
12 month rate	\$65.00	\$500.00
24 month rate	60.00	500.00
36 month rate	50.00	500.00
60 month rate	40.00	500.00

(2) Priority Setup Request Charge

Nonrecurring  
Charge  
\$300.00

(3) Route Complexity Charge

Nonrecurring  
Charge  
\$100.00

(4) Plan Update Charge

Nonrecurring  
Charge  
\$100.00

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Schedule AE-2  
Original Sheet 1

MESSAGE TELECOMMUNICATIONS SERVICE

SUBJECT

SHEET NO.

Directory Assistance Service

2

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UNITED TELEPHONE COMPANY OF THE NORTHWEST  
d/b/a CenturyLink

Schedule AE-2  
Original Sheet 2

MESSAGE TELECOMMUNICATIONS SERVICE

A. Directory Assistance Service

1. Description

Directory Assistance Service provides the calling party with telephone numbers, information that the customer has an unpublished number, or information that the name requested does not appear on the records.

2. Conditions

- a. Directory Assistance Service charges do not apply to requests originating from hospital lines, or telephones the Company has determined are used on a continuing basis by a person or persons incapable of using the published telephone directory because of visual or physical handicaps.
- b. The allowance of one call per month at no charge applies to each residential line.
  - (1) A residential customer with two or more lines on the same premises and billed on the same account is allowed one call per line accumulated to the total number of lines in service.
  - (2) The allowance for Centrex-type dormitory stations is one call per month. Other Centrex-type service is not eligible for a Directory Assistance call allowance.
- c. For additional Terms, Conditions, Rates and Charges, see the Washington Price List.

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Schedule AE-3  
Original Sheet 1

DIRECTORY SERVICE

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Schedule AE-3  
 Original Sheet 2

DIRECTORY SERVICE

DIRECTORY LISTINGS

A. Applicable to listings in the alphabetical section of all telephone directories of this Company in which the customers are listed.

1. PRIMARY SERVICE LISTINGS

The following customers are entitled, without additional charge, to one standard listing in the alphabetical section of the directory. Nonrecurring and monthly charges do apply for the listing of a telephone number in alpha form (i.e., 386-ALPH). See Schedule AE-3, Sheet 6.

- a. Access Line, each
- b. Private branch exchange system, each system
- c. Joint user, each
- d. Centrex access line and additional directory number

2. ADDITIONAL LISTINGS

	<u>CODE</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
a. Each listing	ADRADLS	\$ .50	\$5.00
b. Reference to service of same customer or another customer, per listing	ADRADLS	.50	5.00
c. Other information in addition to a listing, per line	ADRADLS	.50	5.00
d. Guest of hotel, per listing	ADRADLS	.50	5.00

3. LISTINGS IN "FOREIGN" EXCHANGES OR DIRECTORIES

	<u>CODE</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Residence Listing	(4397)	\$ .50	\$5.00
Business Listing	(4472)	.75	5.00
Reference and Information Residence - per line	(4397)	.50	5.00
Reference and Information Business - per line	(4472)	.75	5.00

4. NON-PUBLISHED OR NON-LISTED TELEPHONE NUMBERS

Non-Published: Number neither listed in Directory nor given out by Directory Assistance	(3554)	.50	5.00
Non-Listed: Number not listed in Directory, but given out by Directory Assistance (Information)	(3555)	.50	5.00



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Schedule AE-3  
Original Sheet 3

DIRECTORY SERVICE

DIRECTORY LISTINGS

B. Rate on preceding page (non-published/non-listed numbers) does not apply:

To foreign exchange service where the subscriber is also furnished exchange service from the local exchange.

To additional service furnished to the same subscriber at the same address.

On services where the Company's tariff requires that no listing will be provided.

Where the customer has other service listed in the same name in the directory for the exchange in which the subscriber is located provided that both services are of the same class.

Where the customer living in a hotel, apartment house, boarding house or club is using the non-listed number of the PBX or pay telephone furnished the hotel, apartment house, boarding house or club.

Where service is installed for a temporary period.

On data services where no voice use is contemplated.

NONRECURRING  
CHARGE

8. DIRECTORY LISTING CHANGE CHARGE.

See Schedule AE-12.

C. CONDITIONS

Listings will be limited to such information as is necessary for proper identification and shall consist of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

Liability for damages arising from errors or omissions in making up or printing of directories shall, in the case of charge listings, be limited to a refund at the monthly rate for each listing for the effective life of the directory, and in the case of non-charge listings, the liability shall not be in excess of the charge for exchange service during the effective life of the directory in which the error or omission is made.

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

The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.

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

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Schedule AE-3  
Original Sheet 4

DIRECTORY SERVICE

DIRECTORY LISTINGS

C. CONDITIONS (Cont'd)

A Directory Listing Change Charge is a nonrecurring charge for work necessary to execute a subscriber request in which only directory records are involved and no premise work, access line or central office work is necessary.

1. BUSINESS LISTINGS

Business listings consist of a name, the address of the premises in which the primary station, switchboard, or receiving station is located, and the telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of the business.

Business listings may be those of individuals engaged in a business, names of firms or members thereof, the names of corporations or the officers thereof, and the names of employees. A fictitious name made up by adding a term, such as Company, Agency, Shop, Works, etc., to the name of a commodity will not be accepted as a listing unless the customer is conducting the business under that name. Listings are not accepted which appear to be designed primarily to give publicity to a commodity or service.

For private branch exchange service, only one listing is ordinarily necessary to properly identify the customer, but when, in the judgment of the Company, additional listings are necessary to meet the convenience of the general public in the identification of the customer, they are furnished without charge, provided such listings are not repetitions of any listing furnished the customer, and provided they do not exceed the number of trunk lines.

Business customers are entitled to one free listing in the classified section (Yellow Pages) of the directory.

Additional Business listings will not be provided in lieu of joint user service.

2. RESIDENCE LISTINGS

Residence listings consist of a name (or names in the case of dual listings), the address of the premises to which service is furnished and the telephone number. If requested, the address may be omitted or limited to the street or route number of the premises to which the service is furnished.

Residence listings may be those of the customer or members of the customer's household residing on the premises in which the customer's service is provided.

Residence listings of physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, osteopaths, chiropractors, Christian Science practitioners, etc., may indicate the same distinctive designations as their business service listings. Residence listings of clergymen, professors, military and naval officers may, if necessary and desirable for the purpose of identification, include abbreviated designations or titles.

3. DUAL-NAME LISTINGS

- a. Dual-name listings are defined as a combination of names and/or initials of two individuals with the same or different surname(s), residing at the same address or of one person known by two sets of first and/or middle names and/or initials.

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Schedule AE-3  
Original Sheet 5

DIRECTORY SERVICE

DIRECTORY LISTINGS

C. CONDITIONS (Cont'd)

3. DUAL-NAME LISTINGS (Cont'd)

b. The following examples illustrate the format options for dual-name listings:

(1) PRIMARY LISTING

Jones, John & Mary	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T & Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T Mrs	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890

(2) PRIMARY WITH ADDITIONAL LISTING(s)

Jones, John T	123 Main St	Anytown 12345	123 456-7890
Jones, Mary F & John T	123 Main St	Anytown 12345	123 456-7890
Jones, John T Tex	123 Main St	Anytown 12345	123 456-7890
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Mary	123 Main St	Anytown 12345	123 456-7890
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Tom	123 Main St	Anytown 12345	123 456-7890

- c. Dual-name listings are available only for residence subscribers.
- d. Dual-name listings may be provided as the primary listing at no monthly recurring charge for the addition of the second name to the listing.
- e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- f. A service charge as specified in Schedule AE-12 applies for:
- (1) Changing a primary single-name directory listing to a primary dual-name directory listing.
  - (2) Changing the primary or additional dual-name directory listing once established.
  - (3) Changing an additional dual-name directory listing to a primary dual-name directory listing.
- g. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

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Schedule AE-3  
Original Sheet 6

DIRECTORY SERVICE

DIRECTORY LISTINGS

C. CONDITIONS (Cont'd)

4. ADDITIONAL LISTINGS

- a. The charges for additional listings begin with the day they are included in the information records, and if printed in the directory, may not be discontinued until the end of the directory period, unless the customer's service is discontinued.

5. LISTINGS IN ALPHA FORM

(See Schedule AE-12, for the nonrecurring charge associated with selecting a Special Telephone Number.)

A telephone number may, at the customer's request, be published in the directory in "alpha form," i.e. 333-THIS rather than 333-8447. The Company reserves the right to refuse any such listing that, in its judgment, does not facilitate the use of the directory.

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Alpha listing of telephone number, per listing	\$5.00	\$10.00

6. AUXILIARY LISTINGS

Auxiliary listings, which provide supplemental business or residence information, will be provided without charge upon customer request when the number of auxiliary listings requested does not exceed the number of access lines billed under a single bill. If the auxiliary listing uses the same name as the primary listing, the primary listing and the auxiliary listing must be in the caption together. Auxiliary listings may not be used to reprint the main telephone number under a different name. If an auxiliary listing is published more than once, the second listing will be charged at the rate for an additional listing.

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Schedule AE-4  
Original Sheet 1

SPECIAL EXCHANGE SERVICES

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SPECIAL EXCHANGE SERVICES

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Call Line Identifier	25

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Schedule AE-4  
Original Sheet 3

SPECIAL EXCHANGE SERVICES

Special exchange services are features provided to customers through the local exchange network and are available where central office facilities permit. All monthly rates for special exchange services are in addition to the regular monthly rate for the service with which the special exchange service is associated.

With the exception of Billing Number Screening, special exchange services are available only to one-party customers.

A. Custom Calling Features

1. Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable EAS usage and toll charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the Customer's designated forward-to number is not in the Customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. If the Company determines that Call Forward Features are being used in manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the Subscriber will be determined ineligible for the service and the service will be removed from the Customer's account.

a. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

- (1) Call Forwarding (FCF1FLC) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- (2) Call Forward Fixed (FCF1FLC FIX) – Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

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Original Sheet 4

SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

1. Call Forward Features (Cont'd)

b. Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a Call Waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

(1) Call Forward No Answer-Fixed (FCD1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

(2) Call Forward No Answer-Customer Programmable (FCD1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

c. Call Forward Busy

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service.

(1) Call Forward Busy-Fixed (FCB1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

(2) Call Forward Busy-Customer Programmable (FCB1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.



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Original Sheet 5

SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

1. Call Forward Features (Cont'd)

d. Call Forward Additional Paths (FCF1FLC PTH)

Business customers who subscribe to Call Forward Fixed, Call Forward No Answer-Fixed, Call Forward Busy-Fixed may also subscribe to the Call Forward Additional Paths feature. This feature is not available with Call Forward Features that allow customers to remotely change the forward-to telephone number. Call Forward Additional Paths allows a business Call Forwarding subscriber the ability to specify the number of simultaneous calls that will be forwarded to the forward-to telephone number. Regulations for Call Forward features are also applicable for each Call Forward Additional Path.

- (1) The forward-to telephone number must be a domestic telephone number.
  - (2) The Call Forward Additional Paths customer must subscribe to sufficient paths to adequately handle incoming calls without impairing any service offered by the Company.
  - (3) The number of paths may not exceed the terminating capability of the forward-to telephone number. In no case, shall the number of additional paths exceed 99.
  - (4) Customers with a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks may purchase up to 10 additional paths.
  - (5) For Customers with a rotary hunting arrangement of more than 10 lines/trunks, the number of additional paths cannot exceed the number of lines/trunks in the forwarding arrangement.
  - (6) The applicable Service Connection Charges will be charged when the number of paths is changed or when the forward-to telephone number is changed.
2. "Call Forward of Call Waiting" automatically forwards a call waiting call to voice mail or another predetermined number. The customer must subscribe to both Call Forward and Call Waiting services. There is no additional charge for this feature. It is an enhancement of the Call Forwarding service.
  3. "Call Waiting" allows a customer engaged in a telephone conversation to receive a tone signal indicating a second incoming call; the customer can then place the first call on hold and answer the second call. Call Waiting ID is automatically available to customers who are subscribed to Caller ID and Call Waiting.
  4. "Call Waiting with Options" <sup>(1)</sup> provides options for handling an incoming call waiting call to Customers that subscribe to Call Waiting and Caller ID features and also have Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with current caller, the call waiting caller is identified in the subscriber's ADSI telephone display window. The Subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to a voice mail or conferencing the caller with the current call.
  5. "Personal Alert Line" <sup>(1)</sup> allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the pre-determined number. The pre-determined number cannot be 911 or other emergency numbers.

<sup>(1)</sup> This service is limited to existing customers at existing locations as of September 11, 2009.

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Original Sheet 6

SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

6. "SignalRing" allows a customer to have an additional telephone number on the same line. This additional number rings differently than the primary number. SignalRing includes one white page directory listing for the second number. Customers may choose, at no additional charge, to have the second number non-published or non-listed. All billing is to the primary number. SignalRing is only available on R-1 or B-1 lines. This service is compatible with Call Forward and Call Waiting custom calling features. When the Call Forward feature is used, the primary number may be forwarded while the secondary number remains and can receive calls, or both numbers may forward to the same number. This choice is made at the time of installation. A change charge applies to change this after installation. When the Call Waiting feature is used, each number will have a different tone.
7. "Speed Dial" allows a customer to call frequently called numbers by dialing one digit instead of the complete number.
8. "Three-Way Calling" allows a customer to add a third party to an established call or to consult privately with a third party while holding the original call. No assurance can be given that transmission will be satisfactory on all such calls. These calls are subject to the treatment for two-point message telecommunications service as covered elsewhere in the tariff. Three-Way Calling is offered on both a monthly subscription and a usage sensitive basis. To activate the usage sensitive option, the customer must press \*71. The activation charge applies to completed calls. The added feature is subject to technical limitations and is not inclusive within any customer calling package.

Custom Calling Features are offered from those central offices properly equipped and are furnished subject to the availability of facilities. Not all features are available from all central offices.

9. "Three-Way Calling with Transfer" allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis, except as specified in paragraph 9.c. following.
  - a. The subscriber can transfer the caller to the secondary destination in one of three ways:
    - (1) Blind Transfer  
By placing the original caller on hold, dialing the secondary destination, and upon hearing the ring, hang up, resulting in the original caller being connected to the secondary destination.
    - (2) Announced Transfer  
By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, the subscriber announces the transfer of the call (on hold at the time) and hangs up (on hook), resulting in the original caller being connected to the secondary destination.
    - (3) Three-Way Conferencing with Option to Transfer  
By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, taking the original caller off-hold; resulting in a three way connection. The subscriber can then hang up; resulting in the original caller continuing to be connected to the caller at the secondary destination.

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

9. "Three-Way Calling with Transfer" allows a user ... (Cont'd)
- b. The subscriber of Three-Way Calling with Transfer can receive or originate the initial call. Three-Way Calling with Transfer allows the subscriber to originate both legs of a three way connection and subsequently disconnect, enabling the other parties to remain connected.
  - c. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is a call for which both the originating and terminating points are served by the same switch. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook.
  - d. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.
  - e. The Three-Way Calling with Transfer subscriber is responsible for all applicable local and toll usage charges for calls originated by the subscriber, including connections which continue after the subscriber exits the call. The use of this feature by the subscriber to complete simultaneous outgoing calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier, if the calls are not in the Customer's local or expanded local calling area.
10. Outbound Call Block Feature
- a. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked.
  - b. All other Custom Calling Features and ExpressTouch Service features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing.
  - c. This feature is subject to the availability of facilities and is only available to One-Party Flat Rate Local Exchange Service for residence and business customers

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

Service Connection Charges do not apply when Custom Calling Features are installed.

	<u>Code</u>	<u>Monthly Rates</u> <sup>(1)</sup>		<u>Rate per Feature Activation</u>
		<u>Single</u>	<u>Multiple</u> <sup>(5)</sup>	
Call Forwarding		\$2.00	\$1.75	
Call Forwarding - Fixed		2.00	1.75	
Call Forward Additional Paths (Per Path) Business Only	FCF1FLC (PTH)	3.00	N/A	
Call Forward No Answer - Fixed		.75	.50	
Call Forward No Answer - Customer Programmable		.75	.50	
Call Forward Busy - Fixed		.75	.50	
Call Forward Busy - Customer Programmable		.75	.50	
Call Forward of Call Waiting <sup>(3)</sup>	N/A	N/C	N/C	
Call Waiting	FCW1FLC	2.00	1.75	
Call Waiting with Options <sup>(4) (6)</sup>	FCW1FLC(OPT)	2.00	1.75	
Personal Alert Line <sup>(6)</sup>	FHL1FLC	2.00	1.75	
SignalRing	FNA1FLC	2.00	1.75	
Speed Dial				
(8-number capacity)	FMD1FLC	2.00	1.75	
(30-number capacity) <sup>(6)</sup>	FS31FLC	6.00	N/A	
Three-Way Calling <sup>(2)</sup>				
Flat Rate	F3W1FLC	2.00	1.75	
Usage Sensitive	N/A			.75
Outbound Call Block Feature	FTH1CCB	5.00	N/A	
		<u>Monthly Rate Per Line</u>		
		<u>Residential</u>	<u>Business</u>	
Three-Way Calling with Transfer		N/A	\$5.00	

- (1) "Single" rate applies to one or two features; "multiple" rate applies to three or more features. Multiple rates also apply if Call Forward-Busy and Call Forward-Don't Answer are purchased in combination.
- (2) Three-Way Calling feature has the subscriber option of a monthly subscription or usage sensitive where central office technology/facilities permit.
- (3) Call Forward of Call Waiting is provided automatically to customers of Call Forward and Call Waiting.
- (4) Call Waiting with Options is an enhancement for customers of Caller ID.
- (5) Effective August 7, 2002, Multiple rates are grandfathered and limited to current customers at existing locations.
- (6) This service is limited to existing customers at existing locations as of September 11, 2009.

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SPECIAL EXCHANGE SERVICES

B. Fixed Remote Call Forwarding

1. Description

Fixed Remote Call Forwarding, hereinafter referred to as FRCF, provides a customer with a telephone number equipped in the company's central office and permanently forwards all incoming calls to another customer selected telephone number.

2. General Regulations

- a. FRCF service is offered subject to the availability of suitable central office facilities.
- b. FRCF service is not offered where the terminating station is:
  - (1) Pay Telephone Access Line service.
  - (2) a number to be used in conjunction with a data transmission.
  - (3) a line equipped with any form of call forwarding features.
  - (4) a DID station number terminating on a private branch exchange.
  - (5) Centrex.
- c. FRCF can be used in conjunction with a voice mail box.
- d. FRCF can be used in conjunction with Billing Number Screening at an additional charge (See Schedule AE-4, Sheet 12).
- e. The telephone company will not provide identification of the originating number to the FRCF customer.
- f. Transmission quality may vary depending upon the distance and routing necessary to complete the forwarding call.
- g. The FRCF customer is responsible for all toll charges for the portion of the call from the fixed call forwarding number to the primary access line. Any toll charges for the portion of the call from the originating access line to the call forwarding number will be the responsibility of the originating customer.
- h. The FRCF customer is responsible for all Extended Area Service charges that are applicable to the FRCF exchange.
- i. FRCF service is subject to immediate disconnection if it is used in any manner which may defraud the public or avoid toll charges.
- j. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with Residential and Business FRCF service. In addition, Business FRCF is entitled without charge, to one listing in the classified section ("yellow pages") of the directory.

3. Rates

	<u>Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Fixed Remote Call Forwarding			
Residence	FCF1CLC	\$ 8.00	\$25.00
Business	FCF1CLC	\$12.00	\$25.00
Change of number to which calls are forwarded			\$15.00

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SPECIAL EXCHANGE SERVICES

C. Toll Restriction Package <sup>(1)</sup>

Toll restriction prevents direct access to the toll network, including access to 900-type toll services, with the exception of "950" and "1+950". Toll Restriction for "950" and "1+950" is the responsibility of the IXC to block calls by use of a Personal Identification Number (PIN). Local directory assistance calls are not allowed. Collect, credit card, and third-party billing of toll calls are permitted through 0+ dialing. Toll billing to the originating number, however, is not permitted. Provision of toll restriction does not abrogate a customer's responsibility for completed toll calls through 0+ dialing.

This service is not offered in central offices where 1+ must be dialed to reach 9-1-1 emergency service.

When Toll Restriction is furnished, the customer will be cautioned about its limitations and will be requested to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to place calls because of the Toll Restriction Service.

	<u>Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Toll Restriction Package	FCE1TLL	\$25.00 <sup>(2)</sup>	\$2.00

Lifeline Telephone Assistance Program subscribers may receive the Toll Restriction Package without paying a monthly or non-recurring charge.

D. Toll and Casual Dialing Restriction Package

Where central office facilities permit, Toll and Casual Dialing Restriction prevents the completion of certain types of calls. Toll and Casual Dialing Restriction may be provided with individual line residence and business exchange services in exchanges equipped to program Toll and Casual Dialing Restriction without alteration of the central office equipment.

Toll and Casual Dialing Restriction Packages 1 and 2 restrict access to 1+, 0+ 0-, and 00-, and restrict access to 01/011+ numbers outside of the North American Numbering Plan. Access to 900, 976, 500 and 700 numbers is also restricted in addition to Directory Assistance and the casual dialing of toll calls (by preceding the telephone number with 101XXXX+). Package 1 additionally restricts access to Toll Free Code numbers.

Restriction of access to operator services prevents the customer from dialing an operator for all purposes, including emergencies, assistance and the placing of toll calls. Operator Services will not be accessible from a line with Toll and Casual Dialing Restriction Package 1 or 2. The customer indemnifies and saves harmless the Company from any and all claims, losses, or damages caused by restriction of access to operator services.

(1) Toll Restriction Package is grandfathered and limited to existing lines at existing locations as of July 1, 2009. Toll Restriction Package is available to Pay Telephone Access Line Service as specified in Schedule AE-13.

(2) The nonrecurring charge is not applicable when the Toll Restriction Package is ordered on an initial installation order; only when added to existing service.

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SPECIAL EXCHANGE SERVICES

D. Toll and Casual Dialing Restriction Package (Cont'd)

Directory Assistance (411, 1411, 555-1212, 1-555-1212, or 1-NPA-555-1212) will not be accessible from a line with Toll and Casual Dialing Restriction Package 1 or 2.

All local calls and non-chargeable calls to Company numbers (such as repair service) will be permitted.

Where facilities allow, N11 (except 411) will only be restricted with Package 1 and 2 if the call terminates outside the local calling area or to a non-toll-free number.

Toll and Casual Dialing Restriction does not restrict calls to 911 emergency reporting service or to 1+710 Government Emergency Telecommunications Service Calls.

Customers are responsible for calls charged to their number via third number billing, collect or credit card.

Listed following are the Toll and Casual Dialing Restriction packages as determined by the Company. These packages may be changed or new packages added as determined appropriate by the Company. A customer may select one of the following Toll and Casual Dialing Restriction packages:

Package #1    1+ DDD  
                  0-, 0+, 00-  
                  01/011+DDD to numbers outside the  
                  North American Numbering Plan  
                  Directory Assistance (411, 1411, 555-1212,  
                  1-555-1212, 1-NPA-555-1212)  
                  101XXXX access to toll numbers  
                  Toll Free Code numbers (1 + 800, 1 + 888, etc.)  
                  N11, 500, 700, 900, 976 (Allows 1+710 calls)

Package #2    1+ DDD  
                  0-, 0+, 00-  
                  01/011+DDD to numbers outside the  
                  North American Numbering Plan  
                  Directory Assistance (411, 1411, 555-1212,  
                  1-555-1212, 1-NPA-555-1212)  
                  101XXXX access to toll numbers  
                  N11, 500, 700, 900, 976 (Allows 1+710 calls)  
                  (Allows toll free calls.)

Toll and Casual Dialing Restriction Package		
Per Line	\$25.00 <sup>(1)</sup>	\$2.00

Lifeline Telephone Assistance Program subscribers may receive the Toll and Casual Dialing Restriction Package without paying a monthly or non-recurring charge.

<sup>(1)</sup> The nonrecurring charge is not applicable when the Toll and Casual Dialing Restriction Package is ordered on an initial installation order; only when added to existing service.



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SPECIAL EXCHANGE SERVICES

E. Billing Number Screening (BNS)

Billing Number Screening permits full access to the local and toll networks while blocking billing of collect and/or third-number calls to the customer's number.

- Option 1      Blocks only collect calls to the customer's number.
- Option 2      Blocks only third number billing to the customer's number.
- Option 3      Blocks both collect calls and third number billing to the customer's number.

	<u>Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Option 1	FCE1TLL(1)	\$ 5.00 <sup>(1)</sup>	\$2.00
Option 2	FCE1TLL(2)	5.00 <sup>(1)</sup>	2.00
Option 3	FCE1TLL(3)	5.00 <sup>(1)</sup>	2.00

CONDITIONS

When Billing Number Screening is furnished, the customer will be cautioned about its limitations and will be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to place calls because of the Billing Number Screening Service.

The customer remains responsible for the payment of any collect or third number billed calls that are charged when BNS is unsuccessful due to a nonparticipating carrier location originating the call or carrier failure to check system for Billing Number Screening.

F. Direct Inward Dialing Service

1. Description

Direct Inward Dialing (DID) Service is available from digital central offices where equipment and operating conditions permit. The service provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant.

<sup>(1)</sup> The nonrecurring charge is not applicable when the Billing Number Screening is ordered on an initial installation order; only when added to existing service.



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SPECIAL EXCHANGE SERVICES

F. Direct Inward Dialing Service (Cont'd)

2. Rates and Charges

a.	<u>Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Initial DID Trunk Feature	FCETCEQD1	\$29.00	\$185.00
Additional DID Trunk Feature	FCETCEQD2	20.25	80.00
DID Trunk	TSRTLC	See AE-1, Sheet 6 (PBX Trunk Rate)	25.00
b. DID Telephone Number Administration			
DID Telephone Numbers (per request) (Reserved and In-Use)			25.00 <sup>(1)</sup>
Each	ASBONE1	1.00 <sup>(2)</sup>	
Block of 25	ASBTW25	25.00 <sup>(2)</sup>	

3. Conditions

- a. Customers will be required to maintain an adequate number of DID trunks to prevent network degradation.
- b. DID trunks are equipped for one-way inward service only and all trunks in a trunk group serving DID station lines must be equipped for DID service. Trunks serving non-DID station lines and trunks used for outward service from all station lines do not need to be equipped for DID service.
- c. DID service in connection with customer-provided switching equipment is furnished to the point of interface with the network. The customer's switching equipment must provide answer supervision.
- d. Numbers are available individually or in blocks of twenty-five (25). The assignment of telephone numbers and the sequence of numbers assigned to a DID service is at the discretion of the Company. When equipment configuration requires the assignment of blocks of telephone numbers, charges and rates preceding are applicable for each used number in the block of numbers assigned.
- e. The assignment of sequential numbers will be based on the availability of blocks of numbers and done at the discretion of the Company.
  - (1) A DID sequential number block is a group of twenty-five (25) telephone numbers in numeric order (the last digit of the first number within the block is a zero or five, and the last number within the block is a four or a nine).
- f. Directory listings for DID telephone numbers will be provided subject to the charges, rates, and conditions for business additional listings (Schedule AE-3).
- g. All calls to DID telephone numbers will be routed to the PBX for handling.

<sup>(1)</sup> Service Connection charge (AE-12) is not in addition to this charge.

<sup>(2)</sup> This charge will not be applied to numbers that have been reserved by customers prior to October 10, 1996.

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SPECIAL EXCHANGE SERVICES

G. Direct-Inward-Dialing (DID) Functionality

1. Description

- a. Direct Inward Dialing Functionality is an optional service for Commercial Mobile Radio Service (CMRS) providers that provides DID service for Land to Mobile traffic being transported over a DID trunk facility.
- b. There are no charges applicable for the performance by the Company of DID Functionality for analog mobile facilities or DSO facilities.

900 and 976 Blocking Service

900/976 Blocking Service prevents direct access to ALL 900 and 976 service, including time of day and road condition reports. 900 Blocking Service prevents direct access only to the 900 network, including time of day and road condition reports. 976 Blocking Service prevents direct access only to the 976 network, including time of day and road condition reports. When customers dial a 900 or 976 number from a line with 900, 976 or 900/976 Blocking Service, the call is diverted to a Company provided intercept announcement.

	<u>Nonrecurring Charge</u>		
	<u>900 Blocking</u>	<u>976 Blocking</u>	<u>900/976 Blocking</u>
Initial installation	No Charge	No Charge	No Charge
Subsequent installation on same line	\$5.00	\$5.00	\$5.00

2. Conditions

- a. See general conditions on special exchange services, Sheet 2 of this schedule.
- b. 900 and 976 Blocking Service are available only on directly dialed calls.
- c. 900 and 976 Blocking Service are available only on flat rate and measured residential lines.
- d. There is no charge for removal of 900 or 976 Blocking Service.
- e. A nonrecurring charge will apply for re-establishment of 900 or 976 Blocking Service on the same line after the service has once been removed.

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SPECIAL EXCHANGE SERVICES

H. Off Net Transfer

Off Net Transfer is a central office based feature that allows customers with key or PBX systems to transfer calls to stations not connected to their systems.

1. Conditions

- a. Off Net Transfer is provided subject to the availability of facilities and central office equipment as determined by the Telephone Company. Off Net Transfer is not available from all central office locations.
- b. Off Net Transfer is only provided in conjunction with PBX or key trunks.
- c. Some key and PBX systems may not be compatible with this service.
- d. Transmission quality may vary depending upon the distance and routing necessary to complete the forwarding call.
- e. The Off Net Transfer customer is responsible for all toll charges for the portion of the call from the Off Net Transferee's own number to the transferred to number. Any toll charges for the portion of the call from the originating number to the Off Net Transfer number will be the responsibility of the originating customer.
- f. This feature is not compatible with Direct Inward Dialing (DID).

2. Rates

	<u>Non-Recurring</u>	<u>Monthly</u>
Off Net Transfer	\$25.00	\$3.00

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service

ExpressTouch Service is a group of central office-based call management features offered in addition to basic exchange telephone service and custom calling features.

1. Definitions

Anonymous Call Rejection

Anonymous Call Rejection allows a Caller ID subscriber to route blocked calls to a prerecorded message which indicates to the calling party that the subscriber to Anonymous Call Rejection does not accept blocked calls. Blocked calls are calls that have been designated as private by the calling party by use of either Caller ID or All Call Blocking. This feature is automatically available to customers of Caller ID - Number Only or Caller ID with Name. To activate, customers must press \*77 (1177 on rotary phones). To deactivate customers must press \*87 (1187 on rotary phones).

Call Tracer

Provides added security by allowing the customer to activate a trace on threatening, harassing or obscene calls. The traced number, including non-published numbers, is recorded by the Company and released to an authorized law enforcement agency upon request of the agency. The customer using this feature will be notified that a trace has been activated and will be instructed to contact the local law enforcement agency. The customer is not provided the traced number.

When activating Call Tracer, if the customer receives another call prior to activating the trace, or receives a Call Waiting indication during the call to be traced, Call Tracer will not record the correct number. Call Tracer will trace only those calls which are originated from a location within the ExpressTouch Service area. Call Tracer is automatically available to all customer lines and is charged when an activation is successful.

Caller ID with Name

This feature is an enhancement to Caller ID - Number Only. It delivers the name and telephone number of the caller (including non-published and non-listed telephone numbers) allowing the subscriber to see the name and number displayed. This feature requires a special display unit or telephone equipment capable of displaying Caller ID information. The callers name and number will not be displayed if the caller activates Per Call Blocking or All Call Blocking.

Caller ID - Number Only<sup>(1)</sup>

Delivers the telephone number of the caller (including non-published and non-listed telephone numbers) on a special display allowing the subscribers to see the number before answering. This feature requires a special Caller Display Unit or telephone capable of displaying caller Identification information. The caller's number will not be displayed if the caller activates Per Call Blocking or All Call Blocking.

Customers of Caller ID with Name may not, without permission of the calling party, publicize or disclose to third parties name or telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081(2)(e).

<sup>(1)</sup> This service is limited to existing customers at existing locations as of September 11, 2009.

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

1. Definitions (Cont'd)

Caller ID Blocking

Caller ID Blocking is for customers desiring not to have their telephone number delivered to Caller Identification and Auto Call Return subscribers. There are two forms of Caller ID Blocking; Per Call Blocking, and All Call Blocking. Except as discussed below, there are no charges for either Per Call Blocking or All Call Blocking.

Per Call Blocking is automatically included with the provision of telephone service for all residential and business customers. Before placing an outgoing telephone call, a customer may designate their number as private and prevent display to a called party using Caller ID and prevent the announcement of the caller's number or the returning of a call with Auto Call Return.

All Call Blocking, when requested, will be provided to any customer, except Pay Telephone Access Lines. All Call Blocking prevents the display or announcement of the customer's telephone number unless the customer deactivates the block by dialing a code, \*82 (1182). As above, with Auto Call Return, All Call Blocking would prevent the automatic returning of a blocked call.

All Call Blocking replaces Per Call Blocking. There is no monthly recurring charge for All Call Blocking. A nonrecurring charge will be assessed for All Call Blocking when it is ordered for installations subsequent to initial installations, unless the customer is requesting new service or a number change, in which case no installation charge will be assessed.

Pay Telephone Access Lines are not eligible for Per Call Blocking or All Call Blocking.

E9-1-1 is not affected by Per Call Blocking or All Call Blocking.

Liability - The Company cannot guarantee that Caller ID Blocking will be successful. The Company shall not be liable for any damages whether consequential, incidental, or special.

Repeat Dial

Automatically monitors a busy line up to 30 minutes. A distinctive ring announces the line is free, and the number is redialed when the customer picks up the receiver. This service is available on a usage or subscription basis.

Return Call

Captures and saves the number of the last incoming call, whether it was answered or not, and allows the customer to automatically redial the number if desired. Unless the incoming number is blocked, the telephone number of the last call is announced (including non-published and non-listed telephone numbers). The customer is given the choice of returning the call or not. If the calling party's number is blocked, the service will not return the call or announce the calling party's number. This service is available on a usage or subscription basis.

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

1. Definitions (Cont'd)

Selective Call Acceptance

An arrangement that allows a subscriber to selectively accept only calls arriving from a list of up to 12 previously identified directory numbers.

A call will only be accepted when it is received from a telephone number that matches one of up to 12 numbers on the Selective Call Acceptance list. Calls from telephone numbers that do not match one of the 12 numbers on the Selective Call Acceptance list will be routed to an announcement stating that the called party does not wish to receive the call. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

The Selective Call Acceptance list is a list created by the Selective Call Acceptance subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion.

This feature can be activated or deactivated at the subscriber's discretion.

Selective Call Forwarding

Allows customers to choose a list of calling numbers that will forward to another number, making it possible to forward only the calls the customer wishes to receive. The list of numbers selected can be changed at any time by the customer. The Selective Call Forwarding customer is responsible for all toll calls when the forward to number is outside the local area. Up to three simultaneous forwarded calls will be permitted where configuration allows. Calls may be forwarded to a number within the subscriber's home exchange, EAS exchanges, or to a long distance message telecommunications point. This feature is available where facilities permit on an individual feature basis or any combination thereof.

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

1. Definitions (Cont'd)

Selective Call Rejection

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

Selective Call Ring

Allows customers to program a list of numbers so calls coming in from those numbers will ring distinctively. If the customer receives a call from one of the numbers on the programmed priority list, they will receive a distinctive ring unless they are already in a conversation, in which case they will receive a distinctive Call-Waiting tone. They do not have to subscribe to Call-Waiting separately to get this feature.

2. Conditions

- a. These rates are in addition to all other rates and charges for business and residence telephone service.
- b. ExpressTouch features may only operate on calls originating and terminating within the defined ExpressTouch or Custom Local Area Signaling Services (CLASS) serving area. It is not necessary for both parties to subscribe to ExpressTouch features.
- c. ExpressTouch Services are offered on business one-party, Centrex and residential one-party service. It is not available on all grades of service in all areas. These features are provided subject to the availability of suitable facilities and may not be available in all areas and all central offices.
- d. ExpressTouch features may not be compatible with all other services such as custom calling features, toll restriction, rotary line service and other special service arrangements.
- e. Pay Telephone Access Lines are not eligible for Per Call Blocking or All Call Blocking.
- f. Usage sensitive Return Call and Repeat Dial are pricing options which will be available where facilities permit.

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

Service Connection Charges do not apply when ExpressTouch Services are installed.

3. Rates

	<u>Code</u>	<u>Monthly Rate Per Line</u>		<u>Rate per Feature Activation</u>
		<u>Residential</u>	<u>Business</u>	
a. Caller ID with Name	FTK1FCC	7.50	9.50	
b. Caller ID - Number Only <sup>(1)</sup>	FTE1FCC	5.50	7.50	
c. Call Tracer	N/A			1.50
d. Repeat Dial				
Flat Rate	FTA1FCC	3.00	3.50	
Usage Sensitive	N/A			0.75
e. Return Call				
Flat Rate	FTB1FCC	3.50	4.50	
Usage Sensitive	N/A			0.75
f. Selective Call Acceptance	FTJ1FCC	5.00	6.00	
g. Selective Call Forwarding	FTG1FCC	3.00	3.50	
h. Selective Call Rejection	FTH1FCC	3.50	4.00	
i. Selective Call Ring	FTF1FCC	3.00	3.50	
		<u>Nonrecurring Charge</u>		
	<u>Code</u>	<u>Residential</u>	<u>Business</u>	
j. Caller ID Blocking	FTD1FCC	N/C	N/C	
k. Subsequent Blocking on same line	FTD1FCC	5.00	5.00	

<sup>(1)</sup> This service is limited to existing customers at existing locations as of September 11, 2009.



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d/b/a CenturyLink

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Original Sheet 21

SPECIAL EXCHANGE SERVICES

J. Digital Switched Services (DSS)

1. Description

Digital Switched Services (DSS) provides digital exchange service for PBX customers. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks. Each DSS facility utilizes 24 channels that may be configured in any combination of the trunks below.

2. Definitions and applications of service

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.

Out-Only Trunk

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

Two-Way Trunk

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

In-Only DID Trunk

In-only trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

Two-Way DID Trunk

Two-way trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

Centrex Trunk

A trunk that allows access to certain Centrex features. Additional charges apply for the basic Centrex feature package.

3. Conditions

- a. DSS is provided subject to the availability of central office facilities. DSS service cannot be provided from all central offices.
- b. The type of DSS facility installed will be determined by the Company.
- c. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for actual number and types of trunks in service on each DSS facility.

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SPECIAL EXCHANGE SERVICES

J. Digital Switched Services (DSS) (Cont'd)

3. Conditions (Cont'd)

- d. Additional charges are applicable for each trunk as specified in WN U-4, Exchange Service Rates, Schedule AE-1, and DID charges as specified in Schedule AE-4. Extended Area Service increments specified in Schedule AE-1 apply as well as any taxes or other charges that apply to basic PBX trunk service. If Centrex trunks are provisioned, all applicable Centrex charges apply as specified in Schedule AE-16.
- e. Regulations, rates and charges, as described in WN U-4 apply as appropriate.
- f. The minimum period for service is three months.
- g. The following services will not be provided within the DSS facility.
  - (1) Business 1-party
  - (2) Pay Telephone Access line
  - (3) Residential
  - (4) Feature Group A, B, C, D
  - (5) Private Line or Special Access
  - (6) Joint User

4. Rates and Charges

Beyond three miles from the central office, this service is offered on an Individual Case Basis (ICB).

	<u>S&amp;E Code</u>	<u>Per Month</u>	<u>NRC</u>
DSS Facility	TSCCLCG	\$170.00	\$1200.00

This DSS facility cannot be purchased without individual switched access trunks.

Individual trunk charges

Key Trunk on DSS	TKR2LC (DSS)	For trunk charges see appropriate schedules in this tariff
PBX Trunk on DSS	TSR2LC (DSS)	
DID Trunk on DSS	TSRTL (DSS)	
Centrex Trunk on DSS	1FCY (DSS)	

5. Individual Nonrecurring Charges

The NRC 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 the trunks apply.

The NRC charge for DID features is not waived with the initial order. The DID feature NRC applies on initial and subsequent orders for Digital Switched Services.

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SPECIAL EXCHANGE SERVICES

K. Privacy ID

1. General

- a. Privacy ID provides Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy ID intercepts all unidentified calls before the subscriber's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the subscriber and announces the calling party's information. The subscriber has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail.
- b. The Privacy ID subscriber may provide calling parties with a Caller's Access Code. Use of this access code allows the calling party to bypass Privacy ID.
- c. Privacy ID is provided subject to availability of facilities.
- d. Privacy ID is not offered in conjunction with Integrated Services Digital Network (ISDN), Centrex, Pay Telephone Access Line Service, and PBX (Private Branch Exchange) Service.
- e. When the Call Trace and Return Call features are activated on calls intercepted by Privacy ID, the telephone number captured is that of the Service Node, which performs Privacy ID, not the telephone number of the calling party.
- f. Caller ID Service is required in order to subscribe to Privacy ID.
- g. Service connection charges do not apply when Privacy ID is installed.

2. Rates and Charges

	<u>S&amp;E Code</u>	<u>Monthly Rate Per Line</u>	
		<u>Residential</u>	<u>Business</u>
a. Privacy ID	FPI1FLC	\$4.95	\$5.95
b. Privacy ID is available as an add-on to Personal II Solutions for a monthly rate of \$4.00.			

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Original Sheet 24

SPECIAL EXCHANGE SERVICES

L. Talking Call Waiting

1. General

- a. Talking Call Waiting allows customers to know who is calling while they are on the telephone with another party. Talking Call Waiting enhances Call Waiting by allowing the customer to hear the name associated with the directory listing of the calling number after hearing the call waiting tone while the customer is on the line, unless the message is suppressed, either via per-call or per-line blocking or unless the calling and called parties are not connected via SS7 facilities, or the number is not passed by the calling party Telecommunication Provider, or the calling party's number is not associated with a name in the LIDB database. Any and all available names will be voiced to the subscriber. If the name is not available, the terms "private" or "unavailable" will be voiced in the appropriate situation. The term "private" is voiced if the caller has suppressed the delivery of name and number using per-line or per-call blocking. The term "unavailable" is voiced if the calling and called parties are not connected via SS7 facilities, or the number is not passed by the calling party Telecommunication Provider, or the calling party's number is not associated with a name in the LIDB database. Talking Call Waiting Service subscribers will hear both a call waiting tone plus the name of the calling party, if available, on an incoming call. The customer then presses the switch hook or flash button to place the current call on hold and talk to the call waiting party.
- b. Talking Call Waiting is provided subject to availability of facilities.
- c. Talking Call Waiting is available on a monthly subscription basis. This service requires no additional adjunct or telephone display equipment.
- d. Talking Call Waiting is available to single-line business and residence customers.
- e. Talking Call Waiting is not offered in conjunction with Centrex Service, Direct Inward Dialing (DID) Service, PBX trunk, Integrated Services Digital Network (ISDN), or Pay Telephone Access Line Service.
- f. Call Waiting feature, including but not limited to, Call Waiting, Enhanced Call Waiting, Call Waiting Options or any package containing the Call Waiting feature, is required in order to subscribe to Talking Call Waiting.
- g. Service connection charges do not apply when Talking Call Waiting is installed.

2. Rates and Charges

- a. Service charges and monthly rates for exchange access lines and other services with which this service is associated apply, as appropriate.

	Monthly Rate Per Line	
	<u>Residential</u>	<u>Business</u>
Talking Call Waiting	\$2.95	\$2.95

- b. Talking Call Waiting is available as an add-on to Essentials and Elite and Solutions packages Ideal Solution, Sure Solution II, Home II Solution and Progressive Plan for customers at a monthly rate of \$2.00.

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SPECIAL EXCHANGE SERVICES

M. Call Line Identifier

1. General

- a. Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Tracer feature, as specified in Schedule AE-4 of this tariff, differs from Call Line Identifier service in that Call Tracer is activated on a per call basis.

2. Regulations

- a. Subscribers initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.
- b. Requests for Call Line Identifier service will be evaluated by the Annoyance Call Center. The Company will trace calls when requested based upon the availability of line identification equipment.
- c. Call Line Identifier service will apply per line upon request at the rates and for the time periods specified in Schedule AE-4.3. following.
- d. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.
- e. In the event a customer requested call trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.
- f. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company's failure to maintain proper standards of maintenance and operation or by the Company's failure to exercise reasonable supervision (i.e., willful neglect).
- g. This tariff does not apply to trap and trace ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.
- h. Any Call Line Identifier conducted under this tariff shall be at the discretion of the Company and is subject to the availability of facilities.

3. Rates and Charges

	<u>Nonrecurring Charge</u>
a. 30 – Day Period (per line)	\$ 50.00
b. 12 – Month Period (per line)	\$ 55.00
c. Renewal Request for 30 – Day or 12 – Month Periods which involve the same telephone number(s) (per line)	\$ 20.00

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Schedule AE-5  
Original Sheet 1

DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

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Churches	2
Lodges and Fraternal Organizations	2
Reservation of Facilities	2
Administration of Numbers	3
Promotions	4

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UNITED TELEPHONE COMPANY OF THE NORTHWEST  
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Schedule AE-5  
Original Sheet 2

DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

The following groups and organizations are entitled to the discounts, concessions, and/or special rates described below:

- CHARITABLE INSTITUTIONS

Charitable institutions which are not operated for profit and are supported by contributions are charged the applicable residential rates.

- CHURCHES

Applicable residential rates.

- LODGES AND FRATERNAL ORGANIZATIONS

Lodges and fraternal organizations not engaged in business activities requiring regular attendants are charged the applicable residential rates.

A. RESERVATION OF FACILITIES

1. Description

Reservation of facilities is a service provided by the Company to applicants for telephone service who request service to be provided at a future date, and is provided subject to the availability of facilities.

2. Rates and Charges

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Facility Reservation (after 30 days)	50% applicable exchange rate of service provided	\$ 15.00

3. CONDITIONS

- Facilities (cable pair) will be reserved without charge for thirty (30) days from the date of the reservation request. After thirty (30) days facilities will be reserved for fifty percent (50%) of the exchange rate of the service provided (or requested, whichever is greater).
- Facilities will be reserved for a maximum of one hundred twenty (120) days from the date of initial request.
- A customer is not allowed to apply toll charges to a number associated with the reserved facilities.

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Schedule AE-5  
Original Sheet 3

DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

B. ADMINISTRATION OF NUMBERS

1. Description

For non DID customers the Administration of Numbers is a service provided by the Company, at the customer's request, that will reserve (administer) a specific telephone number for future use by the customer. Numbers will be reserved for a maximum of one hundred eighty (180) days from the date of request.

2. Rates and Charges

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Administration of Numbers	\$ 5.00 <sup>(1)</sup>	\$ 15.00

3. Conditions

- a. The Company may deny a request for a number if in their judgment, integrity of the numbering process or scheme will be jeopardized.
- b. Number assignment does not guarantee the availability of facilities.

<sup>(1)</sup> This charge will not be applied to numbers that have been reserved by customers prior to October 10, 1996.



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Original Sheet 4

DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

C. PROMOTIONS

1. Description

The Telephone Company may offer a variety of promotional offerings for new or existing services or products for limited periods. These offerings may be designed to attract new customers, retain existing customers, stimulate customer usage, and/or increase existing customer awareness of the Telephone Company's services and products.

2. Promotions

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UNITED TELEPHONE COMPANY OF THE NORTHWEST  
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Schedule AE-6  
Original Sheet 1

FOREIGN EXCHANGE SERVICE (FX)

TABLE OF CONTENTS

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- Definitions	4
- Rates	4
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- Restrictions	4

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Schedule AE-6  
Original Sheet 2

FOREIGN EXCHANGE SERVICE (FX)

A. BETWEEN NON-CONTIGUOUS EXCHANGE

1. RATES

a. FX PROVIDED BETWEEN NON-CONTIGUOUS EXCHANGES

The monthly rate for this service will be the sums of items 1, 2, and 3.

(1) BASIC RATE - the rate applicable in the foreign exchange for the class and grade of service provided.

(2) FX SERVICE RATE -

	<u>(CODE)</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Business	(3282)	\$15.00	\$170.00
Rotary Trunk	(3282)	15.00	170.00

(3) INTEREXCHANGE (IX) MILEAGE RATE - this rate is based on the IX airline mileage measured between the central offices of the local and foreign exchanges. The IX mileage rate is the rate per mile or fraction thereof, per month charged by the Qwest Corporation in accordance with their WN U-40 tariff.

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Schedule AE-6  
Original Sheet 3

FOREIGN EXCHANGE SERVICE (FX)

B. BETWEEN CONTIGUOUS EXCHANGES

1. RATES

a. FX PROVIDED BETWEEN CONTIGUOUS EXCHANGES

The monthly rate for this service will be the sums of items 1, 2 and 3.

(1) BASIC RATE - The rate applicable in the foreign exchange for the class and grade of service provided.

(2) FX SERVICE RATE -

	<u>(CODE)</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Residence <sup>(1)</sup>	(4058)	\$10.00	\$170.00
Business	(3282)	15.00	170.00
Rotary Trunk	(3282)	15.00	170.00

(3) FX MILEAGE IN LOCAL EXCHANGE - This rate is based on the airline distance from the customer's premises to the nearest point on the common boundary of the local and foreign exchanges. Applicable to all residence and business services.

<u>(CODE)</u>	<u>MONTHLY RATE</u>
(3291)	\$3.00 per 1/2 mile or fraction thereof, for first mile.
(3292)	\$6.00 per 1/2 mile or fraction thereof, for second mile.
(3293)	\$9.00 per 1/2 mile or fraction thereof, for each subsequent mile.

C. OFF-PREMISES TERMINATION

1. RATES

a. FX provided by means of an Off-Premises Termination. See Schedule AE-18 Station Termination. (This service is offered between contiguous exchanges only.)

<sup>(1)</sup> This service is limited to existing customers at existing locations as of September 11, 2009.

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Schedule AE-6  
Original Sheet 4

FOREIGN EXCHANGE SERVICE (FX)

D. CONDITIONS

1. DEFINITIONS

- a. FOREIGN EXCHANGE SERVICE (FX) is exchange service furnished from an exchange other than the one in which the customer is located.
- b. The LOCAL EXCHANGE is the exchange in which the customer is located.
- c. The FOREIGN EXCHANGE is the exchange from which service (or dial-tone) is provided.

2. RATES

- a. In the event an exchange of the United Telephone Company of the Northwest is the foreign exchange, the appropriate exchange rate will apply.
- b. Toll service will be provided at the rates applicable in the foreign exchange.
- c. Supplementary services such as extension service, key telephone equipment, directory listings, and similar services or equipment will be provided at rates applicable in the local exchange.
- d. Directory listings in the directory of the foreign exchange will be provided at the rates applicable in the foreign exchange.

3. CHARGES

- a. Service connection charges to provide FX will be the appropriate charges in both the local exchange and serving exchange for the services performed.
- b. If FX service is provided across the common boundary of two exchanges, the facilities required are not connected to, nor usable with, the normal serving arrangements of the local exchange.
- c. To make facilities available to provide FX in any exchange, the following conditions apply:
  - (1) In the foreign exchange, facilities will be made available at the charges and under the conditions of the line extension schedule of that exchange.
  - (2) In the local exchange, the applicant(s) shall pay the entire cost of placing the required facilities from the point of connection on the common boundary to the applicant's premises.

4. RESTRICTIONS

- a. Business FX
  - (1) Only one-party Business service will be provided.
  - (2) Business FX will be furnished for the exclusive use of the customer and his employees.

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Schedule AE-6  
Original Sheet 5

FOREIGN EXCHANGE SERVICE (FX)

D. CONDITIONS (Cont'd)

4. RESTRICTIONS (Cont'd)

b. Residence FX <sup>(1)</sup>

- (1) Only one-party Residence service will be provided.
- (2) Residence FX will be furnished for the use of the customer and the members of his household only.

c. FX will not be provided in connection with:

- (1) Joint user service.
- (2) Pay Telephone Access Line Service.
- (3) Private branch exchange systems (PBX) in hotels, apartments, houses, motels or clubs.
- (4) Resale of Message Telecommunications Service (MTS), Wide Area Telecommunications Service (WATS), MTS-type or WATS-type services.

<sup>(1)</sup> This service is limited to existing customers at existing locations as of September 11, 2009.

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Schedule AE-7  
Original Sheet 1

INTEREXCHANGE RECEIVING SERVICE

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Rate	2
Conditions	2

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Schedule AE-7  
Original Sheet 2

INTEREXCHANGE RECEIVING SERVICE

Interexchange receiving service (IRS) is 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.

A. <u>RATE</u>	<u>S&amp;E Code</u>	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Each exchange from which the customer requests IRS	ADRSRTL	\$5.00	\$15.00

B. CONDITIONS

1. IRS is available to customers of business individual line service, or rotary/PBX trunk service located in the receiving exchange. IRS is not available to customers of pay telephone access line service.
2. A customer to IRS will be billed for all toll messages from those exchanges for which he subscribes to the service. Under this service the message toll telephone service, operator handled, station rate is applicable to each call.
3. A single Zenith number will be assigned to each customer for every exchange for which IRS is subscribed. Only those calls to this number which originate in those exchanges will come within the scope of this service.



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Schedule AE-8  
Original Sheet 1

JOINT USER SERVICE

TABLE OF CONTENTS

<u>TITLE OR SUBJECT</u>	<u>SHEET NO.</u>
Rate	2
Conditions	2

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Schedule AE-8  
Original Sheet 2

JOINT USER SERVICE

A Joint User is a person, firm, or corporation authorized by a customer and the Company to share in the use of the customer's business telephone service.

A. <u>RATE</u>	<u>Code</u>	<u>MONTHLY RATE</u>
Joint User, each <sup>(1)</sup>	ADRJUSR	See AE-1 (Exchange Rates)

B. CONDITIONS

1. Written permission must be granted to the Company by the original customer in order to grant joint user privilege. One bill will be issued to the original customer who will be responsible for all charges for joint user service. It is the responsibility of the joint users to segregate the charges between them.
2. The applicability of joint user service is determined by its obvious or actual use. Facilities are not to be extended from the premises on which the primary service is located for the sole purpose of furnishing joint user service.
3. The rate for joint user service includes a listing in the telephone directory and is in addition to the rates and charges for the facilities and all other services furnished.
4. Joint user service is applicable, and is furnished upon application by the customer, as follows:
  - a. Application for the use of the customer's service may be by any individual, firm, company, or association occupying jointly or in part the premises on which the primary service or off-premises service is located. In the case of individuals, firms, companies, and associations engaged in the same business or profession using a common reception room, one may become the customer and the remainder joint users.
  - b. Application for joint user service may be made by the customer for another business which he conducts which differs in character, scope, and/or name from the original business.
5. If it is found that a customer is sharing the use of his business service and the other concern is not of record as a joint user, the Company will thereafter require the customer to take joint user service unless one of the following conditions is met:
  - a. The customer, after proper notification by the Company, permits no further joint use of the service.
  - b. The joint user vacates the customer's premises.
  - c. The joint user becomes a customer to business service in the same exchange.
6. Joint user service is not designed for use in situations involving the resale of telephone service.

<sup>(1)</sup> Not available for new installation, regrade, or supersedure.

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Schedule AE-8  
Original Sheet 3

JOINT USER SERVICE

B. CONDITIONS (Cont'd)

7. The minimum charge for joint user service shall be the monthly rate. However, if the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:
  - a. The joint user vacates the customer's premises.
  - b. The customer's service is disconnected.
  - c. The business for which the joint user service is furnished is discontinued at the customer's premises.
  - d. The joint user becomes a customer to business service in the same exchange.
8. Joint user service is not furnished in connection with residence telephone service or in connection with foreign exchange service.

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Schedule AE-9  
Original Sheet 1

TELEPHONE ASSISTANCE PROGRAM

A. Lifeline Assistance

1. Lifeline Assistance (Lifeline) is designated to provide for reduced rates for eligible telecommunications carrier's residential service for low-income customers who meet eligibility requirements.
2. Lifeline is a federally funded reduction of the subscriber line charge (SLC) and a reduction of local service. Eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access charge. Effective August 1, 2003, eligible applicants living on federally recognized Native American reservations will receive an additional discount of up to \$25 sufficient to reduce this monthly rate to \$1.00 inclusive of the FCC's End User Access charge.
3. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.
4. Federal Universal Service Fund End User Charge will not be billed to Lifeline customers.
5. Local service for Lifeline subscribers may not be disconnected for non-payment of toll charges.
  - a. A toll restriction package will be provided to Lifeline subscribers at no charge.
  - b. Lifeline subscribers are not required to accept a toll restriction package as a condition to avoid disconnection of local service for non-payment of toll.
  - c. Lifeline subscribers are not required to pay a service deposit in order to initiate service if the subscriber voluntarily elects to receive a toll restriction package.
6. Partial payments from Lifeline subscribers will be applied first to local service charges and then to toll charges.
7. Lifeline subscribers will not be denied re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges.
8. Lifeline will not be furnished on a Foreign Exchange.

B. Link Up America

1. Link Up America (Link Up) is a federally sponsored connection assistance program designed to make telephone service accessible to low-income residential households who are currently not on the public switched network.

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Schedule AE-9  
Original Sheet 2

Telephone Assistance Program

B. Link Up America (Cont'd)

2. Eligible applicants will receive a 50% discount, not to exceed \$30, on the service connection charge. Effective October 1, 2000, eligible applicants living on federally recognized Native American reservations will receive a 100% discount on service connection charges which exceed \$60, up to a maximum of \$130. These charges include both line extension and initial connection charges. The remaining balance of the service connection charge may be paid in no more than three monthly installments.
3. Federally recognized Native American reservations are included in the counties of Clallam, Cowlitz, Douglas, Ferry, Grant, Grays Harbor, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Pacific, Pend Oreille, Pierce, Okanogan, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Whatcom and Yakima and the cities of Asotin, Clarkston, Ellensburg, Hoquiam and Wenatchee.
4. There is no restriction as to the number of service connections per year for which qualifying low-income subscribers who relocate may receive Link Up support.

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Original Sheet 1

LINE EXTENSION SERVICE

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Original Sheet 2

LINE EXTENSION SERVICE

A. Description

1. Extension of Service

Extension of service means an extension of Company distribution plant for new tariffed residential basic local exchange service to a location where no distribution plant of the extending company exists at the time an extension of service is requested. An extension is constructed at the request of one or more applicants for service. An applicant is any person applying for new tariffed residential basic local exchange service. Extensions of service do not include trenches, conduits, or other support structure for placement of company-provided facilities from the applicant's property line to the premises to be served.

2. Application of Tariff

- a. Extension of service does not apply to extensions to developments. A developer is any owner of a development who offers it for disposition, or an agent of such an owner, and a development is defined as land which is divided or is proposed to be divided for the purpose of disposition into four or more lots parcels, or units.
- b. Extension of service does not apply to applications for extension of service for business customers and applications for extension of service by residential customers for service other than basic local exchange service. Requests for extension of service for business services and for residential services other than residential basic local exchange services will be processed on the basis of a special contract requiring the payment of actual costs by the requestor. Payment arrangements can be made at the Company's discretion.

3. Definition of Terms

As used in this Tariff, the following terms shall have the definitions ascribed to them in WAC 480-120-071(1): applicant, cost of service extension, developer, development, distribution plant, drop wire, extension of service, extraordinary cost, order date, premises, tariffed, temporary occupancy, and temporary service.

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LINE EXTENSION SERVICE

B. Terms and Conditions

1. Allowance

The Company provides a one thousand foot allowance for an extension of service at no charge to the applicant, subject to the conditions set forth in this Tariff. Multiple applications for a single extension of service or multiple applicants on a single application for an extension of service are permitted when the extension of service follows a single construction path. When there are multiple applicants for an extension of service or multiple applications received at the same time for an extension of service that follow a single construction path, the one thousand foot allowance may be aggregated by the number of applicants. For example, if there are two applicants, the allowance becomes two thousand feet.

2. Application Process

a. The applicant must complete the application form provided by the Company and submit it to the Company. The application form will be provided to the applicant within seven business days of the applicant's initial request for service. In the case of multiple applicants, each applicant must either file a separate application form or be separately identified on and sign a single form. Each applicant will be billed an equal portion of the applicable charges. Multiple applicants may agree to divide the bill among themselves in a ratio different from that billed so long as the Company receives full payment. Under normal circumstances, the Company will construct the extension of service and provide residential basic local exchange service within thirteen months from the order date. There are three exceptions:

- (1) When an extension of service exceeds the one thousand foot allowance, in which case the Company will provide the applicant(s) a bill for the estimated cost of construction within one hundred and twenty days of the order date; and
- (2) When there are extraordinary costs for construction within the one thousand foot allowance, and the Commission grants the Company's request to charge the applicant for the extraordinary extension of service cost, the Company shall provide the applicant(s) a bill for the estimated cost of construction as soon as practicable after receiving permission to recover the extraordinary costs.
- (3) If the applicant is a subsequent applicant and required to pay any charges associated with a previous extension of service as provided for in 4 following, the Company will provide the applicant a bill for the estimated cost of construction within one hundred and twenty days of the order date.

In (1), (2), and/or (3), the extension of service will be completed within twelve months after the applicant(s) returns the application and meets the payment terms established by the Company at the time the bill for the estimated cost of construction is presented to the applicant.



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LINE EXTENSION SERVICE

B. Terms and Conditions (Cont'd)

2. Application Process (Cont'd)

- b. For line extensions within the 1000' allowance, and the applicant is not a subsequent applicant required to pay any charges associated with a previous extension of service as provided for in 4 following, and there are no extraordinary costs, the applicant's request for service will serve as their completed application for extension of service. The date the applicant(s) requests service will be the order date. If the Company determines there is a requirement for supporting structure and trench from the applicant(s)' property line to the applicant(s)' premises, a representative of the Company will notify the applicant of all requirements and Company construction specifications.
- c. When the applicant(s) completes and delivers the application for extension of service to the Company, the date it is received by the Company shall be considered the order date. The order date may be extended if, as required in 5. following, all necessary support structures, trenches, or both, have not been completed by the time the Company is ready to begin construction. The Company may delay the construction of the extension of service until such time that all the applicant(s) have completed construction of support structures, trenches, or both, as determined by the Company.

3. Extension of Service Charge True-Up

- a. At the completion of the construction of the extension of service, the Company will determine the difference between the estimated cost that was billed to the applicant(s) and the actual cost of construction. If the actual cost of construction of the extension of service is less than the estimated cost that was billed to the applicant(s), the Company will refund any overpayment. In the case of multiple applicants on an extension of service that follows a single construction path, the Company will divide the difference by the number of applicants and refund an equal amount to each of the applicants. If the applicants have divided the bill among themselves in amounts different from the amounts billed, it is up to the applicants to reconcile any difference in refund. If the cost of construction of the extension of service exceeds the estimated cost that was billed to the applicant or applicants, the Company may bill, and the applicant(s) shall pay, the reasonable additional costs up to ten percent of the estimate. In the case of multiple applicants, the amounts shall be billed to the applicants on a prorata basis.
- b. In every case of a refund or additional charges, the Company shall provide the applicant(s) detailed construction costs showing any difference (whether in excess of the estimated cost of construction or below the estimated cost of construction).

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LINE EXTENSION SERVICE

B. Terms and Conditions (Cont'd)

4. Subsequent Applicant(s)

- a. If, within five years of the order date for an extension of service, a subsequent applicant(s) seeks service which would be provided by means of the previous extension of service where the original applicant or applicants paid construction charges under this Tariff, then the subsequent applicant(s) will pay a proportionate share of the original extension of service charges before the Company will provide service. The amount paid by the subsequent applicant(s) will be refunded proportionately to the original applicant(s) who paid the extension charges.
- b. In addition to a. above, where a subsequent application involves an additional extension of service from the previous extension of service, this will be treated as an application for a new extension of service and additional extension of service charges may apply if this extension of service exceeds the one thousand foot allowance as provided for in B.1. preceding, or if the Commission grants the Company's request to charge for any extraordinary extension of service costs.
- c. The Company will provide notice of the availability of a refund to the last known address of the original applicant or applicants. The notice will state the amount of refund available. To receive the refund, the prior applicant or applicants must request the refund within sixty days of the date of the notice. If a refund is not requested in a timely manner, then the amounts paid by the subsequent applicant(s) shall be refunded to the payor(s).

5. Support Structures and Trenches

- a. Construction of an extension of service is expressly conditioned upon the applicant(s) completing construction of support structures, trenches, or both, on the applicant(s)' property as determined by the Company. The applicant's responsibility extends from the applicant's property line to the applicant's premises. In the case of multiple applicants for an extension of service, each applicant is responsible for construction of support structures, trenches, or both, on that applicant's property. All such supporting structures must be placed in accordance with Company construction specifications provided to the applicant by the Company.
- b. The applicant(s) has the option of providing the trench and support structure as determined by the Company, or may choose the Company, or a different company for the construction of the trench and structure. If the applicant(s) chooses the Company to dig the trench and provide the supporting structure, the applicant agrees to pay the Company all costs associated with the trench and supporting structure. Once support structures, trenches, or both have been constructed, the Company will provide drop wire to the applicant(s) at no charge.

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LINE EXTENSION SERVICE

B. Terms and Conditions (Cont'd)

5. Support Structures and Trenches (Cont'd)

- c. Once constructed and in place, all supporting structures and drop wire will be maintained by the Company so long as service is provided by the Company to the applicant. If the Company stops providing service to the applicant, the Company will have no responsibility for maintenance of supporting structures and drop wire. To the extent that the Company provides support structures and trenches, such material shall be owned by the Company.
- d. In arranging for service, the applicant(s) shall be deemed to have granted the Company and its employees, agents and contractors an easement for ingress and egress to and from the drop wire, supporting structures, trench and protector or NID for purposes of repair, maintenance, operation, replacement of said drop wire, support structures and trenches, along with the protector or NID.
- e. Any cost incurred because of sharing an open trench or aerial structure on the applicant(s) private property with another utility, will be the responsibility of the applicant(s).

6. Customer Information

- a. When the application form is provided to the applicant, the Company shall also provide a brief explanation of the extension of service rules. The explanation will include the possibility that the applicant will be required to contribute to the cost of a previously built extension that is less than five years old if a previously built extension is involved in providing service to the applicant.
- b. When a bill for construction costs is delivered to an applicant, the Company shall also provide a notice of the right to be reimbursed for a portion of the cost of the extension of service by a subsequent applicant and the duty to keep the Company apprised of the applicant's current address.

7. Miscellaneous

- a. Under no circumstances will the applicant or the applicant's contractor be permitted to attach wire or cable to poles.
- b. Under no circumstances will the applicant or the applicant's contractor be permitted to do any work on the network side of the demarcation point.
- c. Any additional engineering that is required will be at actual cost. This is only applicable to line extensions on private property where the applicant has provided the trench or poles.
- d. The customer shall allow the Company free access at reasonable times to the customer's premises for all work, including tree trimming, deemed necessary by the Company to maintain safety, quality and continuity of service.
- e. Replacement of the lawn, shrubbery, pavement or other items damaged in the process of construction or maintenance on the applicant's or customer's property will be the responsibility of the applicant or customer unless the damage is the result of Company negligence.
- f. Actual cost of construction will apply when an applicant or customer requests moves or changes to existing outside plant facilities.

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Original Sheet 7

LINE EXTENSION SERVICE

C. General Conditions

1. The Company will furnish, install and maintain all facilities necessary to serve applicants or customers in accordance with its lawful rates, terms and conditions, and with its established construction standards.
2. The type of construction (buried or aerial) is the prerogative of the Company, except where designated by law. If applicant(s) chooses a different type of construction than that specified by the Company, the applicant(s) will be responsible for any additional cost.
3. The route will be determined by the Company. If applicant(s) chooses a different route than that specified by the Company, the applicant(s) will be responsible for any additional cost.
4. Bills for construction charges are not to be construed as being bills for exchange or interexchange service.
5. The estimated cost of construction for a specific job will be provided to the applicant(s) requesting the construction. The estimated cost of construction will be in writing and will be good for thirty days after the Company provides a bill to the applicant(s).
6. Where applicants are so located that it is necessary or desirable to use private and/or government right-of-way to furnish service, such applicants are responsible for securing all necessary rights of way or easements, or pay the cost of providing such rights-of-way in addition to any applicable charges.

D. Temporary Line Extension

Where an applicant(s) requests a line extension for temporary service, or the service request is deemed to be temporary by the Company, the provisions of AE-10 apply, except the one thousand foot allowance as set forth in B.1., preceding does not apply and the applicant shall be billed the full cost of the extension of service.

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Schedule AE-11  
Original Sheet 1

ATM SERVICE

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Schedule AE-11  
Original Sheet 2

ATM SERVICE

A. DESCRIPTION

1. Asynchronous Transfer Mode (ATM) Service is a connection-oriented fast packet local, intraLATA, and intrastate interLATA network service that permits the transmission of high speed data, voice, and video traffic utilizing cell switching technology. ATM is offered for local, intraLATA and intrastate interLATA use where Company facilities exist. ATM cells are fixed length cells that provide symmetrical or asymmetrical duplex transmissions. Utilizing statistical multiplexing, ATM Service enables customers to allocate circuit bandwidth to applications as needed on virtual paths or channels. ATM Service allows multiple communications applications to be transmitted within multiple paths or channels utilizing common fiber optic or copper facilities. ATM Service is primarily designed for businesses with multiple locations requiring the transport of data, voice, or video traffic among the sites. ATM Service allows for the interconnection of Customer Premises Equipment (CPE) that is ATM compatible.
2. Permanent Virtual Circuits (PVCs) are logical channels between the customer's premises and ports on an ATM switch or between ATM switches. PVCs are duplex channels that are established via the service order process. Separate PVCs must be established to each customer location at which the customer desires ATM Service. PVC channels are virtual channels that are established in software tables. Multiple PVCs can be defined over a single ATM User Network Interface (UNI), thereby providing a single access line with the capability to transmit data, voice, and video to multiple destinations simultaneously. A PVC can be set up as either a Virtual Path (VP) or a Virtual Channel (VC) type connection. A VP may contain multiple VCs, referred to as tunneling. Tunneling allows customers to establish VCs or end to end connections between the customer CPE, via VPs.
3. ATM Service requires the use of CPE that functions as a multiplexer, aggregator, concentrator, or router. This CPE must be purchased separately from the ATM Service and must conform to the Consultative Committee for International Telecommunication Union (ITU) Standards, ATM Forum Standards, and Company ATM CPE standards. Only Company standardized equipment may be connected to the ATM network. The CPE functions to accumulate customer data and transfers it into an ATM format suitable for transmission over the ATM Network.
4. In the operation of ATM, the CPE captures arriving data into fixed-length ATM 53-byte cells. These cells contain a 48-byte cell user information segment, and a five-byte header containing a Virtual Path Identifier (VPI) and a Virtual Channel Identifier (VCI), identifying which PVC in the network should be used to forward the cell to the proper destination. The CPE sends the cells into the ATM Network over a dedicated access facility called an ATM Access Line that includes a UNI, which is a port on the ATM switch. The ATM switch, usually located in the Company central office, reads identifying header information and routes the cell to the proper destination based on a pre-established PVC, over a VP and/or VC.
5. ATM Service is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources. ATM Service can also transmit delay sensitive traffic such as voice and video, on the same physical circuit, but with different Quality of Service (QoS) on separate PVCs, within the same physical circuit.
6. ATM Service is provided to the customer in the form of an ATM Access Line (a physical line, either fiber or copper) from the Customer Designated Location (CDL), an ATM UNI port on the ATM switch, and the ATM network bandwidth via a PVC or multiple PVCs. The ATM UNI port access options available are: DS1, 2xDS1, 4xDS1, 6xDS1, DS3, and OC3. OC3 service is available at tariff rates only from serving central offices that have an ATM switch. OC3 service is available at Individual Case Basis (ICB) rates from serving central offices that do not have an ATM switch. Information Rate (IR) or equivalent bandwidth in the network required to support Quality of Service parameters, for PVCs is available in bands ranging from 56 Kbps/64 Kbps up to 155 Mbps.

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ATM SERVICE

A. DESCRIPTION (Cont'd)

7. The actual equivalent bandwidth or IR for aggregated PVC bandwidths cannot exceed the port speed, or the port line transfer rate. The customer must specify a category of service (or Quality of Service, "QoS") for each PVC to be connected to the ATM network. The QoS category defines the performance parameters for each connection to meet specific networking requirements. The Company provides three categories of service:
  - a. Constant Bit Rate (CBR), for delay or timing sensitive traffic such as voice or interactive video, provides a constant data rate and consistent delay parameters throughout the ATM network. CBR PVCs are given the highest priority in the ATM network, and are provisioned to provide the minimum Cell Delay Variation (CDV) or "jitter". The Peak Cell Rate (PCR), which is the highest transmission rate the logical connection will allow, must be specified by the customer.
  - b. Variable Bit Rate (VBR-nrt), a non-real time service designed for bursty data applications that provides a pre-assigned variable bit rate. VBR-nrt requires two traffic parameters: (1) PCR, which defines the maximum rate of transmission, and (2) Sustained Cell Rate (SCR), which provides an average information rate expected on the connection. Customers must specify the SCR for VBR-nrt ATM Service. Oversubscription is allowed with VBR.
  - c. Unspecified Bit Rate (UBR), takes advantage of excess network bandwidth and is best suited for communication applications where timing of delivered data is not critical. UBR is well suited to Internet protocol LAN traffic, which has inherent reliability, and can tolerate occasional cell discarding. PCR and SCR values are not used with UBR. An advantage of UBR is that ATM cells can be transmitted up to the port line rate, if available, rather than being limited to a predefined maximum PCR, as with VBR and CBR. However, a minimum level of bandwidth is not guaranteed. UBR PVCs must be ordered at the same transmission speed as the port with which it is associated.
8. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative data IRs of multiple PVCs to exceed the physical bandwidth of the port. This is referred to as oversubscription, and when this occurs there will be no guarantee that the IR defined for the port and PVC will be available at any point in time.
9. IRs are traffic management parameters that allow the customer to fine tune implementation of ATM Service. The IRs of PVCs can be customer specified and can be ordered in increments of bandwidth. IRs can be used on CBR and VBR-nrt PVCs only. IRs for UBR are by definition not used, and IRs can be up to the line rate or the UNI port transfer rate. UBR uses available network bandwidth and is a "best effort" service; therefore there are no guarantees with the delivery of UBR traffic. An IR is assigned to each PVC symmetrically (two-way).
10. For CBR PVCs, the customer may specify IRs in terms of PCR. The maximum PCR for a CBR PVC is limited to 99% of the port transfer rate. When CBR traffic is mixed with VBR-nrt and UBR on the same port, the sum of all the PCRs associated with the CBR PVCs must not exceed 50% of the maximum IR of the ATM port. The PCR should never exceed the PCR available at the lowest port access between the local and remote locations. For VBR PVCs, the value of the SCR for ATM traffic may be defined between 20%-70% of the PCR. The user can burst above the PCR for short periods only. The limit for VBR-nrt transmission at the PCR is 250 cells. This limit is called the Maximum Burst Size (MBS). If the MBS is exceeded, a period of lower activity must follow to meet the SCR. UBR traffic IRs are not specified and use only available network bandwidth and may burst up to the line rate.



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Schedule AE-11  
Original Sheet 4

ATM SERVICE

B. DEFINITIONS

1. ATM Access Line (ATM-AL)

Provides access to the ATM Network. An ATM Access Line includes both the physical dedicated local loop and a UNI port on the ATM switch.

2. ATM Class of Service

Refers to service categories defined by the ATM Forum which define the traffic parameters for each PVC. These categories, CBR, VBR, and UBR and their related parameters, partially define the traffic between the Company and the customer for each PVC.

3. ATM Network Link (ATM-NL)

ATM Network Links are used to physically connect the Company ATM network with the ATM network of any adjacent Local Exchange Carrier. ATM Network Links are offered in the same port speeds as the ATM Access Lines.

4. ATM Port

A port on the ATM network that is used to interconnect other Company provided private line services such as DS1 service, a digital cross connect system port to ATM or an ICB contract transport solution. The ATM Port is the physical entry point for PVCs. Ports include the electronic equipment used in connecting these service elements to the ATM Network and enable customers to allocate bandwidth to applications as needed.

5. ATM Service Network Serving Area

Area encompassing certain serving area points. Serving area points are those Company central offices designated for the ATM Network.

6. Cell

A unit of transmission in ATM that is a fixed size frame consisting of a 5-byte header and a 48-byte information payload.

7. Customer Designated Location (CDL)

The geographic location designated by the customer where the customer's CPE is first considered to enter the Company's network.

8. Early Packet Discard (EPD)

The procedure for discarding cells related to a frame or packet to minimize the impact of congestion in the ATM network. This discarding technique with Partial Packet Discard (PPD) minimizes the amount of packets that must be retransmitted during congestion. EPD is for UBR traffic only.



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ATM SERVICE

B. DEFINITIONS (Cont'd)

9. Frame Relay Service (FRS)

A fast packet network that provides the customer high-speed access and through-put to different customer addresses. Utilizing statistical multiplexing, the frame relay network enables the customer to allocate bandwidth to applications as needed, rather than dedicating fixed channels to specific applications. Frame Relay is primarily used in applications requiring short, intensive bursts of data at high speeds. Frame Relay operates at access speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, DS1 (1.544 Mbps), or DS3 (44.736 Mbps).

10. Gateway Service

Allows the Company ATM customers to interconnect to another ATM or Frame Relay Network. The service is available wherever the Company has established a network interface with another private or public ATM or Frame Relay network. Gateway Service is only available where such network connectivity exists or where suitable connectivity arrangements can be made that are acceptable to the Company.

11. Individual Case Basis (ICB)

Process by which non-tariffed products and services can be provided to the customer.

12. Information Rate (IR)

Defines the amount of equivalent bandwidth in the network required to support Quality of Service parameters. IR is administered per PVC, on a VP or VC basis. Any data burst beyond the IR may be labeled Discard Eligible (DE) if the data transfer rate exceeds the PCR of the PVC being used. If the ATM network develops congestion, the Early Packet Discard (EPD) and Partial Packet Discard (PPD) cell buffering techniques will be implemented in Company ATM switches. At service subscription, the customer must specify the PCR, SCR and MBS associated with each PVC. The retransmission of discarded cells is administered by the customer's CPE.

The Information Rate consists of the three QoS levels (CBR, VBR-nrt or UBR) previously described in Schedule AE-11.A.7. These levels of service provide the flexibility necessary to service all applications successfully. The customer is responsible for selecting the level of QoS.

13. Local Access and Transport Area (LATA)

Denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges that are grouped to serve common social, economic, and other purposes.

14. Local Area Network (LAN)

A local network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

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Schedule AE-11  
Original Sheet 6

ATM SERVICE

B. DEFINITIONS (Cont'd)

15. Logical Channel

A communications channel that allows two-way, simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel. Capacity is made available as the data is transmitted. Each PVC is considered one logical channel or one virtual channel.

16. Maximum Burst Size (MBS)

Denotes the maximum number of consecutive cells that may be transmitted to the Company ATM network in a single burst at a rate that exceeds the SCR, but does not exceed the PCR, assigned to the VBR connection. MBS is a traffic parameter considered only for VBR traffic. Cells exceeding the MBS will be declared as non-conforming and will be buffered or discarded, depending on the level of congestion.

17. Permanent Virtual Circuit (PVC)

Provides software-defined electronic path between two ports within the ATM Network. Each UNI requires the purchase of at least one PVC. A UNI or UNI Port connection can be associated with multiple PVCs. Since all PVCs need not be in use at the same time, it is possible for the total IR of all PVCs associated with one port to exceed the bandwidth of the port. It is not possible, however, for the simultaneous aggregation of the PVCs equivalent bandwidth to exceed the bandwidth of the port. Such a relationship is referred to as oversubscription or overbooking. When oversubscription occurs, there is no guarantee that the bandwidth defined for a VBR-nrt or UBR PVC will be available at any point in time. CBR PVC bandwidth is always guaranteed in oversubscription situations.

18. Protocol

A specific set of rules, procedures or conventions relating to format and timing of data transmission. It is a standard procedure that multiple data devices must accept and use in order to communicate with each other. Protocols break a file into parts called blocks or packets. When blocks or packets are sent, the receiving computer checks the arriving packets and sends an acknowledgment back to the sending computer.

19. Route Diversity

A separate and diverse physical route from the customer premises to the Company Serving Central Office. This includes a separate fiber optic pair assignment in two different and distinct fiber optic cables.

20. Serving Central Office (SCO)

The Company central office from which the customer normally receives dial tone. The customer's SCO may or may not have an ATM switch. Each SCO without an ATM switch will connect to an SCO with an ATM switch.

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ATM SERVICE

B. DEFINITIONS (Cont'd)

21. Special Construction

The regulations, rates and charges for special construction are set forth in contracts between the Company and the customer and apply in instances where substantial construction costs with no foreseeable reuse of facilities is forecast. The special construction rates and charges are in addition to the regulations, rates and charges specified in this tariff.

22. Statistical Multiplexing

A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

23. UNI Port

A port on the Company ATM switch that is used to connect to the access line. The UNI port is the physical entry point for access to PVCs. The UNI port is on the line side or customer side of the ATM switch. UNI ports include the Company ATM switching equipment used in connecting these service elements to the ATM Network and enable customers to allocate bandwidth to applications as needed.

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ATM SERVICE

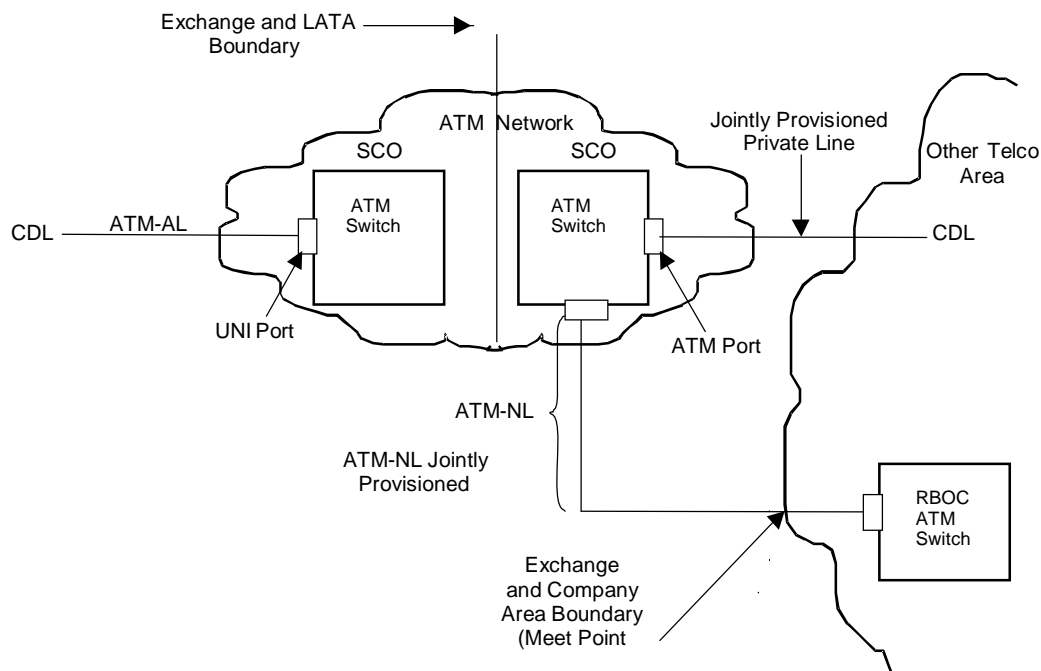
B. DEFINITIONS (Cont'd)

24. User to Network Interface (UNI)

A standard interface used to connect the end user to the Company ATM switch. It receives data cells from the customer's LAN or other CPE devices and verifies that the data is in a valid ATM format before relaying the ATM cells to the destination point.

The following diagram illustrates some of the above mentioned terms:

United Telephone Company of the Northwest ATM Service Diagram



ATM Service Between United Telephone Company of the Northwest  
 and another Telco Service Area

Legend

ATM-AL	ATM Access Line (Includes UNI Port)
ATM-NL	ATM Network Link
ATM-Port	Facilities not included
CDL	Customer Designated Location
SCO	Serving Central Office
UNI Port	Intracompany Provisioned User to Network Interface

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ATM SERVICE

C. GENERAL REGULATIONS

1. ATM Service is provided to the customer in two forms. The first is ATM Access Line and PVC at a specified IR. The ATM Access Line includes the UNI port. The second is a digital private line transport facility, an ATM access port, otherwise known as a UNI, and a PVC at a specified IR. A PVC must be ordered for transmission between any two locations.
2. ATM Service is provided subject to the availability of appropriate facilities.
3. The minimum service period for ATM Service is six months. ATM Service may be ordered for an initial six-month term or through a Term Discount Plan for fixed periods of up to 84 months.
4. When the customer orders additional PVCs, nonrecurring charges will apply. In addition, Administrative Charges will apply to all changes made to a customer's ATM configuration at the customer's request.
5. The ATM access services not covered by this tariff will be ordered from the Company's Private Line Service Tariff, the Intrastate Access Service Tariff, or the Local Telephone Company's F.C.C. No. 3 Tariff. Any special construction or Individual Case Basis (ICB) contract accessed by the Company will also be the responsibility of the customer.
6. Whenever facilities are provided jointly by the Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange ATM Service provided by the Company.
7. Where private line, Frame Relay Service, or ATM Service is required to interconnect to the Company's ATM Service for a customer having locations outside of the Company service area, such service will be furnished only if satisfactory arrangements can be made with the other local or inter-exchange carrier.
8. DS1 and NxDS1 ATM Service is not offered as a survivable service unless an alternate route is constructed. DS1 and NxDS1 diverse route service is not included in the rates and charges specified in Schedule AE-11.H. following and route diversity may be purchased on Individual Case Basis (ICB) contract and is subject to special construction charges, as well as any monthly rates charged under an ICB. DS3 and OC3 ATM Service does not include SONET Ring protection nor diverse route service. These services may be purchased on Individual Case Basis (ICB) contract and is subject to special construction charges, as well as any monthly rates charged under an ICB.
9. The customer is responsible for payment of a Trouble Identification Visit Charge, as defined in Schedule AI of this tariff, for visits by the Company to the customer premises when a service difficulty resulting in trouble report is caused by the use of equipment or facilities provided by the customer.

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D. OBLIGATIONS OF THE COMPANY

1. The responsibility of the Company is limited to furnishing network equipment suitable for ATM Service and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company is not responsible for the through transmission of signals generated by the CPE or systems, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
2. The Company is not responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user unless provided for under separate contract. The Company is not responsible for adapting ATM Service to the technological requirements of any specific customer equipment.
3. The Company is not responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of ATM Service render any facilities or equipment provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
4. In order to maintain the quality of ATM Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

a. Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is defined as occurring between midnight and 6 a.m., local time, on Monday. The Company reserves the same time period for any other day(s) of the week to facilitate maintenance which cannot be completed during the Monday maintenance window. The Company will provide advance notice of all scheduled maintenance.

b. Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is performed when ATM Service network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible; however, the customer will be informed when the maintenance has been completed.

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E. OBLIGATIONS OF THE CUSTOMER

1. The customer's ATM compatible terminal equipment is responsible for re-transmitting cells or packets that are discarded due to errors or network congestion.
2. Where ATM Service is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of Company employees or the public; does not damage, harm, require change in or alteration of the equipment or other services of the Company; does not interfere with the proper operation of the Company's equipment; or does not otherwise injure the public in its use of Company services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.
3. The customer, upon request, shall furnish such CPE information as may be required to permit the Company to design and maintain the ATM Service it offers and to assure that the service arrangement is in compliance with the regulations contained herein.
4. Upon service subscription, the customer should specify the equivalent bandwidth and Class of Service for each PVC ordered. A default of fifty (50) percent of the smallest port size will be assigned as the IR should the information not be provided. No individual PVC IR shall exceed ninety-nine percent of the UNI port access rate. The sum of all PCRs on a single ATM port must not exceed five hundred (500) percent of the port line rate. The sum of all SCRs on a single ATM port must not exceed two hundred (200) percent of the port line rate.

F. TERM DISCOUNT PLAN (TDP)

1. Term Discount Plan (TDP) provides the customer with discounted tariff rates for the ATM Access Line (ATM-AL), ATM Port (Port Only) and the ATM-Network Link (ATM-NL). The customer agrees to a minimum service commitment period for these elements when the TDP is established. Customers may disconnect or move PVCs and not be subject to termination liability charges. The customer must order a TDP in writing to the Company. A TDP may be ordered in one month increments based on the following plan options;

Plan A: 12 - 23 months  
Plan B: 24 - 35 months  
Plan C: 36 - 59 months  
Plan D: 60 - 84 months

2. The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, no administrative charges are applied toward facilities in service at that time. If a customer moves from a month-to-month plan to a TDP, or upgrades from one TDP to a longer term TDP, no administrative charges are applied.

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F. TERM DISCOUNT PLAN (TDP) (Cont'd)

3. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of the ATM Access Line, ATM Port and/or ATM-Network Link service prior to expiration of the TDP, then a Termination Liability Charge will apply to those services disconnected. The Termination Liability Charge will be a one-time charge equal to sum of 50% of the payments remaining for the rest of the TDP.
4. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If Company initiated rate increases to any rate element or combination of rate elements causes the charges for the entire ATM Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.
5. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will be applied toward the new plan selected.
6. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in Schedule AE-11.H. following. If the customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates.
7. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:
  - a. The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
  - b. The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
  - c. The service orders to install the new service and disconnect the old service are for the same customer at the same location.
8. The Company will determine whether the replacement service qualifies as a next generation service offering.
9. Nonrecurring charges and Service Connection Charges/Nonrecurring Charges for the new service will apply according to the requirements of the new service.



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G. SERVICE COMPONENTS

1. Administrative Charge – Applies to changes in a customer's network associated with PVCs. Although multiple changes can be caused by such actions, only one administrative charge applies per customer request.

This administrative charge applies in addition to applicable charges associated with Service Connection Charges/Nonrecurring Charges, as specified in Schedule AE-12 of this tariff.

2. ATM Access Line (ATM-AL) - A nonrecurring charge and monthly rate based on the connection line speed of the local loop access line. The access line is from the CDL to the serving central office and includes the UNI port on the ATM switch.

Where the CDL is located in another telephone company's service area, the ATM Access Line charges provide for transport to the meet-point boundary with the other local telephone company. Charges for service from the meet-point boundary to the CDL will be the responsibility of the customer based on the rates and charges of each jointly provisioning telephone company.

3. ATM Additional Access Line (ATM-AAL) – A non-recurring charge and a monthly rate based on the connection line speed of the local loop access line. For DS3 service, up to two DS3 ATM AALs can be purchased at the rates and charges specified in Schedule AE-11.H. after the initial DS3 ATM Access Line has been purchased. The DS3 ATM AAL must be located on the same fiber optical terminal and the same fiber route. For OC3 service, up to three OC3 ATM AALs can be purchased at the rates and charges specified in Schedule AE-11.H. after the initial OC3 ATM Access Line has been purchased provided that the Fiber Optic Terminal (FOT) at the CDL is an OC12 FOT. The OC3 ATM AAL must be located on the same fiber optical terminal and the same route. The ATM AAL is only offered where facilities are available.
4. ATM Network Link (ATM-NL) – A nonrecurring charge and monthly rate based on the DS1 or DS3 port at the Company's ATM switch and transport from the ATM switch to the interconnecting ATM Service. Where the service is jointly provisioned with another telephone company, the appropriate charges will be based on the distance from the ATM to the meet-point boundary with the other telephone company. Charges for service from the meet-point boundary to the other company's ATM switch will be the responsibility of the customer based on the rates and charges of each jointly provisioning telephone company. In addition to a DS1 or DS3 ATM Network Link, a minimum of one Gateway Service for bandwidth will apply.
5. ATM Port - A nonrecurring charge and monthly rate based on the speed of the port connection applies per port connection to the network supporting ATM. The port rate element can be used in lieu of the ATM Access Line element if the customer has an alternative Company-approved means of access to the ATM Network (such as DS1 service or through a Company provided ICB arrangement).

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G. SERVICE COMPONENTS (Cont'd)

6. Gateway Service - This service allows the Company ATM customers to interconnect to another ATM or FRS Network. The service is available wherever the Company has established a network interface with another private or public ATM or Frame Relay network. The charge for this service covers the facility from the Company ATM port to the interconnecting ATM or Frame Relay point of another company. The charge includes the software defined PVC to the other company's network to the UNI port, but does not include the UNI port provided by the other company. Gateway Service is purchased in increments of IR. The customer accomplishes this by ordering PVCs and Gateway Service connections to the other company's ATM or Frame Relay Network.
7. IR and PVC - A monthly rate applies for each PVC based on the IR requested by the customer. If no IR is indicated, the IR will be set at the default of 50% of the associated ATM UNI Port. A nonrecurring charge applies for the establishment of each PVC and for each subsequent order of PVC(s). A separate rate is established for PVCs that are intraLATA and for PVCs that are interLATA.

Customers may select from three different Categories of Service (or QoS) for PVCs to ensure greater reliability for mission-critical applications in the event of network congestion:

Lowest Priority – Unspecified Bit Rate (UBR)  
Higher Priority – Variable Bit Rate-non-real time (VBR-nrt)  
Highest Priority – Constant Bit Rate (CBR)

This flexibility helps to ensure maximum performance and satisfaction for individual customer communications applications.

8. Nonrecurring Charge (NRC) - A one-time charge for initial installation and installation of functions and features.

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ATM SERVICE

H. RATES AND CHARGES

1. ATM Access Line (ATM-AL) (includes Access Line and Port)

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<b>1.544 Mbps (DS1 UNI)</b>			
Month to month	PUNIDS1(MTM)	\$ 525.00	\$ 700.00
12-23 months	PUNIDS1(1YR)	495.00	700.00
24-35 months	PUNIDS1(2YR)	475.00	700.00
36-59 months	PUNIDS1(3YR)	445.00	0.00
60-84 months	PUNIDS1(5YR)	420.00	0.00
<b><sup>(1)</sup>3 Mbps (2xDS1 UNI)</b>			
Month to month	PUNI2DS(MTM)	785.00	800.00
12-23 months	PUNI2DS(1YR)	740.00	800.00
24-35 months	PUNI2DS(2YR)	710.00	800.00
36-59 months	PUNI2DS(3YR)	670.00	0.00
60-84 months	PUNI2DS(5YR)	630.00	0.00
<b><sup>(1)</sup>6 Mbps (4xDS1 UNI)</b>			
Month to month	PUNI4DS(MTM)	1,755.00	900.00
12-23 months	PUNI4DS(1YR)	1,655.00	900.00
24-35 months	PUNI4DS(2YR)	1,585.00	900.00
36-59 months	PUNI4DS(3YR)	1,495.00	0.00
60-84 months	PUNI4DS(5YR)	1,405.00	0.00
<b><sup>(1)</sup>9 Mbps (6xDS1 UNI)</b>			
Month to month	PUNI6DS(MTM)	2,625.00	1,000.00
12-23 months	PUNI6DS(1YR)	2,465.00	1,000.00
24-35 months	PUNI6DS(2YR)	2,365.00	1,000.00
36-59 months	PUNI6DS(3YR)	2,235.00	0.00
60-84 months	PUNI6DS(5YR)	2,100.00	0.00

<sup>(1)</sup> Where facilities are available

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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

1. ATM Access Line (ATM-AL) (includes Access Line and Port) (Cont'd)

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<sup>(1)</sup> 45 Mbps (DS3 UNI) Company Provided Fiber Optic Terminal			
Month to month			
0-3 miles	PUN3D03(MTM)	\$4,510.00	\$2,800.00
Over 3 miles	PUN3DG3(MTM)	4,961.00	2,800.00
12-23 months			
0-3 miles	PUN3D03(1YR)	4,235.00	2,800.00
Over 3 miles	PUN3DG3(1YR)	4,665.00	2,800.00
24-35 months			
0-3 miles	PUN3D03(2YR)	4,059.00	2,800.00
Over 3 miles	PUN3DG3(2YR)	4,465.00	2,800.00
36-59 months			
0-3 miles	PUN3D03(3YR)	3,835.00	0.00
Over 3 miles	PUN3DG3(3YR)	4,215.00	0.00
60-84 months			
0-3 miles	PUN3D03(5YR)	3,610.00	0.00
Over 3 miles	PUN3DG3(5YR)	3,970.00	0.00

<sup>(1)</sup> Where facilities are available

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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

1. ATM Access Line (ATM-AL) (includes Access Line and Port) (Cont'd)

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<sup>(1)</sup> 155 Mbps (OC3 UNI) Customer Provided Fiber Optic Terminal			
Month to month			
0-3 miles	PUNOC03(MTM)	\$6,315.00	\$3,200.00
Over 3 miles	PUNOCG3(MTM)	6,945.00	3,200.00
12-23 months			
0-3 miles	PUNOC03(1YR)	5,935.00	3,200.00
Over 3 miles	PUNOCG3(1YR)	6,525.00	3,200.00
24-35 months			
0-3 miles	PUNOC03(2YR)	5,685.00	3,200.00
Over 3 miles	PUNOCG3(2YR)	6,250.00	3,200.00
36-59 months			
0-3 miles	PUNOC03(3YR)	5,365.00	0.00
Over 3 miles	PUNOCG3(3YR)	5,905.00	0.00
60-84 months			
0-3 miles	PUNOC03(5YR)	5,055.00	0.00
Over 3 miles	PUNOCG3(5YR)	5,555.00	0.00
<sup>(1)</sup> 155 Mbps (OC3 UNI) Company Provided Fiber Optic Terminal			
Month to month			
0-3 miles	PUNOCS0(MTM)	6,945.00	3,400.00
Over 3 miles	PUNOCS3(MTM)	7,640.00	3,400.00
12-23 months			
0-3 miles	PUNOCS0(1YR)	6,525.00	3,400.00
Over 3 miles	PUNOCS3(1YR)	7,180.00	3,400.00
24-35 months			
0-3 miles	PUNOCS0(2YR)	6,250.00	3,400.00
Over 3 miles	PUNOCS3(2YR)	6,875.00	3,400.00
36-59 months			
0-3 miles	PUNOCS0(3YR)	5,905.00	0.00
Over 3 miles	PUNOCS3(3YR)	6,495.00	0.00
60-84 months			
0-3 miles	PUNOCS0(5YR)	5,555.00	0.00
Over 3 miles	PUNOCS3(5YR)	6,115.00	0.00

<sup>(1)</sup> Where facilities are available. OC3 service is available at tariff rates only from serving central offices that have an ATM switch. OC3 service is available at Individual Case Basis (ICB) rates from serving central offices that do not have an ATM switch.

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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

2. ATM Additional Access Line (ATM-AAL) on the same Fiber Optic Terminal and the same route.

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<sup>(1)</sup> 45 Mbps (DS3 UNI)			
Month to month	PUNIXDS(MTM)	\$3,835.00	\$1,500.00
12-23 months	PUNIXDS(1YR)	3,450.00	1,500.00
24-35 months	PUNIXDS(2YR)	3,065.00	1,500.00
36-59 months	PUNIXDS(3YR)	2,875.00	0.00
60-84 months	PUNIXDS(5YR)	2,685.00	0.00
<sup>(2)</sup> 155 Mbps (OC3 UNI) Customer Provided Fiber Optic Terminal			
Month to month	PUNIXOC(MTM)	5,685.00	2,500.00
12-23 months	PUNIXOC(1YR)	5,115.00	2,500.00
24-35 months	PUNIXOC(2YR)	4,545.00	2,500.00
36-59 months	PUNIXOC(3YR)	4,265.00	0.00
60-84 months	PUNIXOC(5YR)	3,975.00	0.00
<sup>(2)</sup> 155 Mbps (OC3 UNI) Company Provided Fiber Optic Terminal			
Month to month	PUNIAOC(MTM)	6,250.00	2,900.00
12-23 months	PUNIAOC(1YR)	5,625.00	2,900.00
24-35 months	PUNIAOC(2YR)	5,000.00	2,900.00
36-59 months	PUNIAOC(3YR)	4,685.00	0.00
60-84 months	PUNIAOC(5YR)	4,375.00	0.00

<sup>(1)</sup> Where facilities are available

<sup>(2)</sup> Where facilities are available. OC3 service is available at tariff rates only from serving central offices that have an ATM switch. OC3 service is available at Individual Case Basis (ICB) rates from serving central offices that do not have an ATM switch.

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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

3. ATM Port (Port Only)

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<b>1.544 Mbps (DS1 UNI)</b>			
Month to month	PUNPDS1(MTM)	\$ 325.00	\$ 400.00
12-23 months	PUNPDS1(1YR)	310.00	400.00
24-35 months	PUNPDS1(2YR)	295.00	400.00
36-59 months	PUNPDS1(3YR)	275.00	0.00
60-84 months	PUNPDS1(5YR)	260.00	0.00
<b><sup>(1)</sup>3 Mbps (2xDS1 UNI)</b>			
Month to month	PUNP2DS(MTM)	590.00	500.00
12-23 months	PUNP2DS(1YR)	565.00	500.00
24-35 months	PUNP2DS(2YR)	530.00	500.00
36-59 months	PUNP2DS(3YR)	505.00	0.00
60-84 months	PUNP2DS(5YR)	475.00	0.00
<b><sup>(1)</sup>6 Mbps (4xDS1 UNI)</b>			
Month to month	PUNP4DS(MTM)	1,315.00	600.00
12-23 months	PUNP4DS(1YR)	1,255.00	600.00
24-35 months	PUNP4DS(2YR)	1,185.00	600.00
36-59 months	PUNP4DS(3YR)	1,125.00	0.00
60-84 months	PUNP4DS(5YR)	1,055.00	0.00
<b><sup>(1)</sup>9 Mbps (6xDS1 UNI)</b>			
Month to month	PUNP6DS(MTM)	1,965.00	700.00
12-23 months	PUNP6DS(1YR)	1,870.00	700.00
24-35 months	PUNP6DS(2YR)	1,770.00	700.00
36-59 months	PUNP6DS(3YR)	1,675.00	0.00
60-84 months	PUNP6DS(5YR)	1,575.00	0.00
<b>45 Mbps (DS3 UNI)</b>			
Month to month	PUN3DCO(MTM)	2,645.00	1,500.00
12-23 months	PUN3DCO(1YR)	2,515.00	1,500.00
24-35 months	PUN3DCO(2YR)	2,380.00	1,500.00
36-59 months	PUN3DCO(3YR)	2,245.00	0.00
60-84 months	PUN3DCO(5YR)	2,115.00	0.00
<b>155 Mbps (OC3 UNI)</b>			
Month to month	PUNOCCO(MTM)	4,595.00	2,000.00
12-23 months	PUNOCCO(1YR)	4,365.00	2,000.00
24-35 months	PUNOCCO(2YR)	4,135.00	2,000.00
36-59 months	PUNOCCO(3YR)	3,675.00	0.00
60-84 months	PUNOCCO(5YR)	3,445.00	0.00

<sup>(1)</sup> Where facilities are available

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H. RATES AND CHARGES (Cont'd)

4. Permanent Virtual Circuit (PVC) – IntraLATA

	<u>SAE Code</u>	<u>Monthly Rate (Per Increment)</u>	<u>Nonrecurring Charge (Per PVC)</u>
Over 0 thru 2.944 Mbps (Per increments of 64 Kbps)			
CBR	PUNPVCK(RBC)	\$ 18.00	\$40.00
VBR-nrt	PUNPVCK(VBR)	10.00	40.00
Over 2.944 Mbps (Per increments of 1 Mbps)			
CBR	PUNPVCM(RBC)	65.00	40.00
VBR-nrt	PUNPVCM(VBR)	35.00	40.00
	<u>SAE Code</u>	<u>Monthly Rate (Per Connection)</u>	<u>Nonrecurring Charge (Per Connection)</u>
UBR			
Per DS1 Connection	PUNPVCM(DS1)	\$ 45.00	\$40.00
Per NxDS1 Conn.	PUNPVCM(IMA)	65.00	40.00
Per DS3 Connection	PUNPVCM(DS3)	325.00	40.00
Per OC3 Connection	PUNPVCM(OC3)	795.00	40.00

NOTE: UBR PVCs must be ordered at the same transmission speed as the port with which it is associated.

5. Permanent Virtual Circuit (PVC) – InterLATA

	<u>SAE Code</u>	<u>Monthly Rate (Per Increment)</u>	<u>Nonrecurring Charge (Per PVC)</u>
Over 0 thru 2.944 Mbps (Per increments of 64 Kbps)			
CBR	PUNPVIK(RBC)	\$ 20.00	\$50.00
VBR-nrt	PUNPVIK(VBR)	12.00	50.00
Over 2.944 Mbps (Per increments of 1 Mbps)			
CBR	PUNPVIM(RBC)	75.00	50.00
VBR-nrt	PUNPVIM(VBR)	45.00	50.00
	<u>SAE Code</u>	<u>Monthly Rate (Per Connection)</u>	<u>Nonrecurring Charge (Per Connection)</u>
UBR			
Per DS1 Connection	PUNPVIM(DS1)	\$ 55.00	\$50.00
Per NxDS1 Conn.	PUNPVIM(IMA)	75.00	50.00
Per DS3 Connection	PUNPVIM(DS3)	345.00	50.00
Per OC3 Connection	PUNPVIM(OC3)	825.00	50.00

NOTE: UBR PVCs must be ordered at the same transmission speed as the port with which it is associated.



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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

6. ATM Network Link (ATM-NL)

	<u>SAE Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<sup>(1)</sup> 1.544 Mbps ATM-NL			
Month to month	PUNPNL1(MTM)	\$ 470.00	\$375.00
12-23 months	PUNPNL1(1YR)	445.00	375.00
24-35 months	PUNPNL1(2YR)	415.00	375.00
36-59 months	PUNPNL1(3YR)	350.00	375.00
60-84 months	PUNPNL1(5YR)	300.00	375.00
<sup>(1)</sup> 45 Mbps ATM-NL - Within CO			
Month to month	PUNPNLC(MTM)	1,650.00	375.00
12-23 months	PUNPNLC(1YR)	1,600.00	375.00
24-35 months	PUNPNLC(2YR)	1,470.00	375.00
36-59 months	PUNPNLC(3YR)	1,330.00	375.00
60-84 months	PUNPNLC(5YR)	1,150.00	375.00
<sup>(1)</sup> 45 Mbps ATM-NL - 0-3 Miles			
Month to month	PUNPNL3(MTM)	1,850.00	375.00
12-23 months	PUNPNL3(1YR)	1,730.00	375.00
24-35 months	PUNPNL3(2YR)	1,600.00	375.00
36-59 months	PUNPNL3(3YR)	1,500.00	375.00
60-84 months	PUNPNL3(5YR)	1,350.00	375.00
<sup>(1)</sup> 45 Mbps ATM-NL - Over 3 Miles			
Month to month	PUNPNLG(MTM)	2,550.00	375.00
12-23 months	PUNPNLG(1YR)	2,480.00	375.00
24-35 months	PUNPNLG(2YR)	2,300.00	375.00
36-59 months	PUNPNLG(3YR)	2,040.00	375.00
60-84 months	PUNPNLG(5YR)	1,750.00	375.00

7. An administrative charge will be applied, in addition to the applicable charges associated with Service Connection Charges/Nonrecurring Charges, as specified in Schedule AE-12 of this tariff, when a change is made to a customer's ATM configuration (including changes to an existing group's addressing or changes in bandwidth), at the customer's request. Such changes are defined as those rearrangements necessary to add, delete or rearrange the customer's configuration and changes of the PCR, SCR on a PVC. The administrative charge applies to changes in a customer's network associated with PVCs. Only one administrative charge applies per customer request.

Administrative Charge (Nonrecurring) \$75.00

<sup>(1)</sup> Where facilities are available

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ATM SERVICE

H. RATES AND CHARGES (Cont'd)

8. Gateway Service, Permanent Virtual Circuit (PVC) – IntraLATA

	<u>SAE Code</u>	<u>Monthly Rate (Per Increment)</u>	<u>Nonrecurring Charge (Per PVC)</u>
Over 0 thru 2.944 Mbps (Per increments of 64 Kbps)			
CBR	PUNIGWK(RBC)	\$20.00	\$100.00
VBR-nrt	PUNIGWK(VBR)	12.00	100.00
Over 2.944 Mbps (Per increments of 1 Mbps)			
CBR	PUNIGWM(RBC)	75.00	100.00
VBR-nrt	PUNIGWM(VBR)	45.00	100.00
	<u>SAE Code</u>	<u>Monthly Rate (Per Connection)</u>	<u>Nonrecurring Charge (Per Connection)</u>
UBR			
Per DS1 Connection	PUNIGWM(DS1)	\$ 55.00	\$50.00
Per NxDS1 Conn.	PUNIGWM(IMA)	75.00	50.00
Per DS3 Connection	PUNIGWM(DS3)	345.00	50.00
Per OC3 Connection	PUNIGWM(OC3)	930.00	50.00

NOTE: UBR PVCs must be ordered at the same transmission speed as the port with which it is associated.

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

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Time and Material Charges	2
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Original Sheet 2

SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

DESCRIPTION

A service connection refers to the establishment of telephone service, lines or equipment for a subscriber and to the transfer of telephone service, or lines from one premises to another.

An Access Line Installation charge is for work associated with the placement and connection of, or inspection of, drop wires at the customer's premises, including placing and/or inspection of a protective device, and line connection in the central office. This charge will be for each exchange access line installed.

A change refers to changes in class or type of service, subsequent to their initial establishment.

A rearrangement refers to the relocation of telephone service, or lines at the same premises on which they were initially installed. Time and Material charges apply.

A move refers to the relocation of telephone service, or lines from one premises to another.

Restoration of Service charge is for work associated with reconnection of service temporarily disconnected.

A Special Telephone Number charge is for work associated with assignment of a number specifically requested by the customer not randomly assigned from a mechanized system.

A Telephone Number Change charge is for the work associated with receiving, recording and processing information necessary to execute a subscriber request to change a telephone number.

A nonrecurring charge for Supersedure is for work associated with the transfer of service, including the telephone number from one business customer to another with the express written consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for ALL charges outstanding, including directory advertising. This arrangement requires continuous billing, with no change in type or location of equipment. Continuous billing implies no final bill to the relinquishing customer.

A nonrecurring charge for Non-Sufficient Funds is for work associated with the reprocessing of the check.

A Directory Listing Change charge is for the work necessary to execute a subscriber request in which only directory records are involved and no premises work, access line or central office work is necessary.

A Time and Material charge will apply to; 1) all customer requested work involving special construction on private property not addressed elsewhere in these tariffs, 2) customer requested rearrangements of existing network facilities located on the customer's premises (e.g. burying existing aerial drop, relocating drop from one point on a building to another point on the same building or other requests of a similar nature) and, 3) customer requested overtime involving central office work.

NOTE: Normal work hours are Monday through Friday, between 8 a.m. and 5 p.m. Any work performed outside of these hours including Saturdays, Sundays, and holidays will be performed at overtime charges.

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

A Service Connection/Nonrecurring charge is applicable to most services requested by the customer. Nonrecurring charges for services are itemized in the tariff schedule which specifies the monthly rate. Nonrecurring charges not specified in other tariff schedules are as follows:

	<u>Business</u>	<u>Residence</u>
Access Line Installation or Move, each	\$25.00	\$25.00
Change in class or type of Service	25.00	25.00
Other changes of an Access Line	25.00	25.00
Rearrangement of Hunt Group	25.00	n/a
Restoration of Service	12.00	12.00
Special Telephone Number	60.00	35.00
Telephone Number Change	15.00	15.00
Supersedure	15.00	n/a
Non-Sufficient Funds Check	20.00	20.00
Directory Listing Change	5.00	5.00
Time and Material Charge	Actual Cost of Time and Material	

A 50% discount of the Access Line Installation charge may be applicable under the Washington Telephone Assistance Program. See Schedule AE-9.

NOTE: Special Telephone Numbers may be listed in the Company's telephone directory in alpha rather than numeric form (prefix excluded) at the customer's option. See Schedule AE-3 for applicable rates.

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

CONDITIONS

Service Connection/Nonrecurring charges are intended to cover certain costs incident to the establishment of telephone service and the connection of the service with the telephone system. Service Connection/Nonrecurring charges are payable at the time applicable for the particular service is made, and are in addition to the charges under other schedules of rates.

Service Connection/Nonrecurring charges are in addition to mileage rates or construction charges made because of the unusual cost.

Service Connection/Nonrecurring charges will be applicable to all services completed on the same service order and the initial visit to the customer's premises. If the work is performed at a time when overtime wages apply (as requested by the customer) or if work once begun is interrupted by the customer, additional charges based on additional charges of actual Time and Material will apply.

When service is re-established at a location which has been destroyed by fire or made untenable by fire, wind, flood or other natural disaster, service connection charges may be waived.

Service Connection charges do not apply to any customer whose service has been disrupted due to an unauthorized change to another telecommunications carrier (slamming). See Schedule AD, Exchange Tariff, for billing of nonrecurring charges to re-establish service with the authorized carrier.

Service Connection/Nonrecurring charges do not apply to the following activities:

- Moves, changes or rearrangements initiated by the Company
- Number changes due to harassment
- Disconnection or removal of services and/or equipment provided to a customer
- Regrade of telephone service
- Normal repair of equipment
- Billing address change
- Billing name change for the same customer at the same address (e.g. marriage, divorce, death)
- Changes from flat rated service to local measured service
- Slamming
- Installation of Custom Calling Features or ExpressTouch Services

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

Special Telephone Numbers are numbers that cannot be randomly assigned from a mechanized system. Examples include requests for specific telephone numbers or choice of telephone numbers.

The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move, or change of service. One nonrecurring charge will apply for each lead number of a trunk hunting group in which a special telephone number is assigned.

The rights to these telephone numbers remain those of the Company. In the event the Special Telephone Number must be changed for Company-initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

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PAY TELEPHONE ACCESS LINE SERVICE

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Schedule AE-13  
Original Sheet 2

PAY TELEPHONE ACCESS LINE SERVICE

A. Description

1. Pay Telephone Access Line Service is a class of service furnished to individuals, firms, or corporations which permits connection of a customer provided instrument (coin or coinless) that is activated by the deposit of coins, tokens or the entry of a customer account number.

B. Conditions

1. Directory listings for subscribers to Pay Telephone Access Line Service are provided under the regulations governing the furnishing of listings to business access line customers with the exception that subscribers to Pay Telephone Access Line Service will not be charged extra for non-listed or non-published numbers.
2. In addition to the rates and charges below, Pay Telephone Access Lines shall bear all special charges related to business access line service such as directory assistance, maintenance of service, toll, Federal Subscriber Line charge, and EAS additives where applicable.
3. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided instruments used in connection with this tariff.
4. The customer shall be responsible for the payment of a Time and Material Charge when at the customer's request, a Company employee visits the customer's premises and determines that a service difficulty is caused by the customer provided instrument.
5. Customer-provided instruments must be connected to the Company network in compliance with Part 68 of the Federal Communications Commission rules and regulations and the National Electric Code and National Electric Safety Code as they existed on January 1, 1991, and must be registered with the Federal Communications Commission, or be installed behind a coupling device which has been registered with the Federal Communications Commission. The installation must further comply with all applicable federal, state, and local laws and regulations concerning the use of telephones by disabled persons.
6. The charge for each directory assistance call paid by the consumer shall not exceed the prevailing per-call charge for comparable directory assistance. In the absence of persuasive contrary evidence, the charge of U S West Communications for intraLATA directory assistance or AT&T for interLATA directory assistance shall be accepted as the prevailing charge. A location surcharge is not permitted.

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Original Sheet 3

PAY TELEPHONE ACCESS LINE SERVICE

B. Conditions (Cont'd)

7. Customer-owned instruments must have the following operational characteristics:
  - a. Must be able to access the operator at no charge and without using a coin.
  - b. Must be able to access 9-1-1 Emergency Service, where available, at no charge and without using a coin. When such instrument can only access emergency and law enforcement services by use of a dialing sequence other than 9-1-1, must prominently display on such instrument the appropriate dialing sequence to access emergency and law enforcement services.
  - c. Must return the coins to the user in the case of an incomplete call and must be capable of receiving nickels, dimes, and quarters.
  - d. Must provide access to all interexchange carriers where such access is available.
  - e. Must provide two-way service and must not impose a charge for incoming calls.
  - f. Must be connected only to Pay Telephone Access Lines, one customer-provided pay telephone per Pay Telephone Access Line. Extension telephones may be connected to a pay telephone access line when the instrument:
    - (1) prevents origination of calls from the extension station; and
    - (2) prevents third party access to transmission from either the extension or the pay telephone instrument.
8. Pay Telephone owners/subscribers must:
  - a. display the number of the Pay Telephone Access Line on the instrument,
  - b. post, on or adjacent to, the telephone instrument, the method by which the consumer may obtain, without charge, a quote of the rates, fees and surcharges.
9. Customer-provided instruments must display:
  - a. Information consisting of local address and telephone number where a user can obtain assistance in the event the instrument malfunctions in any way,
  - b. Procedures for obtaining a refund from the owner, and
  - c. Notice that identifies the owner of the instrument.
10. The telephone number of Pay Telephone Access Line service customers will not be changed upon conversion from company-owned to customer-provided instruments in the same location.

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PAY TELEPHONE ACCESS LINE SERVICE

C. Liability

1. The Company shall not be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities; or for any act, omission or failure of performance by the Company, its employees or agents in connection with this tariff. The Company shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Company equipment and facilities.
2. The Company shall not be liable for shortages of coins collected and deposited at the customer's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the customer's equipment shall be governed by provisions of this tariff and rules and regulations of the Washington Utilities & Transportation Commission.

D. Features

1. Coin Control Service
  - a. Coin control service is available as an optional service for use in conjunction with pay telephone access line service. Coin control service is based on a central office platform which offers features for use with coinless or coin operated (payphone) telephone service. Coin control service uses a software-driven system to provide features and capabilities similar to those provided by micro-processor based, "smart", payphone sets.
  - b. Coin control service provides the following features:
    - (1) Coin control for collection, return, and recognition - monitors signals from the payphone to identify when coins are deposited. This feature identifies the status of the attempted call and sends a signal to the payphone to collect the coins when the call is completed or return the coins when the call is not completed.
    - (2) Announcements - provides standard announcements used with payphone telephone service. Announcements such as deposit required for long distance calls, amount of overtime credit, and additional deposits required are provided by this feature.
    - (3) Pre-prompting for overtime - allows the payphone line customer to prompt the end user for additional deposits required for overtime periods of conversation time, prior to the end of time limit, and call cut-off if deposit is not received.
    - (4) Selective Class of Call Screening (SCOCS) is a feature that alerts the operator that a call is originating from a pay telephone.
    - (5) Bill Number Screening is a feature that blocks the billing of Collect and Third Number calls to the Pay Telephone Access Line.
    - (6) Answer Supervision as described in D.3. following.

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PAY TELEPHONE ACCESS LINE SERVICE

D. Features (Cont'd)

2. Screening Service

- a. Screening Service is a required service designed to reduce toll fraud and may be purchased separately or as part of coin control service.
- b. Screening Service provides the following features:
  - (1) Selective Class of Call Screening (SCOCS) is a feature that alerts the operator that a call is originating from a pay telephone.
  - (2) Bill Number Screening is a feature that blocks the billing of Collect and Third Number calls to the Pay Telephone Access Line.
- c. The Pay Telephone Access Line customer remains responsible for the payment of any toll calls that are charged when Selective Class of Call Screening or Billed Number Screening are unsuccessful due to a non-participating carrier location originating the call or carrier failure to check systems for Selective Class of Call Screening or Billed Number Screening.
- d. For additional call blocking options, see Schedule AE-4, "Toll Restriction Package."

3. Answer Supervision

- a. Answer Supervision is an optional service that provides the capability of delivering "off-hook" supervisory signals from the subscriber's serving central office to a line interface at the customer premises for local and 1+ intraLATA toll calls processed and completed by the Telephone Company. These supervisory signals indicate that the called party has answered the incoming call (gone "off-hook").
- b. Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
- c. This feature is only available with line side terminated PBX trunks and pay telephone access lines. It is not available with residence or business lines, digital facilities, or trunk side terminated facilities, such as DID trunks, or trunk side access facilities.

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PAY TELEPHONE ACCESS LINE SERVICE

E. Violation of Regulations

1. Violations of this tariff, Washington Utility and Transportation Commission rules pertaining to customer-provided pay telephone service, or other requirements contained in Commission rules, including interexchange carrier access requirements, will subject the customer-provided pay telephone to disconnection of service if the deficiency is not corrected within five (5) days from the date of written notification to the customer. Field visits shall be charged to the subscriber in accordance with WN U-4, Schedule 22, Trouble Identification Visit Charge (TIC).

F. Rates

	<u>Code</u>	<u>Monthly Basic Rate</u>	<u>Nonrecurring Charges</u>
1. Pay Telephone Access Line			
Rate Group 1	1FPT	\$17.85 <sup>(1)</sup>	See Schedule AE-16
Rate Group 2	1FPT	18.80 <sup>(1)</sup>	See Schedule AE-16
2. Features			
a. Coin Control Service	CFCCONT	4.00	
b. Screening Service	FCS1FLC	2.00	
c. Toll Restriction Package	FCE1TLL	See Schedule AE-4	
d. Answer Supervision	FAN1FLC	1.45	

<sup>(1)</sup> Federal Subscriber Line Charge will apply in addition to these rates. EAS additives will also be added where applicable.

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Original Sheet 1

TAX ADDITIONS TO CUSTOMER BILLING

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Municipality / Type of Tax / Amount of Tax

2

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Schedule AE-14  
Original Sheet 2

TAX ADDITIONS TO CUSTOMER BILLING

The exchange rate schedules of the Company do not include any portion of county and/or municipal license, occupational, or revenue taxes applicable to telephone and other service. All such taxes where now imposed or which may hereafter be imposed, except real and personal property taxes as now administered by the State Tax Commission of the State of Washington, may be added by the Company to its charges for services and collected (on a pro rata basis) from the customers within the jurisdiction imposing this tax.

<u>MUNICIPALITY</u>	<u>TYPE OF TAX</u>	<u>AMOUNT OF TAX</u>
Bingen	Occupational Tax	6%
Goldendale	Occupational Tax	5%
Grandview	Occupational Tax	6%
Granger	Occupational Tax	6%
Harrah	Occupational Tax	6%
Mabton	Occupational Tax	6%
Mattawa	Occupational Tax	6%
North Bonneville	Occupational Tax	5%
Poulsbo	Occupational Tax	6%
Prosser	Municipal License	6%
Sunnyside	Occupational Tax	6%
Stevenson	Occupational Tax	3%
Toppenish	Occupational Tax	8.5%
Wapato	Municipal License	6%
White Salmon	Occupational Tax	6%
Yakama Indian Nation	Franchise Fee Tax	3%
Zillah	Occupational Tax	6%

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Original Sheet 1

OUTWARD WATS MESSAGE DETAIL SERVICE

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Original Sheet 2

OUTWARD WATS MESSAGE DETAIL SERVICE

Outward WATS Message Detail is an arrangement furnishing message detail pertaining to a customer's outward WATS line(s) and is not represented to be a duplicate of regular WATS billing.

A. Conditions

1. Message detail consists of call-by-call records from the customer's outward WATS line(s). The call detail records include:
  - date
  - WATS billing number
  - length of call
  - to number
  - from number
  - revenue accounting code
  - time of day
2. For message detail of the current WATS billing period, advance notice of ten business days prior to the end of the billing period is required for preparation of the data. Message detail of the previous one or two billing periods is available; allow two weeks for production.
3. Information is provided only for outward interstate or intrastate WATS, by WATS billing period.
4. Message detail will:
  - a. be available by billing or related telephone number as designated in Company records;
  - b. include all outward WATS lines related to the same billing number;
  - c. be provided on magnetic tape or paper printout;
  - d. be provided only in the same format as is normally found in the accounting message file with no rating, rearrangement, summarization or other special processing of the data.
5. A preparation charge will apply for each month message detail is requested on each billing number.
6. Each arrangement normally provides for one form of media, magnetic tape or paper printout, for one billing and one mailing address. If a combination of media is used, the alternative arrangements will be charged at the appropriate rate per message. If magnetic tape is used as an element of such combination, the per-tape charge will apply.
7. For each arrangement on magnetic tape, the Company may ask the customer to specify one blocking size, one tape record size, and one data set name with format limits imposed by the Company.
8. Tape or paper printouts will not be packaged with the regular monthly bill. They will be mailed First Class with return receipt requested.
9. Charges for Outward WATS Message Detail Service will be billed on a miscellaneous bill.
10. This service will be furnished only to the subscriber or an authorized representative.
11. Liability for errors in the message detail is limited to the monthly charges for the OutWATS service during the month in which the error occurred.

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Schedule AE-15  
Original Sheet 3

OUTWARD WATS MESSAGE DETAIL SERVICE

B. Rates and Charges

Magnetic Tape Arrangement

Preparation Charge \$ 95.00

Each Magnetic Tape 25.00

Per Message .02

Paper Printout Arrangement

Preparation Charge 95.00

Per Message .03

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Schedule AE-16  
Original Sheet 1

CENTREX

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Schedule AE-16  
Original Sheet 2

CENTREX

Centrex is a digital communications service provided by central office equipment located on telephone company premises. The service is designed to serve businesses of 2-60 stations subject to the availability of facilities, features and central office equipment. The service provides access to the local exchange, interexchange access, intrasystem communications, and Centrex feature packages.

A. Feature Packages

1. Basic Feature Package (Station, System & Other)

STATION FEATURES

Automatic Line  
Blind Transfer Recall  
Call Forward ALL Calls  
Call Forward Busy  
Call Forward No Answer  
Call Park  
Call Pickup  
Call Waiting  
Call Waiting and Three-Way Calling Interactions  
Camp-on With Music  
Consultation Hold  
Permanent Hold  
Ring Again  
Speed Call, Group, Long List  
Speed Call, Individual, Long List  
Speed Call, Individual, Short List  
Station Call Park  
Three-Way Conference/Transfer

SYSTEM FEATURES

Call Restriction  
    Fully-Restricted Service  
    Semi-Restricted Service  
    Toll-Restricted Service  
    Unrestricted Service  
Code Call Access  
Code Restriction  
Data-Call Protection  
Dictation Access and Control (DTMF only)  
Direct Inward Dialing (DID)  
Direct Outward Dialing (DOD)  
Flexible Intercept  
Individual Line Business Service  
Loudspeaker and Radio Paging Access  
Simplified Dialing  
Station-to-Station Calling  
Storing of 24 Dialed Digits

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Schedule AE-16  
Original Sheet 3

CENTREX

A. Feature Packages (Cont'd)

1. Basic Feature Package (Station, System & Other) (Cont'd)

OTHER FEATURES

Call Waiting - Originating  
Dial Call Waiting  
Directed Call Park  
Directed Call Pick-Up Non-Barge-In  
Directed Call Pick-Up with Barge-In  
Distinctive Call-Waiting Tones  
Distinctive Ringing  
Executive Busy Override  
Intergroup Calling  
Last Number Redial  
Multiline Variety Package Dial Plan  
Music on Hold  
Second and Third Recorded Announcements  
Station-Activated Do Not Disturb with Feature Active Reminder  
Superset Call Hold

2. Basic Feature Package for Electronic Business Sets

The features in the Basic Feature Package for Electronic Business Sets are in addition to the Basic Feature Package previously described in Section A.

STATION FEATURES

Auto Answer Back  
Automatic Line  
Automatic Line and Multiple Appearance Directory Number  
Busy Override  
Call Back Queuing  
Call Forward  
Call Park  
Call Pickup  
Call Waiting  
Call Waiting Originating  
Dial Call Waiting  
Feature Code Access  
Group Intercom  
Held Calls  
Individual Business Line  
Intercom  
Listen on Hold  
Make Set Busy  
Multiple Appearance Directory Number  
Multiple Appearance Directory Number and Conference Interaction  
On Hook Dialing  
Ring Again  
Speed Calling, Group, Individual, Long or Short List  
Three-Way Conference Transfer

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Schedule AE-16  
Original Sheet 4

CENTREX

A. Feature Packages (Cont'd)

2. Basic Feature Package for Electronic Business Sets (Cont'd)

DISPLAY FEATURES

Blind Transfer Recall Identification  
Call Forward/Automatic Dial Display  
Call Forward Reason Display  
Display Called Number  
Display Calling Number

Enhanced Business Set Reason Display  
Feature Display  
Query Time Key

3. Enhanced Centrex Feature Packages

HUNTING

Call Forward Don't Answer, for Hunt Groups  
Hunting  
Ring Again on Hunt Groups  
Short Hunt

ADVANCED CONFERENCE PACKAGE

Meet-Me Conference  
Six-Port Conference  
Station Controlled Conference (Six Ports Max)  
Three-Way Call Chaining

UNIFORM CALL DISTRIBUTION

Transfer for Uniform Call Distribution  
Uniform Call Distribution  
Uniform Call Distribution Queue Status Lamp

4. Individual Case Basis

CALLING NAME DISPLAY PACKAGE

Calling Name Display  
Directory Number Secondary Members  
Name Display for Multiple Appearance Directory Number Secondary Members

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Schedule AE-16  
Original Sheet 5

CENTREX

A. Feature Packages (Cont'd)

4. Individual Case Basis (Cont'd)

ENHANCED BUSINESS SET SERVICE PACKAGE

Call Park Recall Identification  
Last Number Redial Associated with Set  
Make Set Busy Except Group Intercom  
Originating/Terminating Line Select  
Privacy Release Conference Control  
Ring Again on Idle Business Set

BUSINESS SET BUSY INDICATOR PACKAGE

Query Busy Station

AUTOMATIC ROUTE SELECTION

Automatic Route Selection  
Call-Back Queing  
Call-Back Queing Enhanced  
Expensive Route Warning Tone  
Off-Hook Queing  
Off-Hook Queing Enhanced

5. Station Message Detail Recording

STATION MESSAGE DETAIL RECORDING BASIC

Basic Recording of Calls

STATION MESSAGE DETAIL RECORDING ENHANCED

Recording of Calls and Account Codes

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Schedule AE-16  
Original Sheet 6

CENTREX

B. Definitions

Additional Number

This feature allows for an additional directory number to be associated with an existing Centrex line.

Auto Answer Back

The Auto Answer Back feature, when implemented on a business set, allows any incoming call to the number of the set to be automatically answered after four seconds.

Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

Automatic Line and Multiple Appearance Directory Number (MADN)

This feature allows a MADN member to be assigned as an Automatic Line.

Automatic Route Selection

For customers who have several types of routing available. The trunks are automatically searched and each call sent over the next trunk available. Trunks can be searched in the order that the least expensive route available is selected. This feature is provided on an Individual Case Basis.

Blind Transfer Recall

This feature enables the user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Blind Transfer Recall Identification

This feature helps users identify Blind Transfer Recalls (and thereby answer appropriately) by providing an alphanumeric message on business sets with display.

Busy Override

This feature allows a user to gain access to a busy station by pressing the Busy Override key.

Call Back Queuing

A station user encountering an all-trunks-busy condition has the option of being notified when a trunk becomes idle, then automatically connected to the called number.

Call Back Queuing Enhanced

This feature enhances Call Back Queuing by allowing trunk search restrictions.



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CENTREX

B. Definitions (Cont'd)

Call Forward - All Calls

Allows a station to have all calls forwarded to another predetermined station. This feature is system-based and cannot be manually changed by the user.

Call Forward/Automatic Dial Display

For subscribers using a business set with Display, this feature prints on the display the number currently programmed for the Call Forward or the Automatic Dial Features.

Call Forward - Busy

When a station is busy all calls are routed to another predetermined station.

Call Forward Don't Answer, for Hunt Groups

Enhances Hunting by enabling the user to assign Call Forward, Don't Answer on a per-Hunt-Group basis.

Call Forward - No Answer

When a station does not answer an incoming call within a prescribed time, the call is routed to another predetermined station.

Call Forward Reason Display

This feature expands the utility of existing Call Forwarding features through a second-line display message for the Business Set.

Call Hold

Allows a user to put a caller on hold.

Call Park

Allows a user to "hold" an in-progress call on his or her own number by dialing a code. The call can then be picked up from any other station by dialing a code.

Call Park Recall Identification

This feature enables a user to distinguish Call Park and Directed Call Park recalls from other types of calls. This feature is provided on an Individual Case Basis.

Call Pick-up

Allows a station other than the called station, within a predetermined group of stations, to pick up an incoming call.

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CENTREX

B. Definitions (Cont'd)

Call Waiting

An incoming call encountering a busy station receives audible ringing and the busy station receives a call waiting tone. The busy station can answer the second call without losing the first.

Call Waiting and Three-Way Calling Interactions

This feature enhances Call Waiting by allowing the second leg of a Three-Way call to wait on a busy 500/2500 set. This applies to 500/2500 type sets that have Call Waiting assigned and also to 500/2500 type sets that are called by sets with Dial Call Waiting or Call Waiting Originating assigned.

Call Waiting Originating

Permits a station user to impose Call Waiting on a busy station. A line option is available to exempt the called station from Call Waiting Originating.

Calling Name Display

For the user with Display, this feature enables the name of the calling or called party to be displayed on incoming and outgoing calls. This feature is provided on an Individual Case Basis.

Camp-on with Music

This feature will allow the connection of music to the calling party when the caller is camped-on to the destination.

Code Call Access

This feature allows stations to gain access to customer provided code call equipment by dialing an access code.

Code Restrictions

Enables customers to define NPA or NXX restrictions for stations or groups of stations within a customer group.

Consultation Hold

Consultation Hold is part of the Three-Way Conference/Transfer feature. Consultation Hold allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference.

Data-Call Protection

This feature protects the data calls from interruption by not allowing the connection of test or busy-verification circuits to the line while the line is busy.

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CENTREX

B. Definitions (Cont'd)

Dial Call Waiting

Allows a station user the flexibility to choose whether he/she wants to impose Call Waiting on a busy station.

Dictation Access and Control (DTMF only)

This feature provides station access to customer provided dictation recording equipment by dialing an access code.

Direct Inward Dialing (DID)

This service allows for incoming calls from the exchange network to reach a specific customer-group station without attendant assistance.

Direct Outward Dialing (DOD)

With this service, a station user can place external calls to the exchange network without attendant assistance.

Directed Call Park

This feature allows a user to park a call against any station number in the customer group.

Directed Call Pick-up Non-Barge In

Permits a station to answer a call that is ringing any other line within the same customer group.

Directed Call Pick-up with Barge In

Permits a station to answer a call that is ringing any other line within the same customer group. If the called station has already answered the call by the time the instigating station has completed the pick-up sequence, the instigating station may barge-in to the answered call and be connected into a Three-Way Call.

Display Called Number

This feature allows a business set equipped with the optional LCD Display, to receive visual feedback concerning the called number during the origination, termination, programming, and feature-activation operations.

Display Calling Number

When an incoming call is received, this feature provides the recipient with visual feedback concerning the calling number.

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CENTREX

B. Definitions (Cont'd)

Distinctive Call-Waiting Tones

This feature applies to the various forms of Call Waiting available on the DMS-100. It permits a called station to determine whether an incoming call is external or internal to the customer group by providing different tone cadences for the two situations.

Distinctive Ringing

Allows a customer to identify certain call types by applying a distinctive ringing cadence to calls terminating on stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls.

Enhanced Business Set Reason Display

For users of business sets with display, this feature enhances Call Forward Reason Display to provide information on redirected calls.

Executive Busy Override

Allows a station user to gain access to a busy station; the calling station is then connected to the in-progress call at the busy station.

Expensive-Route Warning Tone

This feature provides a warning tone to indicate the selection of an expensive route.

Feature Code Access

This feature provides an alternate method of accessing features other than through the use of feature keys.

Feature Display

For the user of business set equipment with 32-character LCD. This feature provides visual feedback on incoming-call information.

Flexible Intercept

This service allows for the automatic rerouting of calls that cannot be completed because of the equipment, imposed restrictions, or dialing irregularities. Calls are routed to a tone, or to an announcement.

Fully-Restricted Service

Fully-restricted stations are denied access to the exchange network.

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CENTREX

B. Definitions (Cont'd)

Group Intercom

This feature enables a customer to terminate on a member of a predesignated group by using abbreviated dialing.

Held Calls

This feature allows users to hold an established call on any Directory Number. The user can then originate or receive another call on any other idle Directory Number.

Hunting

Hunting is a call completion feature that increases the likelihood of an incoming call being completed. When attempting to terminate a call to a busy line to which hunting is assigned, the switch offers the call to a sequence of other lines.

Individual Business Line

This feature allows the user to give one of the Directory Number Keys the appearance of a POTS line.

Individual Line Business Service

This feature allows a station in a customer group to have the appearance of a POTS line. The station has a POTS dialing plan, and does not have access to any features.

Individual Page from Group Intercom

This feature allows a Group Intercom member to page another group member using the built-in speaker on the set. This feature is provided on an Individual Case Basis.

Intercom

Allows abbreviated digit dialing of one station within the Centrex system by another station.

Intergroup Calling

Allows customers in different customer groups to call each other by using abbreviated dialing, in the same manner that callers in the same customer group can call each other by dialing from two to five digits.

Last Number Redial

Allows a customer to redial the last called number by pressing a single key or designated access code.

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CENTREX

B. Definitions (Cont'd)

Last Number Redial Associated with Set

This feature allows a user to redial the last number called from any directory number dialed from the set with either a single key or a designated access code. This feature is provided on an Individual Case Basis.

Listen on Hold

This feature allows a user to place a called party on hold and listen through the speaker. Should privacy be desired or an answer be required, the terminator picks up the handset, establishing a two-way voice path and disabling the speaker.

Loudspeaker and Radio Paging Access

This service allows stations to access customer provided loudspeaker paging equipment.

Make Set Busy

This feature allows user to make the set busy to incoming calls.

Make Set Busy Except Group Intercom

This feature allows users to continue to receive Group Intercom calls when the Make Set Busy feature is activated. This feature is provided on an Individual Case Basis.

Meet Me Conference

Provides a six-party conference bridge and directory number for conferees to dial at a specified time to hold a conference.

Multi-line Variety Package Dial Plan

Permits a POTS-type dial plan to be used by Centrex subscribers. When calling outside the customer group, subscribers do not have to dial an access code.

Multiple Appearance Directory Number

A directory number that is assigned to more than one set.

Multiple Appearance Directory Number and Conference Interaction

This feature allows a conference call to be either answered or established by one party, placed on hold, and picked up by another party.

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CENTREX

B. Definitions (Cont'd)

Music on Hold

This feature provides access to a continuous broadcast of music and, optionally, a recorded announcement to callers who are waiting for connection to a called party.

Name Display for Multiple Appearance Directory Number Secondary Members

This feature enables customers to assign names to Multiple Appearance Directory Number groups and to each secondary member of a group. This feature is provided on an Individual Case Basis.

Off Hook Queuing

A call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

Off-Hook Queuing (OHQ) Enhanced

This feature provides the following enhancements: OHQ priority, OHQ announcement, Discretionary OHQ and Call-Back Queuing activation. This feature is provided on an Individual Case Basis.

On Hook Dialing

This feature allows the user to originate calls without lifting the handset.

Originating/Terminating Line Select

This Programmable Prime-Line Select feature provides users a variety of line-selection options for originating and terminating calls. This feature is provided on an Individual Case Basis.

Permanent Hold

This feature allows a 500/2500 set to hold an active call against its own directory number. The held call can then be retrieved from this same station.

Privacy Release Conference Control

This feature enhances the Multiple Appearance Directory Number feature by providing more flexibility for conferencing capabilities. This feature is provided on an Individual Case Basis.

Query Busy Station

With this feature, groups to up to 128 users can query the busy/idle status of one designated station within the group. This feature is provided on an Individual Case Basis.

Query Time Key

This feature provides the current time and date.

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CENTREX

B. Definitions (Cont'd)

Ring Again

Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

Ring Again on Hunt Groups

With this feature, if a party calls a hunt group, encounters busy, and activates the Ring Again feature, the calling party will be recalled when any member in the hunt group becomes idle.

Ring Again on Idle Business Set

This feature modifies the existing Ring Again feature to prevent a user from receiving call back while active on another call. This feature is provided on an Individual Case Basis.

Second and Third Recorded Announcements

This feature enhances announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

Semi-Restricted Service

Semi-Restricted stations are allowed access to the exchange network only through the attendant.

Short Hunt

This feature permits incoming calls to hunt over a set of directory number (DN) appearances in search of an idle DN on which to terminate.

Simplified Dialing

This service allows a customer to adopt a destination code based dialing plan for a private network of which Centrex is a part.

Six-Port Conference

This feature allows the user with conference key assigned to establish a conference call of up to six parties.

Specials Services Interface Charge

Tie lines, Foreign Exchange (FX), feature group A, private lines and other access trunks can be terminated on a Centrex system. A Special Services Interface Charge will apply to each such channel termination.



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CENTREX

B. Definitions (Cont'd)

Speed Call Group, Long List

A maximum of thirty stored numbers assigned speed calling location codes. This list has one station designated as the controller.

Speed Call Individual, Long List

A maximum of thirty stored numbers assigned speed calling location codes. Accessing of the long list is limited to a single user.

Speed Call Individual, Short List

A maximum of ten stored numbers assigned speed calling location codes. Accessing of the short list is limited to a single user.

Station-Activated Do Not Disturb with Feature Active Reminder

This feature provides the individual station user with the option of making that station's line busy, a splash ringing is provided to remind the station user that the feature is active.

Station Call Park

This feature allows a station to park a call against its directory number.

Station Controlled Conference (Six ports max)

Allows a station user to establish a conference call consisting of more than three conferees (maximum six).

Station Message Detail Recording-Basic (SMDR-B)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls.

Station Message Detail Recording-Enhanced (SMDR-E)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls and allow a user to enter a billing number into a station message detail recording record for charge-back purposes.

Station-to-Station Calling

This service allows customer group stations to complete calls to other stations by dialing a two through seven digit number.

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CENTREX

B. Definitions (Cont'd)

Storing of 24 Dialed Digits (15 digits in DMS 10s)

This feature increases, from 18 to 24, the maximum number of digits of a called number stored. This increased capacity allows for the greater number of digits required by equal access end office operation or interface with private tie-line switching networks.

Superset Call Hold

Allows the user to hold one call for any length of time, until either party goes on hook.

System

Centrex lines defined as a customer group within the local switch.

Three-Way Call Chaining

This feature allows a noncontrolling party on a three-way call in the DMS-100 to add another conferee to the call by flashing the switchboard and dialing the new party.

Three-Way Conference/Transfer

This feature is a combination of the Three-Way Conference feature and the Call Transfer feature.

Toll Restricted Service

Toll-restricted stations are either toll denied or assigned toll diversion to the attendant.

Transfer for Uniform Call Distribution (UCD)

Expands the existing call transfer capability of UCD groups by allowing UCD group members to transfer calls to other UCD groups and by allowing non-UCD users to transfer calls to UCD groups.

Uniform Call Distribution

Allows for an even distribution of incoming calls to a listed directory number over a group of stations.

Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a UCD group, the lamp option provides an indication at the customer premises of how long the first call in the incoming queue has been waiting for a UCD agent.

Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

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CENTREX

C. Conditions

1. The minimum service period for Centrex Service is three (3) months.
2. All lines that connect to Key or PBX systems are trunks and are charged at the business trunk rates. If Centrex features are desired the usual feature charges listed in this schedule will apply.
3. Centrex, when provided in multiple exchanges, is considered to be one system for each exchange.
4. One alphabetical and one classified directory listing will be furnished without charge per Centrex line or additional number. Additional listings will be offered subject to the provisions outlined in Section AE-3 of this tariff.
5. The assignment of telephone numbers for the Centrex Service lines shall be in accordance with the General Rules and Regulations of this tariff.
6. Extended Area Service (EAS) rates will be charged on a trunk equivalency basis (sheet 20).
7. End User Common Line Charges will apply to all lines as prescribed by United Telephone's Interstate Access Service Tariff (FCC No. 5).
8. Centrex is not provided in association with Pay Telephone Access Line Service.
9. Centrex is provided subject to the availability of facilities and central office equipment as determined by the Telephone Company. Not all features are available from all central office locations.
10. Temporary suspension of service (vacation service) is not allowed for Centrex lines.
11. Centrex is normally provided on individual business lines from 1-60 lines per system, however, it may be provided on a special assembly basis to customers whose requirements exceed 60 lines per system subject to the availability of facilities and central office equipment.
12. Attendant features are not available through this tariff. Contract offerings of Attendant features are offered in conjunction with a customer's attendant console on an individual case basis.
13. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.
14. Some features are incompatible with each other.
15. Some features require customer-provided equipment or additional telecommunication services. Other services requested by the customer will be provided in accordance with applicable tariff sections.

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CENTREX

C. Conditions (Cont'd)

16. All lines at a minimum must include either the basic feature package or the electronic business set basic feature package.
17. A combination of business and residence lines in a Centrex system is not permitted.
18. Features from the basic feature package are selected on a per line basis.
19. Line extension charges (0) may apply when modifications or additions to facilities are required.
20. Terminal equipment provided by the customer must be compatible with the service and equipment provided by the Company.
21. Additional charges may apply for customers over 50 kilo ft. From the central office.
22. Tie lines, Foreign Exchange (FX), Feature Group A, private lines and other special access trunks can be terminated on a Centrex system. A Special Services Interface Charge will apply to each such channel termination.
23. Station Message Detail Recording is not represented to be a provision of billing detail. The Company assumes no responsibility for reconciling differences between the SMDR and customer's bill.
24. Station Message Detail Recording may be offered to customers where facilities permit and where the company's message billing process has been arranged to provide this optional feature.
25. When station message detail is provided on magnetic tape, the tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed at the discretion of the Company in which case the customer will be responsible for making the tape compatible with his data processing equipment.

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CENTREX

D. Rates and Charges

The rates and charges in this schedule are for Centrex only and are in addition to the applicable nonrecurring charges and monthly rates for other services with which the Centrex features are associated.

1. Access Lines			
Per System		Monthly Rate	Nonrecurring
<u>Per Location</u>	<u>S&amp;E Code</u>	<u>per line</u>	<u>Charge</u>
1st to 5th	1FCY (5)	\$20.00	\$25.00
6th to 10th	1FCY (10)	13.50	25.00
11th to 15th	1FCY (15)	12.50	15.00
16th to 20th	1FCY (20)	11.00	15.00
21st to 25th	1FCY (25)	9.00	10.00
26th and over	1FCY (XX)	7.00	10.00
2. Special Services			
Interface		8.00 per DSO	25.00
3. Basic Centrex Feature Packages			
(one of the basic packages must be purchased for each line)			
Basic Package	FCE1CHG	4.00	No Charge
Basic Electronic Business Set	FCE1CHG (E)	6.00	No Charge
Customer Requested Multiple or Single Change of Features in Basic Packages			10.00 per request
Additional Number (This is not for an additional line, just an additional number associated with an existing line)	FNA1FAB	5.00 per number	
4. Enhanced Centrex Feature Packages			
Hunting Package	FSH1FAB	0.25	No Charge

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CENTREX

D. Rates and Charges (Cont'd)

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
4. Enhanced Centrex Feature Packages (Cont'd)			
Advanced Conference Package			
- Per Line	FCE0MBE (LN)	\$ 2.00	\$25.00
- Per System	FCE0MBE (SYS)	10.00	25.00
Uniform Call Distribution Package			
- Per System	FUC1FAB	10.00	25.00
5. Individual Case Basis Packages			
Calling Name Display Package			
- Per Line		ICB	ICB
Enhanced Business Set Service Package			
- Per Line		ICB	ICB
Business Set Busy Indicator Package			
- Per Line		ICB	ICB
Automatic Route Selection			
- Per Line		ICB	ICB
	<u>Monthly Rate Per Message</u>	<u>Monthly Rate Per System</u>	<u>Nonrecurring Charge</u>
6. Station Message Detail Recording			
Station Message Detail Recording Basic	.0285		25.00
Station Message Detail Recording-Enhanced	.0285	2.50	50.00
Addition, deletion or change in SMDR account or authorization codes	10.00 per request		
Station Message Detail Recording-Transfer to Tape	50.00 per tape		

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CENTREX

E. Trunk Equivalency Table for EAS Charges

Extended Area Service (EAS) charges will be applied to Centrex lines on a trunk equivalency basis. The table below shows the number of trunks an Centrex System equates to. An EAS charge will apply for each trunk equivalency. For applicable EAS rates see.

<u>Centrex Lines</u>	<u>Trunk Equivalency</u>
1	1
2-3	2
4-10	3
11-19	4
20-30	5
31-42	6
43-55	7
56-70	8
71-84	9
85-99	10
100-114	11
115-130	12
131-146	13
147-162	14
163-179	15
180-196	16
197-200	17
Each additional 17 lines or fraction of	1 additional trunk

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FORWARDED MESSAGE INFORMATION

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<u>TITLE OR SUBJECT</u>	<u>SHEET NO.</u>
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Rates	3



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FORWARDED MESSAGE INFORMATION

Forwarded Message Information furnishes data about the origin and destination of a message that has been forwarded to a Provider's hunt group arrangement. This information includes:

1. The called station number.
2. The calling station number for intra-office calls.
3. The type of call forwarding feature used by the called station number, such as busy or don't answer.

"Provider" in this context is any entity that furnishes voice messaging services to clients.

The message information allows the Provider to customize answering responses, since the Provider will be able to identify which of its clients has been called and the forwarding feature encountered. In addition the Provider will be able to identify the calling directory number for intra-office calls, which may allow responses to be tailored for the calling party.

The information is received at the Provider's equipment via a Voice Grade 36 (or equivalent) data channel. Signaling on this channel is ASCII asynchronous.

Message Waiting Indication (MWI) is an additional feature included with Forwarded Message Information. This feature allows a Provider to supply its clients with an audible interrupted dial tone, indicating that there is a message waiting to be retrieved.

A. CONDITIONS

The Provider must have a hunt group arrangement in the same central office where the data channel terminates.

A Voice Grade 36 (or equivalent) data channel is required to provide signaling between the central office and the Provider's equipment. Such a data channel must be provided to each central office providing Forwarded Message Information capability.

When used in conjunction with Message Waiting Indication, the Provider must have compatible message desk customer provided equipment.

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FORWARDED MESSAGE INFORMATION

A. CONDITIONS (Cont'd)

Non-published information may only be provided to providers in conformance with a non-disclosure agreement prohibiting the display, storage, or disclosure of non-published information. The non-disclosure agreement will be signed annually.

Forwarded Message Information Service is for use with voice messaging service only.

In addition to the charges and rates associated with Forwarded Message Information, each line must be equipped with one or more of the following Call Forwarding features:

1. Call Forward-Customer Activated
2. Call Forward-Busy
3. Call Forward-Don't Answer

Rates, charges and regulations for these services are defined in WN U-4, Schedule AE-4.

Forwarded Message Information will be provided where technically and economically feasible.

B. RATES

The rates and charges in this schedule are for Forwarded Message Information only and are in addition to the applicable nonrecurring charges and monthly rates for the associated underlying services.

A nonrecurring charge is applicable to installation and change in service.

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Common equipment, per data channel termination, per central office equipped:	\$ 610.00	\$1,500.00

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STATION TERMINATION

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Conditions	2

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STATION TERMINATION

The following charges, rates, and conditions apply to extensions that are located on non-continuous property. Extensions on continuous property will be treated as inside wire.

A. <u>RATES</u> (Per Service)	<u>Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Central Office Station Termination	XLC	\$ 6.00	\$21.00
Private Branch Exchange Station Termination	PBPB	12.00	21.00
Line Conditioning, if required		10.00	40.00

B. CONDITIONS

1. Central office station terminations are applicable to extensions that utilize central office dial tone.
2. PBX station terminations are applicable to extensions that utilize PBX or Key System dial tone.
3. When a PBX station termination is located interexchange, applicable interexchange private line rates will apply. (See Qwest Corporation WN U-40).
4. Central office station termination may be located on the premises of another customer, provided the other customer has his own separate service at the same location. This condition is not required when extensions of business service are to be located at a residence which is occupied by the individual who is the subscriber to the business service or a partner in the firm.
5. Line conditioning charges will apply when wire facilities exceed the distance where transmission can be accomplished without amplification or signaling adapters.

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FCC DESIGNATED N11 SERVICES

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE

911 is the three-digit telephone number designated throughout the U.S. as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services. The Company offers three types of 911 Services: Basic 911, ANI-only 911, and Enhanced 911. Each of these services is further defined in this schedule.

1. Definitions

a. 911

A three digit telephone number to facilitate the reporting of an incident or situation requiring response by a public safety agency.

b. 911 ANI-ONLY SERVICE

911 ANI-ONLY Service includes Automatic Number Identification (ANI) which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI 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 is provided, it may provide the identity of the primary telephone service billing or lead number.

c. 911 BASIC SERVICE

911 Basic Service provides for routing all 911 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service line.

d. 911 ENHANCED SERVICE

See Enhanced 911 Service.

e. 911 SERVICE AREA

The geographic area in which the 911 customer will respond to all 911 calls and dispatch appropriate emergency assistance.

f. 911 SERVICE LINE

A facility connecting a PSAP to its serving Central Office.

g. 911 TRANSPORT

Dedicated circuits between central offices for the provision of 911 service.

h. 911 TRANSPORT TERMINATION

A connection at each end of a 911 transport circuit.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

1. Definitions (Cont'd)

i. ALTERNATE ROUTING

The capability of automatically rerouting 911 calls to a designated alternate location(s) if all 911 trunks from a central office or to a primary PSAP are busy or out of service. May also be activated upon request, or automatically if detectable, when 911 equipment fails or the PSAP itself is disabled.

j. AUTOMATIC LOCATION IDENTIFICATION (ALI)

The automatic display at the PSAP of the caller's telephone number, the service address for the telephone line and supplementary information.

k. AUTOMATIC LOCATION IDENTIFICATION RECORDS

The telephone number, the service address for the telephone line, and Emergency Service Number (ESN), and supplementary information for display at a PSAP.

l. AUTOMATIC LOCATION IDENTIFICATION STORAGE/RETRIEVAL

Equipment and software used to store and retrieve ALI Records.

m. AUTOMATIC NUMBER IDENTIFICATION (ANI)

The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.

n. AUTOMATIC NUMBER IDENTIFICATION (ANI) STORE AND FORWARD

Stores the ANI from the central office and forwards the digit to the selective router or customer's ANI premise equipment. Used only with certain types of selective routing or ANI customer premise equipment.

o. CALLED PARTY HOLD

The capability to maintain control of an incoming 911 call by a PSAP attendant for tracing or confirmation of an emergency even if the caller hangs up.

p. CALL TRANSFER

The extending of a 911 call by a PSAP attendant to connect the caller with the action agency.



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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

1. Definitions (Cont'd)

q. CALLER

An individual who places a 911 call in an effort to request assistance of a public safety nature. May also be referred to as an end user.

r. CENTRAL OFFICE (CO)

A telephone company facility that houses the switching and trunking equipment serving telephones in a defined area.

s. CODE RECOGNITION

Enables a Central Office to accept 911 calls and direct them to a 911 facility.

t. CUSTOMER

Governmental unit or other entity authorized to receive and process 911 calls.

u. CUSTOMER PREMISES EQUIPMENT (CPE)

Customer owned terminal equipment at the PSAP.

v. DATA BASE

A collection of information organized in a computer to facilitate rapid search and retrieval. Data Bases include ALI, Master Street Address Guide (MSAG), telephone number/Emergency Service Number (ESN), and subscriber line data.

w. DATA MANAGEMENT SYSTEM (DMS)

The combination of manual procedures and computer programs used to create, store, manipulate, and update data required to provide selective routing and ALI.

x. DEDICATED CIRCUIT

A telephone circuit used for one purpose only; e.g. transmission of 911 calls.

y. DEFAULT ROUTING

The capability to route a 911 call to a designated (default) PSAP when the incoming 911 call cannot be selectively routed due to an ANI failure, unreadable digits or other cause.

z. DIAL TONE FIRST

The provision of dial tone to enable a caller to originate and complete 911 calls from pay telephones without inserting a coin or any other device. Also known as coin free dialing.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

1. Definitions (Cont'd)

aa. DIVERSE ROUTING

The practice of routing calls through different circuit paths in an effort to prevent total loss of the 911 system in the event an individual circuit is disabled.

bb. EMERGENCY SERVICE NUMBER (ESN)

A number used to designate the public safety agencies responsible for service to the location of each telephone in a 911 service area, for the purpose of determining call routing. Also see ESZ.

cc. EMERGENCY SERVICE ZONE (ESZ)

A defined geographical territory consisting of a specific combination of law enforcement, fire, and emergency medical coverage areas. Also see ESN.

dd. END OFFICE

A central office which receives originating 911 calls.

ee. ENHANCED 911

A 911 telephone system which includes ANI, ALI, and (optionally) Selective Routing, to facilitate appropriate public safety response. ANI and or ALI 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 and or ALI is provided, it may provide the identity of the primary telephone service billing or lead number.

ff. EXCHANGE

A defined area, served by one or more telephone central offices, within which a telephone company furnishes service.

gg. FIXED TRANSFER

The capability of a PSAP attendant to transfer a 911 call to a specific agency associated with a single button.

hh. FORCED DISCONNECT

The capability of a PSAP attendant to disconnect a 911 call to prevent jamming of the incoming lines.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

1. Definitions (Cont'd)

ii. INTERCONNECT

The connection of the serving telephone company's equipment with the equipment of another vendor. Also a generic term used to refer to a non-telephone company vendor.

jj. MASTER STREET ADDRESS GUIDE (MSAG)

A data base of street names and address ranges within their associated postal communities defining emergency service zones for 911 purposes.

kk. NON-SELECTIVE ROUTING

The capability of routing 911 calls by the use of the NXX or trunk group.

ll. NXX

The first three digits of a local telephone number that identifies the central office switching location within its area code.

mm. P.01 GRADE OF SERVICE

A measure of emergency telephone service in which no more than one call in 100 attempts will receive a busy signal during the average busiest hour.

nn. PSAP ATTENDANT

A person responsible for answering incoming 911 calls at a PSAP, determining the action to be taken, and executing the PSAP's procedures in the disposition of such calls.

oo. PUBLIC SAFETY ANSWERING POINT (PSAP)

A facility equipped and staffed to receive 911 calls. A primary PSAP receives the calls directly. A secondary PSAP receives the 911 calls that are relayed or transferred from a Primary PSAP.

pp. PUBLIC SWITCHED TELEPHONE NETWORK (PSTN)

The totality of equipment, lines, and controls assembled to establish communication paths between calling and called parties.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

1. Definitions (Cont'd)

qq. REVERSE SEARCH

A query of the ALI database initiated at the PSAP to electronically obtain the ALI data associated with a known telephone number for purposes of handling an emergency call when that telephone number is not directly connected to the PSAP. It can also be used for an ANI failure on a telephone line that is connected to the PSAP.

rr. RING BACK

The capability permitting a PSAP attendant to cause the telephone on a held circuit to ring. Also known as Re-Ring.

ss. SELECTIVE ROUTING

The capability of routing a 911 call to a designated PSAP based upon the location stored in a selective routing table based upon information stored in the ALI Record.

tt. SELECTIVE TRANSFER

The capability of transferring a 911 call to a pre-programmed number typically designated as Police, Fire or Emergency Medical, based on the origin of the incoming call and the nature of the response required.

uu. SERVING CENTRAL OFFICE

The central office (CO) from which a PSAP is served. Also see Central Office.

vv. SUBSCRIBER

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

ww. SUBSCRIBER LINE DATA

The telephone number, service address for telephone line, and supplementary information for development and maintenance of ALI and MSAG databases.

xx. SUBSCRIBER LINE DATA RECEIPT

The acceptance and processing of Subscriber Line Data from other entities and creation of ALI Records.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

2. Conditions

- a. The Company shall not be required to provide 911 service to less than an entire Central Office serving area.
- b. The Company does not answer and/or forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to receive such calls.
- c. There will be NO CHARGE for originating a 911 call.
- d. The calling party forfeits any privacy rights afforded by a non-published or non-listed service when calling 911.
- e. If a 911 call comes via Inter-exchange Carrier or a non Local Exchange Company (LEC), such as a cellular provider, alternative operator provider or shared service provider, or certain types of LEC calls, the completeness and accuracy of the ANI and ALI information forwarded cannot be assured.
- f. Services offered under this tariff are not subject to voluntary temporary suspension by either party.
- g. The Company's 911 network related service is limited to the transport of 911 calls from callers (end users) to public safety answering points (PSAPs).
- h. The Company shall not be obligated to provide more than one type of 911 service per Central Office at the same time.
- i. 911 Service furnished to the PSAP is restricted to one-way incoming service. Outgoing calls are allowed on a transfer basis using selective routing.
- j. When ANI is not available, a 911 call will be default routed to a customer designated PSAP.
- k. Rates charged for 911 Service include normal monitoring of dedicated facilities to discover errors, defects and malfunctions in the network, but do not include any additional monitoring. If available, the LEC may provide additional inspection and monitoring of facilities for an additional charge upon customer request.
- l. Options for diversity will be reviewed at the time of system design, and also at the annual anniversary of system turn up. The actual level of diversity will be a joint decision between the Company and the customer. Additional charges may apply under Special Construction or Individual Case Basis (ICB).

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

2. Conditions (Cont'd)

- m. The Company may begin MSAG preparation upon application from the customer with assurance that: 1) 90% of the access lines associated with the proposed Enhanced 911 system have standard service addressing (i.e., house numbers, street names, and postal communities), 2) a plan to resolve the remaining 10% has been determined.
- n. The Company will assist in building and maintaining the Master Street Address Guide (MSAG) in concert with customer utilizing standard service addresses (i.e. house numbers, street names, and postal communities).
- o. The rates and charges for 911 Service elements are based upon utilizing standard service addresses (i.e. house numbers, street names, and postal communities) in populating the DMS (Data Management System). Addressing not in this format will be negotiated with the Customer.
- p. Routine MSAG changes will be made within two business days of receipt. Special large changes and annexations may require more than two business days. Charges for customer-initiated changes and rearrangements affecting the subscriber's service address and ALI database records (e.g., street name and number changes, emergency services zone and name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates, will be based upon the actual cost for such changes and rearrangements. In such cases a valid comparative listing of changes must be supplied by the customer providing direct and individual references to existing designations.
- q. The Company will provide a range of Emergency Service Numbers (ESN) that will be available for assignment by the customer.
- r. Where the Company maintains the MSAG file, an updated file will be provided to the customer and other provisioning Companies quarterly. In circumstances where the MSAG is maintained by another entity, the Company requires an updated file quarterly.
- s. The maintenance of the ALI database, as well as the 911 call routing, for those telephone accounts that work in locations outside of their normal central office serving territory will require special procedures. Telephone lines terminated in locations outside of their central office territory may not provide normal 911 routing or ALI records. The Company will determine how this will be handled and advise the customer.
- t. The 911 customer will process all calls 24 hours per day, 7 days per week, 52 weeks per year, that come in from the Central Office whether or not it is outside the answering 911 customer's (911 providers) jurisdiction.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

2. Conditions (Cont'd)

- u. The 911 service is not a replacement for a telephone number of the PSAP. The PSAP will have at least one 7-digit unlisted, and one listed number available 24 hours a day for a minimum of two 7-digit numbers.
- v. Customer will make application for 911 service in writing. The customer or agent for the customer must provide satisfactory proof of appointment. 911 jurisdictional disputes and resolutions are between the parties and not the Company.
- w. A public safety answering point may only reverse search the Automatic Location Identification database (R-ALI) to secure information about lines from which 911 calls have been placed but the connection has been lost.

Reverse search shall not be used for criminal or legal investigations or other non-emergency purposes.

- x. All 911 customers must purchase 911 service elements contained within the tariff sufficient to maintain P.01 grade of service. A minimum of two circuits is required between each central office and the serving central office and/or the end office and the 911 control office. This requirement may be waived by the Company when an end office is a remotely controlled switch.
- y. Prior to dispatch the 911 PSAP attendant will attempt to obtain the location of the incident from the caller. The address information maintained by the Company may not be the actual location of the caller's need.
- z. CPE must be compatible with the service and interface standards of the Company. Upon request the Company will make available standards for interface with CPE.
  - (1) The CPE must be compatible with the service furnished by the LEC.
  - (2) The Company or customer shall notify the other in the event the system is not functioning properly.
  - (3) Company obligations for 911 service may be further defined with each customer. Provisioning of 911 service will conform to state and federal rules & regulations.
  - (4) All 911 services and features will be available where technically feasible.
  - (5) Where ALI Storage/Retrieval is not preformed by the Customer, the Company may provide this service where technically feasible on an Individual Case Basis (ICB).

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations

a. Rates<sup>(1)</sup>

	Monthly	
	<u>Non-Recurring</u>	<u>Recurring</u>
(1) CODE RECOGNITION Digital Central Office <sup>(2)</sup> Analog Central Office	\$ 45.90/CO ICB	\$ 0.00 ICB
(2) FEATURES -Ring Back, etc. <sup>(3)</sup> or	ICB	ICB
(3) ANI (per Central Office) Digital Analog Store and Forward (per 911 Service Line) <sup>(4)</sup>	927.40 3,311.90 0.00	0.00 0.00 52.15
(4) 911 SERVICE LINE	25.00	17.80
(5) 911 TRANSPORT (per Mile)	N/A	4.00 <sup>(5)</sup>
(6) 911 TRANSPORT TERMINATION	170.00	15.00
(7) ALI RECORDS (per 100 Access Lines)	60.26	9.23
(8) SUBSCRIBER LINE DATA (per 100 Access Lines)	48.76	8.69

(1) The rates applicable to facilities provided within UTN service territory. Connecting company rates apply to facilities located within connecting company service territory.

(2) Waived if purchased at the same time as ANI.

(3) Features for Basic 911 currently available in Central Office are included at no charge. A charge will only be assessed if features not currently available in a given central office are desired.

(4) Where required to interface with PSAP equipment. ANI along with ALI Records and/or Subscriber Line Data Receipt must be purchased when purchasing Selective Routing.

(5) Based on agreed Meet Point Billing Percentages.

Note : Rate examples begin on Sheet 15.



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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations (Cont'd)

a. Rates<sup>(1)</sup> (Cont'd)

	<u>Non-Recurring</u>	<u>Monthly Recurring</u>
(9) SUBSCRIBER LINE DATA RECEIPT (per 100 Access Lines) <sup>(2)</sup>	\$18.47	\$7.09
(10) ALI STORAGE/RETRIEVAL	ICB	ICB
(11) (a) SELECTIVE ROUTING		
1. DATABASE (per 100 Access Lines) <sup>(2)</sup>	ICB	ICB
2. HARDWARE	ICB	ICB
(b) IN (TERMINATION TO CO)	ICB	ICB
(c) OUT (TERMINATION TO PSAP)	ICB	ICB

<sup>(1)</sup> The rates applicable to facilities provided within UTN service territory. Connecting company rates apply to facilities located within connecting company service territory.

<sup>(2)</sup> The number of access lines will be rounded to the nearest 100 and will be updated January of each year.

Note : Rate examples begin on Sheet 15.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations (Cont'd)

b. Matrix

<u>RATE ELEMENT</u>	911		911
	<u>ENHANCED BASIC</u>	<u>ANI ONLY</u>	<u>911</u>
(1) CODE RECOGNITION	M	M	M
(2) FEATURES	O	N/A	N/A
(3) ANI	N/A	M	M
(4) 911 SERVICE LINE	M	M	M
(5) 911 TRANSPORT	M	M	M
(6) 911 TRANSPORT TERMINATION	M	M	M
(7) ALI Records N/A	N/A	O	
(8) SUBSCRIBER LINE DATA	N/A	N/A	O
(9) SUBSCRIBER LINE DATA RECEIPT	N/A	N/A	O
(10) ALI STORAGE/RETRIEVAL	N/A	N/A	O
(11) (a) SELECTIVE ROUTING (DATABASE & HARDWARE)	N/A	N/A	0
(b) IN (TERMINATION TO CO)	N/A	N/A	0
(c) OUT (TERMINATION TO PSAP)	N/A	N/A	0

M=MANDATORY ELEMENT  
 O=OPTIONAL ELEMENT

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations (Cont'd)

c. 911 Basic Service

- (1) 911 Basic Service provides all 911 calls originating by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 911 Service Line.
- (2) The following rate elements apply to the typical 911 Basic Service:
  - (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility.
  - (b) Basic Features - Various features may be included with 911 Basic Service. The availability of specific features varies according to Central Office. Features may include: Called Party Hold, Dial Tone First, Forced Disconnect, and Ring Back. Features currently not available in particular central offices may be added on an individual case basis where technically feasible.
  - (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
  - (d) 911 Transport - Dedicated circuit between central offices for the provision of 911 service.
  - (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

d. 911 ANI-Only Service

- (1) 911 ANI-ONLY Service includes Automatic Number Identification (ANI) which is the provision of the caller's telephone number to the Public Safety Answering Point (PSAP). ANI 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 is provided, it may provide the identity of the primary telephone service billing or lead number.
- (2) The following rate elements apply to the typical 911 ANI-Only Service:
  - (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility. The charge for this service is waived when installed concurrently with ANI.
  - (b) ANI - The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.
  - (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
  - (d) 911 Transport - Dedicated circuits between central offices for the provision of 911 service.
  - (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations (Cont'd)

e. Enhanced 911 Service

(1) A 911 telephone system which includes ANI, ALI, and (optionally) Selective Routing, to facilitate appropriate public safety response. ANI and/or ALI 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 and/or ALI is provided, it may provide the identity of the primary telephone service billing or lead number.

(2) The following rate elements apply to the typical Enhanced 911 Service:

Mandatory Elements

- (a) Code Recognition - Enables a central office to accept 911 calls and direct them to a 911 facility. The charge for this service is waived when installed concurrently with ANI.
- (b) ANI - The feature by which the calling party's telephone number is forwarded to the 911 customer's premises equipment for display.
- (c) 911 Service Line - A facility connecting a PSAP to its serving Central Office.
- (d) 911 Transport - Dedicated circuits between central offices for the provision of 911 service.
- (e) 911 Transport Termination - A connection at each end of a 911 transport circuit.

Optional Elements

- (f) ALI Records - The telephone number, the service address for the telephone line, Emergency Service Number (ESN), and supplementary information for display at a PSAP. This rate element provides ALI records which have been developed through a process using company records and the master street address guide (MSAG) developed in conjunction with the customer.
- (g) Subscriber Line Data - The telephone number, service address for telephone line, and supplementary information for development and maintenance of ALI and MSAG databases. Subscriber Line Data is available for company records where the MSAG processing is not performed by the company. Subscriber Line Data will be provided in the company format, use of other formats may result in additional charges.
- (h) Subscriber Line Data Receipt - The acceptance and processing of Subscriber Line Data from other entities and creation of ALI Records by means of processing through an MSAG. This element includes the receipt of subscriber line data and converting it to ALI Records. Data must be received in company format; use of other formats may result in additional charges.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

3. Rate Regulations (Cont'd)

e. Enhanced 911 Service (Cont'd)

(2) The following rate elements apply to the typical Enhanced 911 Service: (Cont'd)

Optional Elements (Cont'd)

- (i) ALI Storage/Retrieval - Equipment and software used to store and retrieve ALI Records. Where ALI Storage/Retrieval is not performed by Customer Premises Equipment, this service can be provided on an individual case basis.
- (j) Selective Routing - The capability of routing a 911 call to a designated PSAP based upon the location stored in a selective routing table based upon information stored in the ALI Record. Selective routing offers several additional options which may include alternate routing, selective transfer, and concentration of 911 transport facilities. Customer must purchase ANI along with ALI Records and/or Subscriber Line Data Receipt when purchasing Selective Routing.

To enable the Selective Routing feature the database and hardware elements must be purchased.

4. Liabilities

- a. A telecommunications company providing emergency communications systems or services or a business or individual providing data base information to emergency communication system personnel shall not be liable for civil damages caused by an act or omission of the company, business, or individual in the:
  - (1) Good-faith release of information not in the public record, including unpublished or unlisted subscriber information to emergency service providers responding to calls placed to a 911 or enhanced 911 emergency service, or
  - (2). Design, development, installation, maintenance, or provision of consolidated 911 or enhanced 911 emergency communication systems or services other than an act or omission constituting gross negligence or wanton or willful misconduct.
- b. The Company's liability for civil damages to the customer or any person for interruption or failure of 911 service shall be limited by the terms set forth in this section and in any sections of other tariffs which apply to the provision of 911 service by the Company. This 911 service is offered solely to assist the customer in providing 911 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer, except as caused by gross negligence or wanton or willful misconduct.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

4. Liabilities (Cont'd)

- c. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance or provision of 911 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, except for gross negligence and/or wanton or willful misconduct, the Company's liability to any person, corporation, or other entity for any loss or damage shall not exceed an amount equal to the prorated allowance of the tariff 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.
- d. The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 911 service when any 911 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 PBX's or shared tenant services or calls originating over Centrex lines.
- e. The Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer (or private telecommunications systems operators) such as operators of PBX's or shared tenant services, and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer or private telecommunications systems operators, 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, or consequential damages associated with the provision of 911 service when there is a failure of or interruption in 911 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 reasonably withheld, attach features, devices, or equipment of 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 911 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

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FCC DESIGNATED N11 SERVICE

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

4. Liabilities (Cont'd)

- g. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 911 Service to any subscriber to a non-regulated 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 911 telephone calls that originate from telephones within the customer's service area. The Company shall have no responsibility for the accuracy of the ANI or ALI information for 911 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.
- h. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.
- i. 911 service is provided solely for the benefit of the 911 customer operating the Public Safety Answering Point (PSAP). The provision of 911 service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any person or legal entity other than the 911 customer. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the company's conduct constitutes gross negligence or wanton or willful misconduct.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

5. Wireless E911 Phase 2

a. Description of Service

Wireless E911 Phase 2 is only available in combination with E911 as specified in this section of the tariff and is subject to the regulations specified herein.

In accordance with the FCC's Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller's location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions standards for the Wireless Service Providers (WSPs).

b. General Regulations

- (1) The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the latitude/longitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.
- (2) PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. This is necessary to accommodate loading of the respective p-ANIs also known as Emergency Service Routing Key/Emergency Service Routing Digit into the Company's Data Base Management System. In addition, the following requirements must be met for Phase 2 implementation:
  - (a) PSAPs must order both the Company's Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in I.E.6. following.
  - (b) WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
  - (c) WSPs or their designated database provider must have obtained an interface to the Company's ALI database that complies with the Company's existing operating standard. This interface will be used by the WSP to provide the Phase 2 data.



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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

5. Wireless E911 Phase 2 (Cont'd)

c. Definition of Terms

(1) Callback Number (CBN)

The wireless caller's 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

(2) Interface

A reference point for a data path that exists between an MPC/GMLC and an ESME (the ALI database). The data that traverses the interface is made up of an Emergency Services Position Request and the response. The interface is not provided by and is not the responsibility of the Company.

(3) Emergency Services Message Entity (ESME)

An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.

(4) Enhanced MF Signaling (EMFS)

A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF signaling is required when an interconnecting WSP selects Phase 2 NCAS mode without WLS911.

(5) Mobile Position Center (MPC)

The interface between the wireless network and the Company's ALI database. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company.

(6) Mobile Switching Center (MSC)

The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

5. Wireless E911 Phase 2 (Cont'd)

c. Definition of Terms (Cont'd)

(7) Phase 2 NCAS

In this mode the p-ANI and the CBN both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

(8) Position Determining Entity (PDE)

The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

(9) Pseudo-ANI (P-ANI)

A pseudo, non-dialable telephone number assigned to a cell site or a sector of a cell site to provide location identification for wireless E911 calls.

(10) WLS911

The Company solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP's interface allows WSPs to comply with the FCC's order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling.

(11) Wireless Service Provider (WSP)

A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

(12) Wireline Compatibility Mode

Occurs when the WSP sends only p-ANI to the Company E911 tandem and the PSAP receives eight or ten digits of ANI.

(13) X,Y Coordinates

The latitude and longitude of the 911 wireless caller's location.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

5. Wireless E911 Phase 2 (Cont'd)

d. Enhanced MF

Enhanced MF (EMF) is a new signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP's equipment must be 20-digit Enhanced MF capable. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

e. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database Upgrade for Wireless Phase 2. Both components are required for implementation of this service.

(1) Extended ALI Display Format

The PSAP's Automatic Location Identification (ALI) display format must be changed to the Company's Extended ALI Display Format to accommodate the latitude and longitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an interface between the ALI database and the WSP's Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the interface is the responsibility of the WSP.

(2) ALI Database Upgrade for Wireless Phase 2

The ALI Database Upgrade for Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company's Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller's location, and the wireless caller's callback number (CBN). This upgrade will enable the necessary interfaces, software, and databases to permit the wireless caller's location information to be populated in the Company's ALI database and/or retrieved when queried by the customer's PSAP equipment.

f. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>SAE Code</u>
(1) Enhanced MF signaling, per PSAP	\$0.00	\$0.00	-
(2) Extended ALI Display Format, per PSAP	\$3,500.00	\$0.00	-
(3) ALI Database Upgrade for Wireless Phase 2, per PSAP	\$0.00	\$250.00	AEMDATA (WLS)

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

6. Reverse Notification Telephone Number Database Service

a. Description of Service

- (1) The Company offers Reverse Notification Telephone Number Database Service (Reverse Database Service) to support the ability of Public Safety Answering Points (PSAPs) to make broadcast notification calls to areas under their jurisdiction in the event of emergencies.

b. General Regulations

- (1) Reverse Database Service is offered solely for the purpose of permitting PSAPs to make broadcast notifications to particular geographic areas and associated local telephone numbers in the event of emergencies. PSAPs ordering Reverse Database Service must provide the Company with written certification of their authority to make public emergency notifications.
- (2) PSAPs may not use Reverse Database Service information in connection with 911 Emergency Communications Service.
- (3) PSAPs subscribing to Reverse Database Service will receive CD-ROM downloads of information from the Company's Automatic Location Indicator (ALI) database. The Company will provide ten-digit telephone numbers, associated addresses, and names to the extent that information is present in the Company's ALI database.
- (4) Reverse Database Service will include ALI information obtained by the Company from other local exchange carriers serving a PSAP's jurisdiction, when there are multiple local exchange carriers in a PSAP's jurisdiction. Reverse Database Service will include ALI information obtained from customers who operate private switches and have requested that carriers maintain appropriate information in the carrier's ALI database.
- (5) The Company will provide Reverse Database Service only for the jurisdictional area where a PSAP is authorized to provide emergency services. PSAPs will not be able to obtain foreign listings, foreign exchange cross-listings, foreign central office subscriptions, and multiple listings through Reverse Database Service.
- (6) The Company considers all information provided to a PSAP under Reverse Database Service to be confidential and proprietary. Information received through Reverse Database Service may contain the names, addresses and telephone numbers of individuals whose listings are not published in directories and/or are not listed in directory assistance databases. The PSAP must:
  - (a) Hold all Reverse Database Service information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information;

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

6. Reverse Notification Telephone Number Database Service

b. General Regulations (Cont'd)

- (6) The Company considers all information ... (Cont'd)
- (b) Restrict disclosure of the information solely to those PSAP employees and/or agents with a need to know and not disclose or resell such information to any other parties;
  - (c) Use the information only when delivering broadcast notifications of emergencies; and
  - (d) Notify the Company immediately of any confirmed or suspected misuse of Reverse Database Service information.
- (7) The PSAP represents and warrants that it will use information received through Reverse Database Service only in emergency situations. A PSAP may not access, use, import, export, copy, print, distribute or release information for any purpose other than what is necessary to make outbound telephone emergency notifications.
- (8) The Company may immediately terminate a PSAP's use of Reverse Database Service and demand the return of all Reverse Database Service information furnished to the PSAP if, in the Company's judgment, the PSAP misuses the information provided or fails to comply with any other provision of this tariff.
- (9) A PSAP's modification, merger or enhancement of information received through the Reverse Database Service will not relieve the PSAP from any provision of this tariff.

c. Limitations

- (1) The Company offers no warranty or representation with respect to the accuracy or completeness of the Reverse Database Service. The Company may rely on other local exchange carriers or private switch customers for certain information used in the Reverse Database Service.
- (2) The Company does not warrant or represent that the Reverse Database Service will be compatible with every type of reverse notification equipment. PSAPs are responsible for acquiring their own broadcast notification equipment and for testing the compatibility of that equipment with the Reverse Database Service.
- (3) By offering Reverse Database Service, the Company makes no warranties or representations for the operation of customer's broadcast notification equipment or for the availability or performance of any telephone network facilities, including the Company's facilities, during a broadcast notification.

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FCC DESIGNATED N11 SERVICES

A. 911 EMERGENCY COMMUNICATIONS SERVICE (Cont'd)

6. Reverse Notification Telephone Number Database Service

d. Liability of the Company

- (1) By subscribing to Reverse Database Service, a PSAP agrees to hold harmless and indemnify the Company, along with its employees, directors, officers, agents, and subcontractors, from and against all claims or suits arising out of or resulting from the provision of Reverse Database Service, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omissions in the file or the use of such information by the PSAP or its agents.
- (2) To the extent that the PSAP claims sovereign immunity or other statutory limitations against third party claims, the PSAP will extend that same protection to the Company in connection with the PSAP's use of the Reverse Database Service.

e. Rates and Charges

- (1) PSAPs can purchase Reverse Database Service in the following formats:

- (a) One-time update – The customer purchases one CD-ROM update and pays a nonrecurring charge.
- (b) Monthly update – The customer purchases monthly CD-ROM updates and pays a monthly recurring charge. The customer commits to purchasing the CD-ROM for a minimum of twelve consecutive months. Should the customer terminate service prior to the twelfth month, the customer will be billed for any remaining months to fulfill the twelve-month minimum.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
(2) Reverse Database Service,		
(a) One-time update (CD-ROM)	\$500.00	\$ 0.00
(b) Monthly update (CD-ROM) 12 Month Term	0.00	125.00

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FCC DESIGNATED N11 SERVICES

B. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS)

1. General

- a. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commissions (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.
- b. 711 is available from United Telephone Company of the Northwest – Washington (the Company) within the Company's service area only. To provide access to 711 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
- c. This service is subject to the availability of the 711 dialing code.
- d. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
- e. Limitations and use of service are as stated in Section AD of this Tariff.
- f. Directory Listings may be provided for 711 at rates and regulations as specified in Section AE-3 of this Tariff.
- g. Access to 711 is not available to the following classes of service:
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - 101XXXXIn addition, operator assisted calls to 711 will not be completed.



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FCC DESIGNATED N11 SERVICES

B 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

2. Obligations of the TRS Entity

- a. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- b. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- c. The TRS entity should work separately with CLECs to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- d. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
  - (1) An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling," "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
- e. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions:
  - (1) For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.
  - (2) The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone facilities.
  - (3) The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.



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FCC DESIGNATED N11 SERVICES

B 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

2. Obligations of the TRS Entity (Cont'd)

f. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:

- (1) The TRS entity will provide announcements. The Company will provide only the delivery of the call.
- (2) The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
- (3) The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
- (4) The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

3. Obligations of the Company

- a. Once the 711 Dialing Code has been assigned and the subscriber has provided the Company the appropriate toll free number, implementation of the 711 Dialing Code will begin. The Company will implement the TRS entity's request within a reasonable time, given the complexity of the order.

If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment.

- b. When a 711 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 711 Service call, the quality of the call or any features that otherwise may be provided with 711 dialing service.

4. Obligations of the Competitive Local Exchange Carrier (CLEC)

- a. In those instances where a CLEC provides the 711 dialing code to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.

- (1) For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
- (2) A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

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FCC DESIGNATED N11 SERVICES

B 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

5. Liability

- a. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
- b. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
- c. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- d. The Company may take all legal and practical steps to disassociate itself from the TRS entity providing services 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.
- e. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

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FCC DESIGNATED N11 SERVICES

B. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

6. Other Terms and Conditions

- a. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- b. The 711 Dialing Code is provided where facilities permit.
- c. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service as described in Section AE-4 of this Tariff.
- d. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

7. Rates and Charges

- a. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

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FCC DESIGNATED N11 SERVICES

C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES

1. General

- a. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.
- b. The three digit 511 abbreviated dialing code is assigned to the Approved Travel Information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.
- c. 511 is available from United Telephone Company of the Northwest - Washington within the Company's service area only. To provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.
- d. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- e. The 511 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.
- f. 511 Service is offered subject to the availability of facilities.

2. Obligations of the Approved Travel Information Services Provider

- a. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.
- b. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following:
  - (1) The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge as found in Schedule AE-19.D.6.e. following.
  - (2) A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.
  - (3) An acknowledgment of the possibility that the FCC's assignment of the 511 abbreviated dialing code may be recalled at any time.

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FCC DESIGNATED N11 SERVICES

C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

2. Obligations of the Approved Travel Information Services Provider (Cont'd)

c. Local Calling for Company Subscribers

- (1) The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
  - (2) When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.
  - (3) When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange's local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges.
- d. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or 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 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.
- e. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.
- f. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.
- g. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.
- h. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event of a national assignment by the FCC.
- i. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and released and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

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C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

2. Obligations of the Approved Travel Information Services Provider (Cont'd)

- j. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.
- k. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
- l. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- m. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

3. Obligations of the Company

- a. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
- b. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.
- c. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.
- d. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.
- e. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

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C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- b. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
- c. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Tariff.
- d. The Commission's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.
- e. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

5. Other Terms and Conditions

- a. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in Schedule AE-4 of this tariff. The Caller ID service will only provide calling number information as described in Schedule AE-4 of this tariff.
- b. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
- c. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.



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C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

6. Rates and Charges

a. A Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:

- (1) When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
- (2) If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.

b. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:

- (1) When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
- (2) When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
- (3) When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.

c. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

d. The minimum service period for 511 Service is one month.

e. Rates:

	<u>Nonrecurring Charge</u>
(1) Central Office Charge (per host Central Office)	\$120.00
(2) Exclusion Charge (per host Central Office)	240.00
(3) Number Change Charge (per telephone number)	30.00



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D. NON-EMERGENCY 311 SERVICE

1. General

- a. Non-Emergency 311 Service (NE311) is a local telephone exchange communications service which allows Company subscribers to reach non-emergency local government services by dialing an abbreviated telephone number. The Federal Communications Commission (FCC) reserved the abbreviated telephone number, 3-1-1, for non-emergency access to public services. NE311 Service is an optional service which may be purchased by a local municipality, state or local governmental unit to whom authority has been lawfully delegated. The NE311 Service Provider must be granted authority by the appropriate city, county, or state officials to provide the service.
- b. NE311 Service allows a Company subscriber to access an approved NE311 Service Provider by dialing only the 311 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the NE311 Service Provider shall be able to receive calls using the NE311 Service as part of their local exchange services. The NE311 Service is supplemental to and is not a replacement for either party's local exchange service.
- c. All NE311 Service calls must be local in nature and shall not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- d. The NE311 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operated assisted calling and 101XXXX calling. NE311 Service is otherwise available wherever local service is accessible.
- e. Only calls originating within a NE311 Service Provider's area of jurisdiction (the "NE311 Service Area") will be routed to a call center/answering point designated by the NE311 Service Provider. There can be only one NE311 Service Provider in each geographic area. NE311 Service areas may not overlap. This assures that NE311 calls from a telephone line within a NE311 Service Area can be routed to a unique NE311 call center/answering point.
- f. NE311 Service is offered subject to the availability of facilities.

2. Obligations of the Non-Emergency 311 Service Provider

- a. The NE311 Service Provider must submit a written application for NE311 Service on a Company local exchange by local exchange basis. The NE311 Service Provider may establish NE311 Service in all or part of the Company's local exchanges. There may be only one NE311 Service Provider per exchange.
- b. The NE311 Service Provider's written application to establish NE311 Service in a Company local exchange shall include the following:
  - (1) The unpublished local telephone number into which the Company is to translate the dialed NE311 abbreviated code. If the NE311 Service Provider desires to change the telephone number into which the NE311 abbreviated dialing code is translated in an exchange, then the NE311 Service Provider must pay the Number Change Charge specified in Schedule AE-19.D.6.f.e. following.

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D. NON-EMERGENCY 311 SERVICE (Cont'd)

2. Obligations of the Non-Emergency 311 Service Provider (Cont'd)

b. The NE311 Service Provider's written application... (Cont'd)

(2) A location description of the NE311 Service Provider call center where NE311 calls made from the Company local exchange will be routed.

(3) An acknowledgment of the possibility that the FCC's assignment of the NE311 abbreviated dialing code may be recalled at any time.

c. Local Calling for Company Subscribers

(1) The NE311 Service Provider, in cooperation with the Company, shall assure that all NE311 Service calls are local in nature and do not generate local, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.

(2) When the NE311 Service Provider applies for NE311 Service in a Company local exchange, the NE311 Service Provider shall supply the Company with an unpublished seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the dialed NE311 dialing code into the telephone number provided by the NE311 Service Provider.

(3) When the NE311 Service Provider applies for NE311 Service in a Company local exchange and a NE311 Service Provider call center is not located within the exchange's local calling area, then the NE311 Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' NE311 Service calls do not incur toll charges.

d. The NE311 Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the NE311 Service Provider or 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 NE311 Service Provider or others, arising out of or resulting directly or indirectly from the NE311 Service.

e. The NE311 Service Provider must develop an appropriate method for responding to NE311 calls directed to it out of confusion or in error by Company subscribers. This includes calls from customers that reside within the Company local exchange but outside the legally designated jurisdiction of the NE311 Service Provider (i.e. exchange boundaries that cross county borders.)

f. The NE311 Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the NE311 Service Provider to receive calls to the NE311 Service during normal business hours.

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D. NON-EMERGENCY 311 SERVICE (Cont'd)

2. Obligations of the Non-Emergency 311 Service Provider (Cont'd)

- g. NE311 Service is provided on the condition that the NE311 Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the NE311 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the NE311 Service Provider subscribes.
- h. The NE311 Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 311 abbreviated dialing code in the event of a national assignment by the FCC.
- i. The NE311 Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 311 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- j. The NE311 Service Provider must respond promptly to any and all complaints lodged with any regulatory authority against the NE311 Service. If requested by the Company, the NE311 Service Provider shall assist the Company in responding to complaints made to the Company concerning the NE311 Service.
- k. The NE311 Service Provider shall not promote the NE311 Service with the use of an autodialer or broadcasting of tones that dial the NE311 abbreviated dialing code.
- l. NE311 Service is only available to end users located in Company local exchanges. To establish NE311 calling to end users in non-Company local exchanges, the NE311 Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- m. The NE311 Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether NE311 abbreviated dialing will be available to their end users.
- n. In the event that an end user misdials and reports an emergency by dialing 311, the NE311 Service Provider agrees to release, indemnify, defend, and save harmless the Company from claims, suits, actions, damages, costs, judgments, actions of every name and description arising out of or due to acts or omissions of the NE311 Service Provider, its agents and its employees while answering and dispatching 311 calls.

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D. NON-EMERGENCY 311 SERVICE (Cont'd)

3. Obligations of the Company

- a. The Company will establish the NE311 Service within ninety days after receipt of the NE311 Service Provider's completed application(s) for service or of the effective date of the tariff, whichever is later.
- b. When an NE311 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said NE311 Service call, the quality of the call or any features that may otherwise be provided with NE311 Service.
- c. The Company will route NE311 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing NE311 Service for calls originating from other telecommunications providers.
- d. The Company does not undertake to answer and forward NE311 Service calls but furnishes the use of its facilities to enable the NE311 Service Provider to respond to such calls at NE311 Service Provider established call centers.
- e. The rates charged for NE311 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The NE311 Service Provider shall make such operational tests as, in the judgment of the NE311 Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The NE311 Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.
- f. NE311 Service is furnished subject to all operating failures and interruptions, including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. The rates provided for this service are subject to the limitations which appear in this section and in other applicable sections of this and other tariffs. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange that NE311 Service is offered.

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D. NON-EMERGENCY 311 SERVICE (Cont'd)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing NE311 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the NE311 Service Provider for the NE311 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company has no liability for losses or damages caused by the negligence of the NE311 Service Provider.
- b. The Company's entire liability to any person for interruption or failure of the NE311 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- c. The Commission's local assignment and the NE311 Service Provider's use of the 311 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the NE311 Service Provider for any damages the NE311 Service Provider may incur that results from a national assignment of the 311 abbreviated dialing code.
- d. The Company accepts no responsibility for obtaining subscriber record information from telephone end users.
- e. The Company will make every effort to route NE311 calls to the appropriate NE311 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

5. Other Terms and Conditions

- a. The NE311 Service will not provide calling number information in real time to the NE311 Service Provider. If this type of information is required, the NE311 Service Provider must subscribe to compatible Caller ID Service as described in Schedule AE-4 of this tariff. The Caller ID Service will only provide calling number information as described in Schedule AE-4 of this tariff.
- b. The NE311 Service is provided solely for the benefit of the NE311 Service Provider. The provision of the NE311 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the NE311 Service Provider.
- c. A written notice will be sent to the NE311 Service Provider following oral notification when its NE311 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the NE311 Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the NE311 Service Provider is unwilling to accept the modifications, or if the NE311 Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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D. NON-EMERGENCY 311 SERVICE (Cont'd)

6. Rates

- a. The nonrecurring charges associated with the initial NE311 Service establishment are specified in Schedule AE-28,IV.F.6. following. These are one-time charges which apply only when the NE311 Service Provider establishes or modifies NE311 Service.
- b. The NE311 Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which NE311 Service is established.
  - (1) Some Company local exchanges are served by more than one host central office. In order to establish NE311 Service in such an exchange, the NE311 Service Provider shall pay a Central Office Charge for each host central office in the Company local exchange.
  - (2) Some host central offices serve more than one Company local exchange. If the NE311 Service Provider makes applications to establish NE311 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the NE311 Service Provider requests NE311 Service in all the Company local exchanges served by that host central office.
- c. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of NE311 Service as follows:
  - (1) When the NE311 Service Provider does not simultaneously establish NE311 Service in every Company local exchange served by a host central office, the NE311 Service Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
  - (2) When a Company local exchange is once excluded, but the NE311 Service Provider later applies to establish NE311 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
  - (3) When the NE311 Service Provider requests a different telephone number be translated to the 311 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 311 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
- d. A nonrecurring Number Change Charge applies when the NE311 Service Provider changes the telephone number into which the NE311 abbreviated dialing code is translated. The Number Change Charge shall be applied on a per telephone number, per host central office basis.
- e. The minimum service period for NE 311 Service is one month.

f. Rates

	<u>Nonrecurring Charge</u>
(1) Central Office Charge (per host Central Office)	\$120.00
(2) Exclusion Charge (per host Central Office)	240.00
(3) Number Change Charge (per telephone number)	30.00



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E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

1. General Regulations

- a. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").
- b. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- c. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- d. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

2. Obligations of the Approved Information and Referral Service Provider

- a. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
- b. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange must include the following:
  - (1) The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Schedule AE-19.E.6.e.
  - (2) A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
  - (3) An acknowledgment of the possibility that the FCC's assignment of the 211 abbreviated dialing code may be recalled at any time.

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E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

2. Obligations of the Approved Information and Referral Service Provider (Cont'd)

c. Local Calling for Company Subscribers

- (1) The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
- (2) When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
- (3) When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.

- d. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or 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 Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
- e. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
- f. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
- g. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Provider subscribes.



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E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

2. Obligations of the Approved Information and Referral Service Provider (Cont'd)

- h. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
- i. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
- j. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.
- k. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
- l. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
- m. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

3. Obligations of the Company

- a. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this tariff, whichever is later.
- b. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
- c. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

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E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

3. Obligations of the Company (Cont'd)

d. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- b. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
- c. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this schedule and other schedules of this tariff.

5. Other Terms and Conditions

- a. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Schedule AE-4 of this tariff. The Caller ID service will only provide calling number information as described in Schedule AE-4 of this tariff.
- b. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

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FCC DESIGNATED N11 SERVICES

E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

5. Other Terms and Conditions (Cont'd)

- c. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

6. Rates and Charges

- a. Subject to other terms and conditions of this Tariff, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
- b. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
  - (1) When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
  - (2) If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.

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FCC DESIGNATED N11 SERVICES

E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

6. Rates and Charges (Cont'd)

c. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:

(1) When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.

(2) When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.

(3) When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 211 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.

d. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

e. Rates

	<u>Nonrecurring Charge</u>
(1) Central Office Charge (per host Central Office)	\$ 120.00
(2) Exclusion Charge (per host Central Office)	240.00
(3) Number Change Charge (per telephone number)	30.00

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FCC DESIGNATED N11 SERVICES

F. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS<sup>(1)</sup>

1. General

- a. 811 Dialing Code ("811 Service") is a three digit local dialing arrangement for telephone voice transmission access to all certified "One Call" notification systems entities as a toll free call. The Federal Communications Commission (FCC) assigned 811 dialing code for nationwide access to One Call Notification Systems.
- b. The three digit 811 abbreviated dialing One Call Notification code is assigned to the Approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
- c. 811 Service is available from United Telephone Company of the Northwest (the Company) within the Company's service area only. To provide access to 811 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
- d. All 811 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
- e. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

2. Obligations of the Approved "One Call" Notification Systems Provider

- a. The 811 Provider must submit a written application to the Company for 811 Service at the state level. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
- b. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
  - (1) The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge.
  - (2) An acknowledgment of the possibility that the Federal Communication Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.

<sup>(1)</sup> This service will be available no later than April, 2007 per FCC mandate.

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FCC DESIGNATED N11 SERVICES

F. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Cont'd)

2. Obligations of the Approved "One Call" Notification Systems Provider (Cont'd)

c. Local Calling for Company Subscribers

- (1) The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
  - (2) When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area or a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
  - (3) When the 811 Provider applies for 811 Service in a Company local exchange and a 811 Provider call center is not located within the local exchange's local calling area, the 811 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 811 Service calls do not incur toll charges.
- d. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or 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 811 Provider or others, arising out of or resulting directly or indirectly from the 811 Service.
- e. The 811 Provider must develop an appropriate method for responding to 811 calls directed to it out of confusion or in error by Company subscribers.
- f. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
- g. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
- h. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
- i. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and released and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

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FCC DESIGNATED N11 SERVICES

F. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Cont'd)

2. Obligations of the Approved "One Call" Notification Systems Provider (Cont'd)

- j. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
- k. The 811 Provider shall not promote the 811 Service with the use of an auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
- l. The 811 Service is available only to end users located in Company local exchanges. To establish 811 calling to end users in non-Company local exchanges, the 811 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges
- m. The 811 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's exchanges to ascertain whether 811 abbreviated dialing will be available to their end users.

3. Obligations of the Company

- a. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service or the effective date of this Tariff, whichever is later.
- b. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
- c. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider established call centers.
- d. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.



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FCC DESIGNATED N11 SERVICES

F. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Cont'd)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- b. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
- c. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this Tariff.
- d. The 811 Service Provider's use of the 811 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Service Provider for any damages the 811 Service Provider may incur that results from a national assignment of the 811 abbreviated dialing code.
- e. The Company will make every effort to route 811 calls to the appropriate 811 Service Provider calling center, however, the Company will not be held responsible for Provider's errors.



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FCC DESIGNATED N11 SERVICES

F. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Cont'd)

5. Other Terms and Conditions

- a. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described in Schedule AE-4 of this Tariff. The Caller ID service will only provide calling number or name and number information as described in Schedule AE-4 of this Tariff.
- b. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.
- c. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

6. Rates and Charges

- a. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
  - (1) If the 811 Provider establishes 811 Service in multiple Company exchanges served by the same host central office, only one Central Office Charge applies.
- b. A Number Change Charge applies when the 811 Provider established service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
- c. Rates:

	<u>Nonrecurring Charge</u>
Central Office Charge (per host Central Office)	\$120.00
Number Change Charge (per Telephone Number)	30.00

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Schedule AE-20  
Original Sheet 1

DERIVED CHANNEL SERVICES

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Schedule AE-20  
 Original Sheet 2

DERIVED CHANNEL SERVICES

A. Individual Voice Channels for Custom Access Solutions

1. Description

- a. Individual Voice Channels for Custom Access Solutions is an intraexchange digital service designed to provide for the integration of multiple voice channels over Custom Access Solutions as found in CenturyLink LOC Companies' FCC Tariff No. 3, Section 8.7.
- b. Individual Voice Channels are segregated from the data channels using a Digital Access and Cross-connect System (DACS) located in the Telephone Companies' central office. The DACS will route the voice traffic to the serving wire center switching equipment. Individual Voice Channels may be provisioned with ISDN-PRI functionality upon request.
- c. Customers subscribing to Individual Voice Channels for Custom Access Solutions are limited to a maximum of 20 Individual Voice Channels per 1.544 Mbps facility. Each channel is dedicated to the provisioning of Individual Voice Channels for Custom Access Solutions. Channels not activated will not be used for purposes other than providing Individual Voice Channels for Custom Access Solutions.
- d. Customers subscribing to Individual Voice Channels for Custom Access Solutions must also order data channels at the same time from CenturyLink LOC Companies' FCC Tariff No. 3, Section 8.7, in one of the following combinations:

Individual Voice Channels <sup>1</sup>	Frame Relay Service			
	256 Kbps (4 Channels)	384 Kbps (6 Channels)	512 Kbps (8 Channels)	768 Kbps (12 Channels)
6	10	12	14	18
8	12	14	16	20
10	14	16	18	22
12	16	18	20	24
14	18	20	22	N/A
16	20	22	24	N/A
18	22	24	N/A	N/A
20	24	N/A	N/A	N/A

Shaded area reflects total channels utilized for each combination.

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Original Sheet 3

DERIVED CHANNEL SERVICES

A. Individual Voice Channels for Custom Access Solutions (Cont'd)

1. Description (Cont'd)

e. Individual Voice Channels may be equipped with the following features, where available:

(1) Incoming Call Identification (Caller ID) – Caller ID provides the customer with the telephone number of the calling party and is intended solely for the use of the Individual Voice Channels for Custom Access Solutions subscriber.

f. Individual Voice Channels with ISDN-PRI functionality provides functionality equivalent to ISDN-PRI Service as described in Schedule AE-24 of this tariff. All standard features included with ISDN-PRI Service are standard for Individual Voice Channels with ISDN-PRI functionality. In addition, optional features available with ISDN-PRI Service are available with Individual Voice Channels with ISDN-PRI functionality, with the exception of D-Channel Backup and Circular Hunt. Optional features are provided at the rates and charges specified in Schedule AE-24 of this tariff on a per 1.544 Mbps facility basis.

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Schedule AE-20  
Original Sheet 4

DERIVED CHANNEL SERVICES

A. Individual Voice Channels for Custom Access Solutions (Cont'd)

2. Definitions

- a. Digital Access and Cross-connect System (DACCS) – A digital switching device for routing and switching T-1 lines, and DS0 portions of lines, among multiple T-1 ports. The DACCS performs all the functions of a normal “switch” except connections are typically setup in advance of the call, not together with the call.
- b. Custom Access Solutions – Provides for the integration of multiple voice and data channels over the same 1.544 Mbps facility, as referenced in CenturyLink LOC Companies’ FCC Tariff No. 3, Section 8.7.

3. General Regulations

- a. The regulations and rates specified herein for Individual Voice Channels for Custom Access Solutions are in addition to the applicable regulations and rates in other tariffs and other sections of this tariff. Unless specified, the regulations for Individual Voice Channels for Custom Access Solutions apply in addition to the Rules and Regulations set forth in Schedule AD of this tariff.
- b. Individual Voice Channels for Custom Access Solutions is provided subject to the availability of appropriate facilities as determined by the Company. Service inquiries will be necessary to determine availability.
- c. Customer Premise Equipment (CPE) that is compatible with Individual Voice Channels for Custom Access Solutions is the customer’s responsibility to provision.
- d. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of Individual Voice Channels for Custom Access Solutions render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- e. Individual Voice Channels for Custom Access Solutions is only available where facilities permit.
- f. Customers may disconnect Individual Voice Channels for Custom Access Solutions, without penalty, should the total of the monthly recurring rates associated with Individual Voice Channels for Custom Access Solutions increase by 10% or more at any one time.
- g. Custom Calling Features and Expresstouch Services are available as specified in Schedule AE-4 of this tariff at the applicable tariffed recurring rates.
- h. One Directory Listing will be provided per 1.544 Mbps facility. Additional Directory Listings are available as specified in Schedule AE-3 of this tariff.

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Original Sheet 5

DERIVED CHANNEL SERVICES

A. Individual Voice Channels for Custom Access Solutions (Cont'd)

4. Service Components

- a. Individual Voice Channels - A monthly rate is applicable for each individual voice channels for Custom Access Solutions. Custom Access Solutions is found in CenturyLink LOC Companies' FCC Tariff No. 3, Section 8.7. Individual Voice Channels can be purchased in increments of 6, 8, 10, 12, 14, 16, 18 or 20 voice channels. Individual Voice Channels with ISDN-PRI functionality can be purchased in increments of 12, 14, 16, 18 or 20 voice channels.
- b. All other service components apply as found in CenturyLink LOC Companies' FCC Tariff No. 3, Section 8.7.

5. Application of Rates

- a. The monthly rate per Individual Voice Channel includes all mandatory and applicable Extended Area Service (EAS) recurring charges. Individual Voice Channels receive the same local calling area as any other form of basic local exchange service.
- b. Optional toll and extended local calling plans are available as specified in this tariff at the applicable tariffed recurring rates and usage charges.
- c. All federal and state surcharges apply per Individual Voice Channel, including, but not limited to, 9-1-1 surcharges and Telecommunications Relay Service (TRS) surcharges.
- d. Federal monthly end user charges apply, as described in CenturyLink LOC Companies' FCC Tariff No. 3, Section 4. (e.g., End User Common Line (EUCL), Presubscribed Interexchange Carrier Charge (PICC), Line Port Charge (LPC), Local Number Portability (LNP), Federal Universal Service Fund (USF)).

6. Rates and Charges

	<u>Monthly Rate</u>
a. Individual Voice Channel without ISDN-PRI functionality: (per channel)	\$29.00
b. Individual Voice Channel with ISDN-PRI functionality: (per channel)	\$35.00

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Original Sheet 1

CONCURRENCES

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UNITED TELEPHONE COMPANY OF THE NORTHWEST  
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Schedule AE-21  
Original Sheet 2

CONCURRENCES

IntraLATA Private Line Service

United Telephone Company of the Northwest concurs in tariff WN U-40, Qwest Corporation together with amendments and successive issues, for the purpose of providing intraexchange private line services within our serving area and other areas within the State of Washington.



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Schedule AE-21  
Original Sheet 3

CONCURRENCES

Department of Energy - Hanford

Rates and conditions as named in General Telephone Company of the Northwest, Inc., tariff WN U-4, together with its amendments and successive issues, are hereby adopted to apply within that portion of the Department of Energy - Hanford reservation in the Columbia, Grandview, Whitstran, and Mattawa exchanges.

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Schedule AE-22  
Original Sheet 1

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

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Schedule AE-22  
Original Sheet 2

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE

1. CHARGE

A trouble identification visit charge based on time and material (T&M) charges is applicable to each visit by the Company to a customer's premises where a service difficulty or trouble report results from customer-provided equipment, facilities, or wiring. See Schedule AE-12 (Service Connection Charges).

Exception: Above charge will not apply if customer has maintenance contract with the Company.

2. CONDITIONS

- a. Visit charges provided for herein are in addition to the regular schedule of rates and charges.
- b. Actual repair of customer-owned premises equipment will not be subject to the conditions of this tariff, but will be charged on an unregulated basis at the Company's discretion.
- c. When a service difficulty or trouble is reported to the Company by other than the customer, or detected by the Company Staff:
  - (1) The Company will first endeavor to clear the trouble without a visit to the customer's premises.
  - (2) If the trouble cannot be so cleared, the Company will inform the customer of the trouble condition and that it cannot clear it without a visit to the customer's premises.
- d. The Customer may then temporarily discontinue connection of the customer-provided facilities with those of the Company, to determine if trouble will clear. If disconnection of the customer-provided facilities does not clear the trouble and a visit to the customer's premises is still necessary, no visit charge will apply.
- e. Upon visiting the customer's premises with his consent, if the Company finds the service difficulty or trouble results from the use of customer-provided equipment or facilities, the visit charge will be applicable.
- f. If the customer asks the Company to defer its visit or does not consent to a Company visit, the Company will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.

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Schedule AE-22  
Original Sheet 3

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

3. GENERAL REGULATIONS

- a. Customer-provided terminal equipment, protective circuitry, and communications systems may be used with the facilities furnished by the Company for telecommunications services as provided in the following paragraphs of this section of the tariff. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained, and operated as to work satisfactorily with the facilities of the Company.
- b. Where telecommunications service is available under this tariff for use in connection with customer-provided terminal equipment, protective circuitry, or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does 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 telecommunications system or otherwise injure the public in its use of the Company's service. 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. The Customer shall be responsible for the payment of Company charges, as specified in this section of the tariff, for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.
- c. The Company shall not be responsible for the installation, operation, or maintenance of any customer-provided terminal equipment, protective circuitry, or communications systems, except as provided in maintenance contract. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service: subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment, protective circuitry, or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment, protective circuitry or systems.
- d. The Company will not be responsible to the customer or otherwise, if changes in the Company's communications facilities, equipment, operations, or procedures renders the customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment. The Company will give at least 90 days notice in writing if such changes can reasonably be expected to occur, allowing the customer an opportunity to maintain uninterrupted service.
- e. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

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Original Sheet 4

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

3. GENERAL REGULATIONS (Cont'd)

- f. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished installed, and maintained by the Company unless the customer-provided terminal equipment or protective circuitry meet the requirements of Part 68 of FCC Rules and Regulations.
- g. Where any customer-provided equipment, protective circuitry or communications system is used with telecommunications service in violation of any of the provisions in this tariff, the Company will take such immediate action as necessary for protection of its services and/or facilities and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or systems or correct the violation and shall confirm in writing to the Company within 2 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in termination of the customer's service until such time as the customer complies with the provisions of this tariff.
- h. Customer-provided terminal equipment or communications systems which serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be connected with telecommunications service only by means of registered or grandfathered connecting equipment furnished by the customer (unless the customer-provided terminal equipment and/or communications system has been registered in accordance with Part 68 of the FCC Rules and Regulations).
- i. The Customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
- j. The customer must provide all the electrical power necessary for the operation of customer-provided communications systems equipment and associated lines to the point of interconnection.
- k. The customer must provide and install all wiring from the point of connection with Company facilities, i.e., at the jack or protective connecting arrangement, and will make the actual connection to the Company facilities.

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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

3. GENERAL REGULATIONS (Cont'd)

- l. Terminal equipment or protective circuitry lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified.

Entire PBX or key telephone systems, including their equipment, premises wiring and protective apparatus (if any), lawfully connected directly to the Company's exchange facilities, in each exchange, as of June 1, 1978, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified. Additions to such system may be made up to July 1, 1979, without registration of any additional equipment involved provided that:

- (1) any premises wiring added conforms to the Part 68, of the FCC Rules and Regulations,
- (2) any equipment added is of a type directly connected to the telephone network as of October 17, 1977.

- m. Terminal equipment and protective circuitry of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may be connected thereafter in the same or compatible exchange until July 1, 1979, at which time all terminal equipment and protective circuitry, other than terminal equipment and protective circuitry covered in paragraph l. above, must be registered in accordance with Part 68 of FCC Rules and Regulations.

PBX or key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may be connected after June 1, 1978 in the same or compatible exchange until July 1, 1979, at which time all PBX or key telephone systems covered in paragraph l. above must be registered in accordance with Part 68 of the FCC Rules and Regulations. All premises wiring must conform to rules specified in Part 68 of the FCC Rules and Regulations.

- n. Terminal equipment, protective circuitry, and PBX or key telephone systems of a type not lawfully connected directly to the Company's exchange facilities in each exchange on October 17, 1977, where compatible, may be directly connected after July 1, 1979, in the same or a compatible exchange only if the customer-provided terminal equipment, protective circuitry, or PBX or key telephone system has been registered in accordance with Part 68 of the FCC Rules and Regulations.

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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

3. GENERAL REGULATIONS (Cont'd)

n. (Cont'd)

PBX or key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, or registered in accordance with Part 68 of the FCC Rule and Regulations, and are presently connected to the Company's exchange facilities by protective apparatus, may remove such protective apparatus and connect directly if the following conditions are met:

(1) any premises wiring whose classification is changed thereby is qualified as if newly installed under Part 68 of the FCC Rules and Regulations.

(2) all equipment in the system are of a type directly connected to the telephone network as of October 17, 1977, or are registered in accordance with Part 68 of the FCC Rules and Regulations.

o. Terminal equipment not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the tariff provisions in effect prior to October 17, 1977, requiring the use of a Company-provided network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

Customer-provided key telephone instruments may not be connected to Company equipment or services either directly or through customer or Company-provided registered or grandfathered protective circuitry.

p. The Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided terminal equipment or protective circuitry.

q. The Company may provide one ringer (or other device) to the line when necessary to provide line test capability.

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CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

4. CONNECTION WITH FEDERAL COMMUNICATION COMMISSION (FCC) REGISTERED EQUIPMENT

FCC registered or grandfathered terminal equipment, protective circuitry, or data equipment, excluding coin telephone, private branch exchange systems, key systems, may be directly connected to the Company's exchange facilities in accordance with the following:

(The term "registered" includes grandfathered equipment in accordance with the rules and conditions of this schedule and Part 68 of the FCC Rules and Regulations.)

- a. Customer-provided terminal equipment, protective circuitry, data equipment, or communications systems, directly connected to exchange facilities must be registered in accordance with Part 68 of the FCC Rules and Regulations.
- b. Customer-provided terminal equipment, protective circuitry, data equipment or communications systems connected to exchange facilities, (except for Company-provided ringers or other line test devices) shall be made through standard plugs and standard jacks so as to allow for easy and immediate connection or disconnection. Standards for plugs and jacks are as specified in Part 68 of the FCC Rules and Regulations.
- c. Customers desiring to connect terminal equipment, protective circuitry, data equipment, or communications systems, to the Company's exchange facilities, and before such connection is made, are required to inform the Company of:
  - (1) The FCC Registration Number, and
  - (2) The Ringer Equivalence Number of the registered terminal equipment or registered protective circuitry, and
  - (3) The line number or directory number to which the terminal equipment, protective circuitry, or data equipment, will be connected.
- d. The Company will maintain a written record of the information provided by the customer. A customer who fails to notify the Company of such connection or is otherwise in violation of Part 68 of the FCC Rules and Regulations will be subject to disconnection of said equipment.



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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

A. TROUBLE IDENTIFICATION VISIT CHARGE (Cont'd)

4. CONNECTION WITH FEDERAL COMMUNICATIONS COMMISSION (FCC) REGISTERED EQUIPMENT (Cont'd)

- e. Customers shall give notice to the Company upon final disconnection of customer-provided terminal equipment, protective circuitry, data equipment, or communications systems from the Company's particular line or directory number(s).
- f. In the event customer-provided terminal equipment or protective circuitry causes harm to the network, the Company will, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior notice is not practicable, the Company will subsequently notify the customer of such temporary discontinuance, and inform the customer of his right to bring complaint to the Washington Utilities and Transportation Commission.
- g. Technical information concerning interface parameters sufficient to allow the customer to properly interconnect his terminal equipment, including the number of ringers which may be connected to a particular telephone line will be provided by the Company upon request.

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Enhanced Frame Relay Service

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Enhanced Frame Relay Service

A. Description

1. Enhanced Frame Relay Service (EFRS) is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps, or 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the EFRS network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.
2. Permanent Virtual Circuits (PVCs) are logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and non-established via the service order process. Separate PVCs must be established to each location to which the customer desires to transmit data. PVC channels are virtual channels that are established in software tables and do not tie up facilities when not in use. With EFRS, customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion. Multiple PVCs can be defined over a single Frame Relay Access Line (FRAL), thereby providing a single access line the capability to transmit data to multiple destinations.
3. EFRS requires the use of customer terminal equipment that functions as a multiplexer, bridger or router. This terminal equipment must be purchased separately from the EFRS and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D. The terminal equipment accumulates customer data and transfers it into a frame relay format suitable for transmission over the EFRS network.
4. In the operation of EFRS, Customer Premises Equipment (CPE), such as frame relay assemblers and disassemblers, encapsulate arriving data into variable length frames. The information contained in these frames is data link connection identifier (DLCI) addresses, which identifies the PVC in the network that should be used to forward the frame to its proper destination. The CPE then sends the frame into the EFRS network over a dedicated access facility called a User Network Interface (UNI). The frame relay switch reads identifying information and routes the frame to the proper destination based on pre-established PVC.
5. Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. EFRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
6. EFRS is provided to the customer in the form of a FRAL, Frame Relay User Network Interface Port and the PVC.
7. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
8. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as oversubscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.

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Enhanced Frame Relay Service

A. Description (Cont'd)

9. The CIR and the Excess Burst Size ( $B_e$ ) are traffic management parameters that allow the customer to fine tune implementation of EFRS in conjunction with the classes of PVCs offered.
10. 64 Kbps Clear Channel Capability (CCC) will be provided upon request and where deemed applicable by the Company. The cost of construction may apply when technical limitations and/or the lack of facilities exist, or if it is necessary to construct facilities to satisfy service requests.

B. Definitions

64 Kbps Clear Channel Capability (CCC)

A channel connection that provides an end-to-end digital connection between the customer's premises and the customer's Serving Central Office in which all 64 Kbps of bandwidth are available for the customer's use.

Committed Information Rate (CIR)

Defines the amount of data throughput on any designated PVC that the Company will support under normal operating conditions. CIR is administered per PVC. Any data burst beyond the CIR may be labeled Discard Eligible (DE) if the data transfer rate exceeds the CIR of the PVC being used. If the EFRS network develops congestion, the frames marked DE may be discarded. Upon service subscription, the customer must specify the PVC class and CIR for each PVC. The retransmission of discarded frames is administered by the customer's CPE.

Customer Designated Location (CDL)

The geographic location designated by the customer where the customer's CPE is first considered to enter the Company's network.

Data Link Connection Identifier (DLCI)

The address information contained in the frame relay header that conveys to the network how an individual frame should be routed. The DLCI essentially defines the customer end point to which a particular frame should be sent.

Excess Burst Size ( $B_e$ )

Denotes the data above CIR at which customer data will be admitted to the EFRS network. All Excess Burst data admitted to the network that exceeds the CIR will be designated discard eligible.

Frame

A sequence of contiguous bits delimited by beginning and ending flag sequences.

Frame Relay Access Line (FRAL)

A UNI that provides access to the EFRS network. A FRAL includes the provision of a frame relay access port and the physical facility from the customer designated location to the Company Central Office.

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Enhanced Frame Relay Service

B. Definitions (Cont'd)

Frame Relay Access Port (FRAP)

A port on the EFRS network that is used to interconnect other Company provided private line services such as Digital Data Service, High Capacity Service or a digital cross connect system port to the EFRS network. The FRAP is the physical entry point for PVCs. Ports include the electronic equipment used in connecting these service elements to the EFRS network and enable customers to allocate bandwidth to applications as needed.

Enhanced Frame Relay Service (EFRS)

A fast packet network that provides the customer high-speed access and throughput to different customer addresses. Utilizing statistical multiplexing, the EFRS network enables the customer to allocate bandwidth to applications as needed, rather than dedicating fixed channels to specific applications. Customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion.

Enhanced Frame Relay Service Network Serving Area

Area encompassing certain serving area points. Serving area points are those Company central offices designated for the EFRS Network Serving Area.

Gateway Service

Allows the Company EFRS customers to interconnect to other frame relay networks. The service is available wherever the Company has established a network interface with another private or public frame relay network. Gateway Service is only available where such network connectivity exists or where suitable connectivity arrangements can be made that are acceptable to the Company.

Local Access and Transport Area (LATA)

Denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges that are grouped to serve common social, economic, and other purposes.

Local Area Network (LAN)

A network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

Logical Channel

A communications channel that allows two-way, simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel. Capacity is made available as the data is transmitted. Each PVC is considered one logical channel or one virtual channel.

Maximum Burst Rate (MBR)

Denotes the maximum information rate at which customer traffic will be admitted to the EFRS network. Traffic rates in excess of MBR will be automatically discarded on ingress to the network. MBR is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size ( $B_e$ ).

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Enhanced Frame Relay Service

B. Definitions (Cont'd)

Network to Network Interface (NNI)

Specifies how a frame relay switch sends and receives data from a frame relay interexchange carrier's or other customer's network.

Permanent Virtual Circuit (PVC)

Provides a software-defined electronic path between the two ports within the EFRS network. A UNI or NNI port connection can be associated with multiple PVCs. Since all PVCs need not be in use at the same time, it is possible for the total CIR of all PVCs associated with one port to exceed the bandwidth of the port. It is not possible, however for the simultaneous aggregation of the PVCs throughput to exceed the bandwidth of the port. Such a relationship is referred to as oversubscription or overbooking. When oversubscription occurs, there is no guarantee that the bandwidth defined for that PVC will be available at any point in time. PVCs classified as Frame for Voice receive the highest priority routing with PVCs classified as Frame for SNA next in priority. Frame for LAN PVCs receive standard frame relay switching priority.

Private Network Link (PNL)

The facilities, normally DS1 service used from a customer's frame relay switch location to the Company's Enhanced Frame Relay Service Network.

Protocol

A specific set of rules, procedures or conventions relating to format and timing of data transmission between two devices. It is a standard procedure that two data devices must accept and use in order to understand each other. Protocols break a file into parts called blocks or packets. When packets are sent, the receiving computer checks the arriving packets and sends an acknowledgment back to the sending computer.

Servicing Area Points

Geographical locations designated by the Company where EFRS network ports are located and where the EFRS network is accessed.

Serving Central Office (SCO)

The Company central office from which the customer normally receives dial tone.

Systems Network Architecture (SNA)

IBM's data communications scheme.

Statistical Multiplexing

A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

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Enhanced Frame Relay Service

B. Definitions (Cont'd)

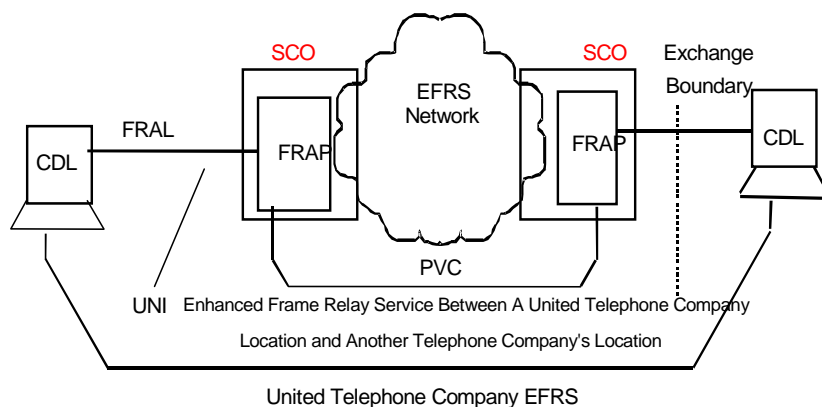
User to Network Interface (UNI)

A standard interface used to connect the end-user to the Company EFRS network. The UNI receives the data frame from the customer's LAN or other CPE devices and verifies that the DLCI is valid before relaying the frame to the destination point.

Utilization Reports

Reports that the customer can order that display circuit utilization for Frame Relay Access Ports (FRAP) and Permanent Virtual Circuits (PVC).

The following diagram illustrates some of the above mentioned terms.



CDL = Customer Designated Location  
EFRS = Enhanced Frame Relay Service  
FRAL = Frame Relay Access Line  
FRAP = Frame Relay Access Port  
PVC = Permanent Virtual Circuit  
SCO = Serving Central Office  
UNI = User to Network Interface

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Enhanced Frame Relay Service

C. General Regulations

1. EFRS is available at Company Servicing Area Point locations. EFRS is offered for local intraLATA and interLATA intrastate use where Company facilities exist. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other tariffs and other schedules of this tariff.
2. EFRS is provided subject to the availability of facilities.
3. EFRS is provided to the customer in the form of an FRAL or a combination of digital, private line transport facilities (i.e., Digital Data Service or High Capacity Service) and a FRAP, and a PVC at a specified CIR. The FRAL, or a combination of Digital Data Service and High Capacity Service and a FRAP, form the customer access components to the EFRS network.
4. 44.210 Mbps service is available at tariff rates only from serving central offices that have an EFRS switch. 44.210 Mbps service is available at Individual Case Basis (ICB) rates from serving central offices that do not have an EFRS switch. The FRAP Only offerings are provided for digital special access line connections to the network supporting EFRS. Digital special access facilities are available from the Private Line schedule of this tariff, the Intrastate Access Service Tariff, or the CenturyLink LOC Companies' F.C.C. No. 3 Tariff.
5. The minimum service period for EFRS is three months. EFRS may be ordered on a month to month basis or through a Term Discount Plan for fixed periods of 12 to 84 months.
6. The temporary suspension of service at the customer's request is not allowed for Enhanced Frame Relay Service.
7. The customer is responsible for payment of a Trouble Identification Visit Charge, as defined in Schedule AI of this tariff, for visits by the Company to the customer premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.
8. When the customer orders additional PVCs, nonrecurring charges will apply. In addition, nonrecurring charges will apply to all changes made to a customer's Frame Relay configuration at the customer's request.
9. A customer subscribing to a FRAL or FRAP and a PVC will be referred to as the Controller of the FRAL or FRAP. A customer may request data transmission capability to a different customer's location. Both customers must subscribe to Enhanced Frame Relay Service. The customer requesting PVC connectivity to another customer's location as such must have written permission from the Controller of the FRAL or FRAP for this data transmission capability.  
  
The FRAL or FRAP and PVC may be ordered and billed independently and can have different customers as Controllers. A request by one customer to discontinue a PVC does not result in the disconnection of the FRAL and/or FRAP. Only the Controller of a FRAL or FRAP may authorize the disconnection of that FRAL or FRAP.
10. Whenever facilities are provided jointly by the Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange EFRS provided by the Company.



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Enhanced Frame Relay Service

C. General Regulations (Cont'd)

11. Where it is necessary to use interexchange or local channel facilities of another telephone company in order to furnish a private line service to interconnect to the Company's EFRS, such service will be furnished only if satisfactory arrangements can be made with the other company.
12. Due to technical limitations, the distance between the SWC and the customer designated location (CDL) is limited to approximately 12,000 feet for 1.544 Mbps access or 18,000 feet for 56 kbps access. A Company engineer may allow some deviation of this specification based on the gauge of wire used. For access lines that exceed this specification, the access line may be made operational by adding additional equipment. However, the actual cost of construction may apply.

D. Obligations Of The Company

1. The responsibility of the Company is limited to furnishing network equipment suitable for EFRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company is not responsible for the through transmission of signals generated by the customer provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
2. The Company is not responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting EFRS to the technological requirements of any specific customer equipment.
3. The Company is not responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of EFRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.
4. In order to maintain the quality of EFRS, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as follows:

a. Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is defined as occurring between midnight and 6 a.m., local time, on Monday. The Company reserves the same time period for any other day(s) of the week to facilitate maintenance which cannot be completed during the Monday maintenance window. The Company will provide advance notice of all scheduled maintenance.

b. Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is performed when EFRS network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible; however, the customer will be informed when the maintenance has been completed.

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Enhanced Frame Relay Service

E. Obligations Of The Customer

1. The customer's frame relay compatible terminal equipment is responsible for re-transmitting frames that are discarded due to errors or network congestion.
2. Where EFRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of Company employees or the public; does not damage, harm, require change in or alteration of the equipment or other services of the Company; does not interfere with the proper operation of the Company's equipment or does not otherwise injure the public in its use of Company services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.
3. The customer, upon request, shall furnish such CPE information as may be required to permit the Company to design and maintain the EFRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.
4. Upon service subscription, the customer must specify the CIR class and  $B_e$  of each PVC ordered. CIR is the maximum information rate at which the customer's traffic will be admitted to the EFRS network without being designated eligible for discard. A default of fifty (50) percent of the smallest port size will be assigned as the CIR should the information not be provided. No individual PVC CIR shall exceed (95) percent of the FRAP access rate. The sum of all CIR on a single FRAP must not exceed two hundred (200) percent of the FRAP access rate.

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Enhanced Frame Relay Service

F. Term Discount Plan (TDP)

1. Term Discount Plans (TDPs) are available for FRALs, FRAPs and PNLs. TDPs provide the customer with discounted rates for the services listed. The customer agrees to a minimum service commitment period for EFRS when the TDP is established. Customers may disconnect or move PVCs and not be subject to termination liability charges. The customer must order a TDP in writing to the Company. A TDP may be ordered in one month increments, based on the following plan options:

Plan A: 12 - 23 months  
Plan B: 24 - 35 months  
Plan C: 36 - 59 months  
Plan D: 60 - 84 months

2. The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, no administrative charges are applied toward facilities in-service at that time. If a customer moves from a month to month plan to a TDP, or upgrades from one TDP to another, no administrative charges are applied.
3. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of EFRS prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If Special Arrangements were applied to the service being terminated, any termination charges associated with Special Arrangements will also apply<sup>(1)</sup>.
4. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire Enhanced Frame Relay Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.
5. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.
6. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in Schedule following. If the customer does not select a new TDP, the rates will convert to the prevailing month to month rates.

(1) Customers under contract prior to April 24, 2003, are grandfathered pursuant to the terms and conditions outlined in the contract.

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Enhanced Frame Relay Service

F. Term Discount Plan (TDP) (Cont'd)

7. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the old service, and

The service orders to install the new service and disconnect the old service are for the same customer at the same location.

8. The Company will determine whether the replacement service qualifies as a next generation service offering.
9. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

G. Service Components

1. Administrative Charge – Applies to changes in a customer's network associated with existing PVCs or existing Gateway Service. For example, changing the CIR from 128 Kbps to 256 Kbps or changing the service class from Frame for LAN to Frame for SNA. Although multiple changes can be caused by such actions, only one administrative charge applies per customer request. The administrative charge does not apply when a customer moves an existing PVC to a new location within the customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.

This administrative charge applies in addition to applicable Service Connection Charges/Nonrecurring Charges as specified in Schedule AE-12 of this tariff.

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Enhanced Frame Relay Service

G. Service Components (Cont'd)

2. CIR and PVC - A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated FRAP. A nonrecurring charge applies for the establishment of each PVC and for each subsequent order of PVC(s). A separate rate is established for PVCs that are intraLATA and for PVCs that are interLATA.

Customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion:

<u>Service Class</u>	<u>Type</u>	<u>PVC Priority</u>
Frame for LAN	Standard	Normal
Frame for SNA	Premium	Higher
Frame for Voice	Premium	Highest

This flexibility helps to ensure maximum performance and satisfaction for individual customer data applications.

3. Frame Relay Access Line (FRAL) - A nonrecurring charge and monthly rate applies based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.
4. Frame Relay Access Port (FRAP) - A nonrecurring charge and monthly rate based on the speed of the port connection applies per port connection to the network supporting EFRS. The port rate element can be used in lieu of the FRAL element if the customer has an alternative Company-approved means of access to the EFRS network (such as Digital Data and/or High Capacity Service).

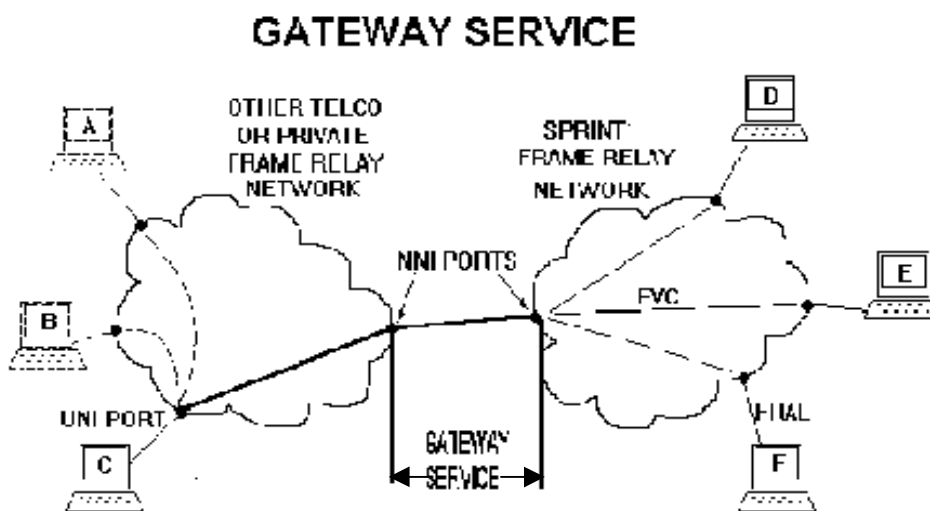
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Enhanced Frame Relay Service

G. Service Components (Cont'd)

5. Gateway Service - This service allows the Company EFRS customers to interconnect to another frame relay network. The service is available wherever the Company has established a network interface with another private or public frame relay network. The charge for this service covers the FRAP and interconnecting facilities from the Company to the interconnection point with the other provider. The Gateway charge is purchased in increments of CIR. The following diagram shows a typical customer network with three data devices interconnected to the Company EFRS (sites D, E & F). The customer needs to interconnect the data devices to a fourth site (C) served by another company. The customer accomplishes this by ordering three PVCs and three Gateway service connections to the other company's frame relay network. This example assumes that frame relay access from site C is already established as illustrated.



6. Private Network Link (PNL) - A charge for a DS1 facility from a customer's frame relay switch location to the Company's EFRS Network. In addition to the access facility, a 1.544 FRAP must be purchased.
7. Utilization Reports - Reports that the customer can order that display certain circuit utilization statistics for Permanent Virtual Circuits (PVC) and Frame Relay Access Ports (FRAP). The PVC report summarizes inbound and outbound packet discards and displays utilization as a percentage of CIR. The FRAP report summarizes inbound and outbound packet discards and displays utilization as a percent of port speed. Reports are ordered on a per port basis. Service is not available to NNI locations. A monthly plan and Term Discount Plans are available for fixed periods of 12 to 60 months. Reports are available only where Company facilities permit.

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Enhanced Frame Relay Service

H. Rates and Charges

1. Frame Relay Access Line (FRAL) (includes Access Line and Port)

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
56 Kbps			
Month to month	FCEALTA	\$130.00	\$375.00
12-23 months	FCEALTA(F1Y)	125.00	275.00
24-35 months	FCEALTA(F2Y)	120.00	175.00
36-59 months	FCEALTA(F3Y)	115.00	0.00
60-84 months	FCEALTA(F5Y)	110.00	0.00
64 Kbps <sup>(1)</sup>			
Month to month	FCEALTC	140.00	375.00
12-23 months	FCEALTC(F1Y)	135.00	275.00
24-35 months	FCEALTC(F2Y)	130.00	175.00
36-59 months	FCEALTC(F3Y)	125.00	0.00
60-84 months	FCEALTC(F5Y)	120.00	0.00
128 Kbps			
Month to month	FCEALTD	275.00	495.00
12-23 months	FCEALTD(F1Y)	270.00	395.00
24-35 months	FCEALTD(F2Y)	260.00	295.00
36-59 months	FCEALTD(F3Y)	255.00	0.00
60-84 months	FCEALTD(F5Y)	240.00	0.00
256 Kbps			
Month to month	FCEALTE	305.00	525.00
12-23 months	FCEALTE(F1Y)	295.00	425.00
24-35 months	FCEALTE(F2Y)	285.00	325.00
36-59 months	FCEALTE(F3Y)	275.00	0.00
60-84 months	FCEALTE(F5Y)	255.00	0.00
384 Kbps			
Month to month	FCEALTF	330.00	550.00
12-23 months	FCEALTF(F1Y)	320.00	450.00
24-35 months	FCEALTF(F2Y)	315.00	350.00
36-59 months	FCEALTF(F3Y)	300.00	0.00
60-84 months	FCEALTF(F5Y)	280.00	0.00
512 Kbps			
Month to month	FCEALTG	350.00	575.00
12-23 months	FCEALTG(F1Y)	345.00	475.00
24-35 months	FCEALTG(F2Y)	340.00	375.00
36-59 months	FCEALTG(F3Y)	320.00	0.00
60-84 months	FCEALTG(F5Y)	300.00	0.00
1.544 Mbps			
Month to month	FCEALTB	390.00	625.00
12-23 months	FCEALTB(F1Y)	380.00	490.00
24-35 months	FCEALTB(F2Y)	370.00	340.00
36-59 months	FCEALTB(F3Y)	365.00	0.00
60-84 months	FCEALTB(F5Y)	330.00	0.00

<sup>(1)</sup> 64 Kbps Clear Channel Capability is provided upon request where facilities are available.

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

1. Frame Relay Access Line (FRAL) (includes Access Line and Port) (Cont'd)

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
<sup>(1)</sup> 3 Mbps (2xDS1)			
Month to month	FCEALTM	\$800.00	\$625.00
12-23 months	FCEALTM(F1Y)	650.00	490.00
24-35 months	FCEALTM(F2Y)	550.00	340.00
36-59 months	FCEALTM(F3Y)	475.00	0.00
60-84 months	FCEALTM(F5Y)	425.00	0.00
<sup>(1)</sup> 6 Mbps (4xDS1)			
Month to month	FCEALTN	1,350.00	625.00
12-23 months	FCEALTN(F1Y)	1,200.00	490.00
24-35 months	FCEALTN(F2Y)	1,050.00	340.00
36-59 months	FCEALTN(F3Y)	900.00	0.00
60-84 months	FCEALTN(F5Y)	825.00	0.00
<sup>(1)</sup> 10.5 Mbps (7xDS1)			
Month to month	FCEALTY	1,825.00	625.00
12-23 months	FCEALTY(F1Y)	1,675.00	490.00
24-35 months	FCEALTY(F2Y)	1,575.00	340.00
36-59 months	FCEALTY(F3Y)	1,500.00	0.00
60-84 months	FCEALTY(F5Y)	1,450.00	0.00
<sup>(1)</sup> 12 Mbps (8xDS1)			
Month to month	FCEALTZ	2,025.00	625.00
12-23 months	FCEALTZ(F1Y)	1,875.00	490.00
24-35 months	FCEALTZ(F2Y)	1,775.00	340.00
36-59 months	FCEALTZ(F3Y)	1,700.00	0.00
60-84 months	FCEALTZ(F5Y)	1,650.00	0.00

<sup>(1)</sup> Where facilities are available. CPE must be compliant with Frame Relay Forum.16 (FRF.16), Multilink Frame Relay Protocol Industry Standard.



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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

1. Frame Relay Access Line (FRAL) (includes Access Line and Port) (Cont'd)

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
44.210 Mbps <sup>(1)</sup> Customer Provided Equipment			
Month to month			
0-3 miles	FCEALTH	\$2,905.00	\$995.00
Over 3 miles	FCEALTJ	3,195.00	995.00
12-23 months			
0-3 miles	FCEALTH(F1Y)	2,760.00	795.00
Over 3 miles	FCEALTJ(F1Y)	3,035.00	795.00
24-35 months			
0-3 miles	FCEALTH(F2Y)	2,645.00	595.00
Over 3 miles	FCEALTJ(F2Y)	2,910.00	595.00
36-59 months			
0-3 miles	FCEALTH(F3Y)	2,525.00	0.00
Over 3 miles	FCEALTJ(F3Y)	2,780.00	0.00
60-84 months			
0-3 miles	FCEALTH(F5Y)	2,385.00	0.00
Over 3 miles	FCEALTJ(F5Y)	2,620.00	0.00
44.210 Mbps <sup>(1)</sup> Company Provided Equipment			
Month to month			
0-3 miles	FCEALTK	3,920.00	995.00
Over 3 miles	FCEALTL	4,235.00	995.00
12-23 months			
0-3 miles	FCEALTK(F1Y)	3,725.00	795.00
Over 3 miles	FCEALTL(F1Y)	4,025.00	795.00
24-35 months			
0-3 miles	FCEALTK(F2Y)	3,570.00	595.00
Over 3 miles	FCEALTL(F2Y)	3,855.00	595.00
36-59 months			
0-3 miles	FCEALTK(F3Y)	3,410.00	0.00
Over 3 miles	FCEALTL(F3Y)	3,685.00	0.00
60-84 months			
0-3 miles	FCEALTK(F5Y)	3,215.00	0.00
Over 3 miles	FCEALTL(F5Y)	3,475.00	0.00

<sup>(1)</sup> Where facilities are available

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

2. Frame Relay Access Port (FRAP) Only

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
56 Kbps			
Month to month	FCEALA0	\$ 61.20	\$155.00
12-23 months	FCEALA0(F1Y)	58.00	135.00
24-35 months	FCEALA0(F2Y)	55.00	115.00
36-59 months	FCEALA0(F3Y)	53.00	95.00
60-84 months	FCEALA0(F5Y)	50.00	75.00
64 Kbps <sup>(1)</sup>			
Month to month	FCEALC0	65.00	175.00
12-23 months	FCEALC0(F1Y)	60.00	155.00
24-35 months	FCEALC0(F2Y)	58.00	135.00
36-59 months	FCEALC0(F3Y)	55.00	115.00
60-84 months	FCEALC0(F5Y)	53.00	95.00
128 Kbps			
Month to month	FCEALD0	105.90	225.00
12-23 months	FCEALD0(F1Y)	100.00	200.00
24-35 months	FCEALD0(F2Y)	96.00	175.00
36-59 months	FCEALD0(F3Y)	94.00	150.00
60-84 months	FCEALD0(F5Y)	86.00	125.00
256 Kbps			
Month to month	FCEALE0	141.20	250.00
12-23 months	FCEALE0(F1Y)	138.00	225.00
24-35 months	FCEALE0(F2Y)	134.00	200.00
36-59 months	FCEALE0(F3Y)	132.00	175.00
60-84 months	FCEALE0(F5Y)	120.00	150.00
384 Kbps			
Month to month	FCEALF0	176.50	275.00
12-23 months	FCEALF0(F1Y)	172.00	250.00
24-35 months	FCEALF0(F2Y)	168.00	225.00
36-59 months	FCEALF0(F3Y)	164.00	200.00
60-84 months	FCEALF0(F5Y)	150.00	175.00
512 Kbps			
Month to month	FCEALG0	180.00	300.00
12-23 months	FCEALG0(F1Y)	176.00	275.00
24-35 months	FCEALG0(F2Y)	172.00	250.00
36-59 months	FCEALG0(F3Y)	170.00	225.00
60-84 months	FCEALG0(F5Y)	160.00	200.00

<sup>(1)</sup> 64 Kbps Clear Channel Capability is provided upon request where facilities are available

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

2. Frame Relay Access Port (FRAP) Only (Cont'd)

	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1.544 Mbps			
Month to month	FCEALB0	\$ 252.90	\$325.00
12-23 months	FCEALB0(F1Y)	248.00	300.00
24-35 months	FCEALB0(F2Y)	244.00	275.00
36-59 months	FCEALB0(F3Y)	240.00	250.00
60-84 months	FCEALB0(F5Y)	215.00	225.00
44.210 Mbps			
Month to month	FCEALH0	2,035.00	695.00
12-23 months	FCEALH0(F1Y)	1,930.00	595.00
24-35 months	FCEALH0(F2Y)	1,850.00	495.00
36-59 months	FCEALH0(F3Y)	1,770.00	395.00
60-84 months	FCEALH0(F5Y)	1,670.00	295.00

3. Permanent Virtual Circuit (PVC) – IntraLATA

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 0 thru 8 Kbps			
Frame for LAN	FCEALVL(AP3)	\$ 3.00	\$10.00
Frame for SNA	FCEALVL(AP2)	4.00	10.00
Frame for Voice	FCEALVL(AP1)	5.00	10.00
Over 8 thru 16 Kbps			
Frame for LAN	FCEALVL(BP3)	4.00	10.00
Frame for SNA	FCEALVL(BP2)	5.00	10.00
Frame for Voice	FCEALVL(BP1)	6.00	10.00
Over 16 thru 24 Kbps			
Frame for LAN	FCEALVL(TP3)	5.00	10.00
Frame for SNA	FCEALVL(TP2)	6.00	10.00
Frame for Voice	FCEALVL(TP1)	7.00	10.00
Over 24 thru 32 Kbps			
Frame for LAN	FCEALVL(DP3)	7.00	10.00
Frame for SNA	FCEALVL(DP2)	8.00	10.00
Frame for Voice	FCEALVL(DP1)	9.00	10.00
Over 32 thru 40 Kbps			
Frame for LAN	FCEALVL(EP3)	8.00	10.00
Frame for SNA	FCEALVL(EP2)	9.00	10.00
Frame for Voice	FCEALVL(EP1)	10.00	10.00

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

3. Permanent Virtual Circuit (PVC) - IntraLATA (Cont'd)

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 40 thru 48 Kbps			
Frame for LAN	FCEALVL(FP3)	\$ 9.00	\$10.00
Frame for SNA	FCEALVL(FP2)	10.00	10.00
Frame for Voice	FCEALVL(FP1)	11.00	10.00
Over 48 thru 56 Kbps			
Frame for LAN	FCEALVL(GP3)	10.00	10.00
Frame for SNA	FCEALVL(GP2)	11.00	10.00
Frame for Voice	FCEALVL(GP1)	12.00	10.00
Over 56 thru 64 Kbps			
Frame for LAN	FCEALVL(HP3)	20.00	10.00
Frame for SNA	FCEALVL(HP2)	21.00	10.00
Frame for Voice	FCEALVL(HP1)	22.00	10.00
Over 64 thru 128 Kbps			
Frame for LAN	FCEALVL(IP3)	25.00	10.00
Frame for SNA	FCEALVL(IP2)	30.00	10.00
Frame for Voice	FCEALVL(IP1)	35.00	10.00
Over 128 thru 256 Kbps			
Frame for LAN	FCEALVL(JP3)	30.00	10.00
Frame for SNA	FCEALVL(JP2)	35.00	10.00
Frame for Voice	FCEALVL(JP1)	40.00	10.00
Over 256 thru 384 Kbps			
Frame for LAN	FCEALVL(KP3)	35.00	10.00
Frame for SNA	FCEALVL(KP2)	40.00	10.00
Frame for Voice	FCEALVL(KP1)	45.00	10.00
Over 384 thru 512 Kbps			
Frame for LAN	FCEALVL(LP3)	40.00	10.00
Frame for SNA	FCEALVL(LP2)	45.00	10.00
Frame for Voice	FCEALVL(LP1)	50.00	10.00
Over 512 thru 768 Kbps			
Frame for LAN	FCEALVL(MP3)	55.00	10.00
Frame for SNA	FCEALVL(MP2)	60.00	10.00
Frame for Voice	FCEALVL(MP1)	65.00	10.00
Over 768 thru 1.536 Mbps			
Frame for LAN	FCEALVL(NP3)	65.00	10.00
Frame for SNA	FCEALVL(NP2)	70.00	10.00
Frame for Voice	FCEALVL(NP1)	75.00	10.00
Over 1.536 thru 4 Mbps			
Frame for LAN	FCEALVL(OP3)	120.00	10.00
Frame for SNA	FCEALVL(OP2)	135.00	10.00
Frame for Voice	FCEALVL(OP1)	150.00	10.00

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 Issued: October 15, 2010  
 Issued By United Telephone Company of the Northwest  
 By Darlene N. Terry, Manager – Tariffs

Effective: December 1, 2010

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H. Rates and Charges (Cont'd)

3. Permanent Virtual Circuit (PVC) - IntraLATA (Cont'd)

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 4 thru 10 Mbps			
Frame for LAN	FCEALVL(PP3)	\$180.00	\$10.00
Frame for SNA	FCEALVL(PP2)	200.00	10.00
Frame for Voice	FCEALVL(PP1)	220.00	10.00
Over 10 thru 16 Mbps			
Frame for LAN	FCEALVL(QP3)	295.00	10.00
Frame for SNA	FCEALVL(QP2)	315.00	10.00
Frame for Voice	FCEALVL(QP1)	335.00	10.00
Over 16 thru 34 Mbps			
Frame for LAN	FCEALVL(RP3)	625.00	10.00
Frame for SNA	FCEALVL(RP2)	645.00	10.00
Frame for Voice	FCEALVL(RP1)	665.00	10.00
Over 34 thru 44.210 Mbps			
Frame for LAN	FCEALVL(SP3)	825.00	10.00
Frame for SNA	FCEALVL(SP2)	845.00	10.00
Frame for Voice	FCEALVL(SP1)	865.00	10.00

4. Permanent Virtual Circuit (PVC) - InterLATA

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 0 thru 8 Kbps			
Frame for LAN	FCEALVI(AP3)	\$ 4.00	\$10.00
Frame for SNA	FCEALVI(AP2)	5.00	10.00
Frame for Voice	FCEALVI(AP1)	6.00	10.00
Over 8 thru 16 Kbps			
Frame for LAN	FCEALVI(BP3)	5.00	10.00
Frame for SNA	FCEALVI(BP2)	6.00	10.00
Frame for Voice	FCEALVI(BP1)	7.00	10.00
Over 16 thru 24 Kbps			
Frame for LAN	FCEALVI(TP3)	6.00	10.00
Frame for SNA	FCEALVI(TP2)	7.00	10.00
Frame for Voice	FCEALVI(TP1)	8.00	10.00
Over 24 thru 32 Kbps			
Frame for LAN	FCEALVI(DP3)	8.00	10.00
Frame for SNA	FCEALVI(DP2)	9.00	10.00
Frame for Voice	FCEALVI(DP1)	10.00	10.00
Over 32 thru 40 Kbps			
Frame for LAN	FCEALVI(EP3)	10.00	10.00
Frame for SNA	FCEALVI(EP2)	11.00	10.00
Frame for Voice	FCEALVI(EP1)	12.00	10.00

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

4. Permanent Virtual Circuit (PVC) - InterLATA (Cont'd)

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 40 thru 48 Kbps			
Frame for LAN	FCEALVI(FP3)	\$ 12.00	\$10.00
Frame for SNA	FCEALVI(FP2)	13.00	10.00
Frame for Voice	FCEALVI(FP1)	14.00	10.00
Over 48 thru 56 Kbps			
Frame for LAN	FCEALVI(GP3)	14.00	10.00
Frame for SNA	FCEALVI(GP2)	15.00	10.00
Frame for Voice	FCEALVI(GP1)	16.00	10.00
Over 56 thru 64 Kbps			
Frame for LAN	FCEALVI(HP3)	16.00	10.00
Frame for SNA	FCEALVI(HP2)	17.00	10.00
Frame for Voice	FCEALVI(HP1)	18.00	10.00
Over 64 thru 128 Kbps			
Frame for LAN	FCEALVI(IP3)	28.00	10.00
Frame for SNA	FCEALVI(IP2)	31.00	10.00
Frame for Voice	FCEALVI(IP1)	34.00	10.00
Over 128 thru 256 Kbps			
Frame for LAN	FCEALVI(JP3)	38.00	10.00
Frame for SNA	FCEALVI(JP2)	42.00	10.00
Frame for Voice	FCEALVI(JP1)	46.00	10.00
Over 256 thru 384 Kbps			
Frame for LAN	FCEALVI(KP3)	44.00	10.00
Frame for SNA	FCEALVI(KP2)	48.00	10.00
Frame for Voice	FCEALVI(KP1)	52.00	10.00
Over 384 thru 512 Kbps			
Frame for LAN	FCEALVI(LP3)	50.00	10.00
Frame for SNA	FCEALVI(LP2)	53.00	10.00
Frame for Voice	FCEALVI(LP1)	56.00	10.00
Over 512 thru 768 Kbps			
Frame for LAN	FCEALVI(MP3)	55.00	10.00
Frame for SNA	FCEALVI(MP2)	60.00	10.00
Frame for Voice	FCEALVI(MP1)	65.00	10.00
Over 768 thru 1.536 Mbps			
Frame for LAN	FCEALVI(NP3)	90.00	10.00
Frame for SNA	FCEALVI(NP2)	100.00	10.00
Frame for Voice	FCEALVI(NP1)	110.00	10.00
Over 1.536 thru 4 Mbps			
Frame for LAN	FCEALVI(OP3)	180.00	10.00
Frame for SNA	FCEALVI(OP2)	200.00	10.00
Frame for Voice	FCEALVI(OP1)	225.00	10.00

Advice No. WA10-05  
 Issued: October 15, 2010  
 Issued By United Telephone Company of the Northwest  
 By Darlene N. Terry, Manager – Tariffs

Effective: December 1, 2010

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

4. Permanent Virtual Circuit (PVC) - InterLATA (Cont'd)

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 4 thru 10 Mbps			
Frame for LAN	FCEALVI(PP3)	\$255.00	\$10.00
Frame for SNA	FCEALVI(PP2)	285.00	10.00
Frame for Voice	FCEALVI(PP1)	320.00	10.00
Over 10 thru 16 Mbps			
Frame for LAN	FCEALVI(QP3)	375.00	10.00
Frame for SNA	FCEALVI(QP2)	415.00	10.00
Frame for Voice	FCEALVI(QP1)	470.00	10.00
Over 16 thru 34 Mbps			
Frame for LAN	FCEALVI(RP3)	545.00	10.00
Frame for SNA	FCEALVI(RP2)	565.00	10.00
Frame for Voice	FCEALVI(RP1)	585.00	10.00
Over 34 thru 44.210 Mbps			
Frame for LAN	FCEALVI(SP3)	835.00	10.00
Frame for SNA	FCEALVI(SP2)	855.00	10.00
Frame for Voice	FCEALVI(SP1)	875.00	10.00

5. Private Network Link (PNL)

<u>1.544 Mbps NNI</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month to month	FCECRTA	\$225.00	\$395.00
12-23 months	FCECRTA(1YR)	205.00	295.00
24-35 months	FCECRTA(2YR)	185.00	195.00
36-59 months	FCECRTA(3YR)	165.00	0.00
60-84 months	FCECRTA(5YR)	145.00	0.00

Advice No. WA10-05  
 Issued: October 15, 2010  
 Issued By United Telephone Company of the Northwest  
 By Darlene N. Terry, Manager – Tariffs

Effective: December 1, 2010

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Enhanced Frame Relay Service

H. Rates and Charges (Cont'd)

6. Administrative Charge

An administrative charge will be applied, in addition to applicable Service Connection Charges/Nonrecurring Charges as specified in Schedule AE-12 of this tariff, when a customer-initiated change is made to the parameters associated with an existing PVC or existing Gateway Service. Such changes are defined as those requiring no changes in physical facilities, and can be facilitated by the Company without dispatching Company personnel to the customer's physical location. Only one administrative charge applies per customer request. The administrative charge does not apply when a customer moves an existing PVC to a new location within the customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.

Administrative Charge (Nonrecurring) \$50.00

7. Gateway Service

<u>CIR, per PVC</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 0 thru 8 Kbps	FCEALMT(008)	\$ 20.00	\$50.00
Over 8 thru 16 Kbps	FCEALMT(016)	25.00	50.00
Over 16 thru 24 Kbps	FCEALMT(024)	30.00	50.00
Over 24 thru 32 Kbps	FCEALMT(032)	35.00	50.00
Over 32 thru 40 Kbps	FCEALMT(040)	40.00	50.00
Over 40 thru 48 Kbps	FCEALMT(048)	45.00	50.00
Over 48 thru 56 Kbps	FCEALMT(056)	50.00	50.00
Over 56 thru 64 Kbps	FCEALMT(064)	55.00	50.00
Over 64 thru 128 Kbps	FCEALMT(128)	65.00	50.00
Over 128 thru 256 Kbps	FCEALMT(256)	75.00	50.00
Over 256 thru 384 Kbps	FCEALMT(384)	90.00	50.00
Over 384 thru 512 Kbps	FCEALMT(512)	110.00	50.00
Over 512 thru 768 Kbps	FCEALMT(768)	130.00	50.00
Over 768 thru 1.536 Mbps	FCEALMT(1M)	150.00	50.00

8. Utilization Reports

<u>Per Port</u>	<u>S&amp;E Code</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month to month	FCEALUN(RMM)	\$ 18.95	\$50.00
12 - 23 months	FCEALUN(R12)	16.95	50.00
24 - 35 months	FCEALUN(R24)	14.95	50.00
36 - 59 months	FCEALUN(R36)	12.95	50.00
60 - 84 months	FCEALUN(R60)	10.95	50.00

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Schedule AE-24  
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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup>

1. GENERAL

- a. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI Service supports the simultaneous transmission of voice and data over a single exchange access line.

ISDN-BRI Service provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel. The service provides communication paths providing end user access to a variety of services and features including data, voice and video, which conform to internationally developed, published and recognized standards generated by the International Telecommunications Union.

b. Service Capabilities

- (1) ISDN-BRI Service consists of three distinct channels delivered to the customer's premises: two B (bearer) channels and one D (delta) channel. This is also known as 2B+D. ISDN-BRI Service is not available in other channel configurations of 1B+D or 0B+D.
- (2) The B-channel carries voice and/or data communications at speeds up to 64 Kbps, from the customer's premise, over the loop facility, to the central office. Packet data services are not available over the B-channel.
- (3) The D-channel carries administrative signaling at 16 Kbps for call-control for either a voice or data B-channel call on the ISDN-BRI line. The D-channel does not have voice capability. Packet data services are not available on the D-channel.
- (4) Customers subscribing to ISDN-BRI Service must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a central office switch equipped with ISDN and the customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

c. Standard Features

- (1) Closed User Group – Allows the user to establish subnetworks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:
- (a) Outgoing Access – The data terminal originates outgoing calls only. These calls may terminate within or out of the Closed User Group.

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

1. GENERAL (Cont'd)

c. Standard Features (Cont'd)

(1) Closed User Group – Allows the user... (Cont'd)

(b) Incoming Access – The data terminal receives incoming calls only. These calls may terminate within or out of the Closed User Group.

(c) Unrestricted Access – The data terminal receives and originates both incoming and outgoing calls.

(d) Incoming Calls Barred – The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.

(e) Outgoing Calls Barred – The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

(2) Configuration Group – Associates a button or buttons of an ISDN-CPE station to a feature or group of features. Each different telephone set button arrangement requires that a different Configuration Group be assigned.

d. Service Capability Packages<sup>(2)</sup>

(1) Through the North American ISDN Users' Forum, a set of ISDN Service Capability Packages have been defined and given a letter designation. Each of the Service Capability Packages describes a specific interface configuration as well as the features and capabilities of that interface. Detailed technical specifications are defined for each of the Service Capability Packages. These packages have been established to help simplify the ordering, provisioning, and installation of ISDN-BRI Service.

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

<sup>(2)</sup> ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

1. GENERAL (Cont'd)

d. Service Capability Packages<sup>(2)</sup> (Cont'd)

(2) The Standard ISDN-BRI Package (Package S) without features is provided in conjunction with Individual Residence and Business, Key Trunk and Centrex Local Exchange Service. Packages H and L are provided in conjunction with Key Line Exchange Service only. Customers shall subscribe to one of the following Service Capability Packages specifying the assignment of each B-Channel.

(a) Standard ISDN-BRI Package (Package S) without features

1-B Alternate voice/data

1-B Alternate voice/data

(b) Package H:

(Key Telephone System only)

1-B Voice Only

1-B data only

(Includes Additional Call Offering)

(c) Package L:

(Key Telephone System only)

1-B data only

1-B Alternate voice/circuit switched data

(Includes Additional Call Offering)

e. Optional Services and Features<sup>(2)</sup>

(1) The ISDN-BRI Service offering provides the customer with the following features, where available.

(a) Call Pickup – Originating and Terminating – This feature allows a station user to answer any call within an associated predesignated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.

(b) Flexible Calling - This feature includes:

Hold/Retrieve

B-Channel Reservation

Three-Way Conference Calling

Add-on (previously held conference call)

Drop Last Call

Transfer

No Transfer Restriction

Consultation Hold

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

<sup>(2)</sup> ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

1. GENERAL (Cont'd)

e. Optional Services and Features<sup>(2)</sup> (Cont'd)

(1) The ISDN-BRI Service offering provides ... (Cont'd)

- (c) Six-Way Conference Calling, Drop, Hold, Transfer – This feature allows the customer to add up to five parties to an existing call. This feature is for voice calls only.
- (d) Automatic Callback (Repeat Dial) – This feature provides automatic callback to the last dialed number.
- (e) Additional Call Offering (ACO) – This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: A customer can put up to 3 calls on hold and receive another call on the phone, with all calling parties dialing the telephone number associated with voice on B-channel.
- (f) Call Forwarding – This feature provides the customer with Call Forwarding Variable, Call Forwarding Busy and Call Forwarding No Answer with Message Waiting Indicator, either Visual or Audible.
- (g) Caller ID with Name - This feature permits the customer to receive and display the calling party name and telephone number for calls placed to the customer.
- (h) Additional Directory Numbers – Additional Directory Numbers are available on each B-channel in addition to the primary directory number assigned to the B-channel. Additional Directory Numbers are subscribed to separately.
- (i) Multi-line Hunt Group – This feature is limited to hunting within ISDN-BRI lines and on an individual customer location basis. Directory numbers within the multi-line Hunt Group may not have multiple call appearances.
- (j) Loop Extension – ISDN-BRI Service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should the customer's service location exceed said limitations, service will be provided where the Company has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service carries an additional charge and will extend the loop to approximately 36,000 feet.
- (k) Feature Package 1 – This package includes:
  - Flexible Calling
  - Automatic Callback
  - Additional Call Offering
  - Call Forwarding
  - Caller ID with Name

(1) Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

2. REGULATIONS

- a. This service is offered only where facilities and appropriate technology exist.
- b. In exchanges where IntraLATA Presubscription has been implemented, only one InterLATA and one IntraLATA Carrier may be selected for all B-channels associated with the same ISDN-BRI Service. Access via 101XXXX to other Interexchange Carriers is available.
- c. A minimum service period of three months is required.
- d. Two Primary Directory Numbers will be included with an ISDN-BRI Service, one for each B-Channel. If Additional Directory Numbers are required on either channel, an additional charge, as specified in Schedule 24.A.4. of this tariff, will apply for each additional number.
- e. One directory listing will be provided with ISDN-BRI Service. Additional listings are available as specified in Schedule AE-3 of this tariff.
- f. ISDN-compatible customer premises terminal equipment is required for proper operation. It is the customer's responsibility to provide necessary power and obtain such equipment.
- g. ISDN-BRI SERVICE does not provide for the transmission of packet data on either the D-channel or one of the B-channels.
- h. ISDN-compatible terminal equipment is a requirement for operation and is the customer's responsibility. This equipment is dependent upon commercial power and not power from the Company's central office. For their safety and well-being, all ISDN customers are encouraged to maintain a non-ISDN access line on the premises for emergency calls in the event of a loss of commercial electrical power. In the event a subscriber elects to disconnect or not maintain a non-ISDN access line, the customer assumes full responsibility for telephone service in the event of an emergency.
- i. ISDN-BRI lines may be purchased out of this tariff to be associated with Centrex Service, as defined in Schedule AE-16 of this tariff. Terms and conditions for Centrex Service will apply to these ISDN-BRI lines except as otherwise stated in this section. Optional features compatible with ISDN-BRI Service may be purchased from the Centrex Optional Features Schedule of this tariff as well as features unique to ISDN lines from the Optional Features in this schedule.  
  
ISDN-BRI lines associated with Centrex Service may be purchased only for those features from the Centrex Schedule of this tariff. ISDN-BRI Service can be provisioned in the same Centrex customer group if, and only if, the customer group is resident in an ISDN equipped host or remote office. All other Centrex customers can subscribe to ISDN-BRI Service; however, the service will be provisioned as a stand-alone service and will not be included in the customer group.
- j. ISDN-BRI Service may be terminated in key telephone systems that are ISDN compatible.

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

2. REGULATIONS (Cont'd)

- k. ISDN-BRI Multi-line Hunt Group optional feature specified in this tariff is available exclusively with ISDN-BRI Service and cannot be provisioned in conjunction with non-ISDN lines. The monthly rate associated with the Multi-line Hunt Group feature is not applicable to ISDN-BRI Service terminating on Key Line Systems or the Centrex Key Trunk equivalent access line rate.
- l. ISDN-BRI Service is not offered in conjunction with Local Measured Service, Measured Extended Area Service or PBX Trunk Local Exchange Service.

3. APPLICATION OF RATES

- a. ISDN-BRI Service is offered on an unlimited use basis. Long Distance (Local Toll) charges apply when voice or data calls are completed outside the customer's designated Local Calling Area or Extended Area Service (EAS) exchanges. When two simultaneous B-channels are combined for a maximum data speed of 128 Kbps, the call will be billed as if two calls were dialed by the originating customer.
- b. The monthly rates for Service Capability Packages are applied on a per package basis. The monthly rates for the Optional Features and Feature Package 1 are applied on a per Service Capability Package basis.
- c. The ISDN-BRI monthly rates are in addition to the applicable Residence or Business, Key Line, or Centrex Service access line rates. Extended Area Service (EAS) charges, if applicable, apply in conjunction with the appropriate access line. These rates vary by service area and can be found in Schedule AE-1 and Schedule AE-16 of this tariff. All applicable state and federal charges will also apply.
- d. The Non-Recurring Charge for ISDN-BRI Service Capability Package installation will be discounted 50% when a customer commits to a 12-month service period or 100% when a customer commits to a 24-month service period. If termination of service prior to the end of the commitment occurs, the customer is responsible for payment of the discounted amount of the Non-Recurring Charge, which represents the installation charge initially waived.

(1) However, this termination requirement will not apply when the customer converts to a next generation service offering of a separately tariffed service, provided that:

- (a) The service period for the new service offering is a minimum period equal to or exceeding the remaining service period of the disconnected arrangement, whichever is greater; and
- (b) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the existing service; and

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.



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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

3. APPLICATION OF RATES (Cont'd)

d. The Non-Recurring Charge for ISDN-BRI Service... (Cont'd)

(1) However, this termination requirement... (Cont'd)

(c) The service orders are for the same customer at the same location.

Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) to: Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), or Frame Relay Service (FRS) are a few examples of a next generation service offering.

e. ISDN-BRI Service provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups or in excess of one group on the initial establishment of service will be charged an installation charge per Configuration Group.

f. A Change Charge will apply for a database change subsequent to the installation of an ISDN-BRI Service. This includes changing, adding, or deleting features or feature packages, directory numbers, or number appearances.

g. Service Connection/Nonrecurring Charges as specified in Schedule AE-12 of this tariff, do not apply to ISDN-BRI Service.

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.



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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)<sup>(1)</sup> (Cont'd)

4. RATES AND CHARGES

a. SERVICE CAPABILITY PACKAGES <sup>(2)</sup>	<u>S&amp;E Codes</u>	<u>Monthly Rate</u>	<u>NRC</u>
Standard ISDN-BRI Package (Package S without features)	1FLCBRC(S)(Res)	\$25.00	\$200.00
	1FLCBRC(S)(Bus)	35.00	200.00
	1FLCBRI(S)		
Package H	1FLCBRC(H) 1FLCBRI(H)	35.00	200.00
Package L	1FLCBRC(L) 1FLCBRI(L)	35.00	200.00
b. OPTIONAL FEATURES	<u>S&amp;E Codes</u>	<u>Monthly Rate</u>	
(1) Individual Features			
Call Pickup (per member)	FCUISBC, FCUISBR	\$ 2.00	
Flexible Calling	FFXISBC, FFXISBR	3.00	
Six-Way Conference Calling	FSXISBC, FSXISBR	5.00	
Automatic Callback (Repeat Dial)	FTBISBC, FTBISBR	2.00	
Additional Call Offering (ACO)	FEAISBC, FEAISBR	4.00	
Call Forwarding	FCFISBC, FCFISBR	3.00	
Caller ID with Name	FCVISBC, FCVISBR	7.00	
Additional Directory Number (each)	FNSISBC, FNSISBR	2.00	
Multi-line Hunt Group	FSHISBC, FSHISBR	2.00	
Loop Extension	MCSXNDC, MCSXNDD	20.00	
(2) Feature Packages			
<u>Feature Package 1</u>	FPKISBC, FPK1SBR	12.00	
Flexible Calling			
Automatic Callback			
Additional Call Offering			
Call Forwarding			
Caller ID with Name			
c. CHANGE CHARGES	<u>Non-Recurring Charge</u>		
Closed User Group	\$35.00		
Configuration Group	65.00		
Database Change	15.00		

<sup>(1)</sup> Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

<sup>(2)</sup> The ISDN-BRI Service rates set forth above are in addition to applicable Residence or Business, Key Line, or Centrex Service access line rates.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI)

1. General

- a. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is an intraLATA group of offerings supported by the ISDN architecture.
- b. ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. Options are available for plus or minus 23 B-Channels.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way trunks, and WATS/800/888 Service access lines).

- c. ISDN-PRI Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
- d. Unless specified, the regulations for ISDN-PRI Service apply if the charge is not specified in this section.
- e. ISDN-PRI Service and its optional features are provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determined availability. Line Extension Service charges may apply as specified in Schedule AE-10 of this tariff.

2. Regulations

- a. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the responsibility of the customer for provisioning.
- b. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
- c. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
- d. Service Order Charges specified in Schedule AE-12 of this tariff apply unless specific Service Connection Charges are otherwise stated in B.7.g. of this Schedule.
- e. The minimum service period for ISDN-PRI Service is six months.
- f. Verification and Emergency Interrupt service is not available for ISDN-PRI Service.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

2. Regulations (Cont'd)

- g. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service Subscriber. Resale of this call identification information is prohibited by this tariff.
- h. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with 23 B-Channels and 1 D-Channel. Additional ISDN-PRI Services arrangements are ordered with 24 B-Channels at rates and charges provided in Schedule AE-24.B.7. The D-Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements.

After the first 23B + D PRI is purchased, a customer can purchase additional B-Channels in increments of 12. Additional Primary Rate Access Lines may be ordered in a 24B configuration. However, the Company recommends that the quantity of Primary Rate Access Lines supported by one (1) D-Channel not exceed four (4). The Company recommends the use of a backup D-Channel for the support of signaling beyond four (4) facilities.

- i. This service is available only from central offices, which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is provided service from a non-ISDN compatible central office, the Company will provide ISDN-PRI Service from an alternative serving central office. This provision is accomplished by utilizing a 'hubbing' architecture and the subscriber may be required to accept a unique NXX.

When a unique NXX is required, mileage charges for intraLATA 1.544 Mbps channels, as defined in WN U-9 Access Service Tariff, will apply in addition to the rates and charges included in this schedule. Due to the nature of the 'hubbing' architecture and the use of a unique NXX, the local calling area (e.g., Extended Area Service) may change.

Emergency 911 calls placed over ISDN-PRI Primary Rate Access Lines provisioned via this arrangement will be identified as the alternative serving central office NXX and not the non-ISDN compatible central office NXX. The Company shall not be liable for any loss or damages arising from the emergency calls placed from ISDN-PRI Primary Rate Access Lines provisioned via an alternative serving central office.

- j. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned.
- k. In order to maintain the quality of ISDN-PRI Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

2. Regulations (Cont'd)

k. (Cont'd)

Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance

Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

l. The customer is responsible for payment of a Trouble Isolation Charge, as defined in Schedule A1 of this Tariff, for visits by the Company to the customer premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.

m. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section AE-3 of this tariff.

3. Definitions

B-Channel – A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D-Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

4. Features

a. Standard Features

Dynamic Allocation of Bandwidth

Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

Incoming Call Identification (Caller ID)

Provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX. Caller ID Blocking is available as stipulated in Schedule AE-4 of this tariff.

Clear Channel Capability

The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

4. Features (Cont'd)

a. Standard Features (Cont'd)

D-Channel Control of Multiple ISDN Lines

Provides capability for a single D-Channel to provide signaling and control for one or more ISDN-PRI connections. The 24th channel on one or more ISDN-PRI lines is then made available for customer use.

Digital Voice Transmission

All voice calls are transmitted using digital signaling.

Direct Inward Dialing Signaling

Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will output digits to the CPE, which can further process the calls as desired.

PBX Station ID Capability

Allows the station users number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

b. Optional Features

D-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

Network Ring Again

This optional feature enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

Call-by-Call/Integrated Service Access Feature Capability

Allows the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels and dynamically change the services in use.

Incoming Call Identification (Caller ID with Name)

This optional feature provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. Caller ID Blocking is available as stipulated in Schedule AE-4 of this tariff.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

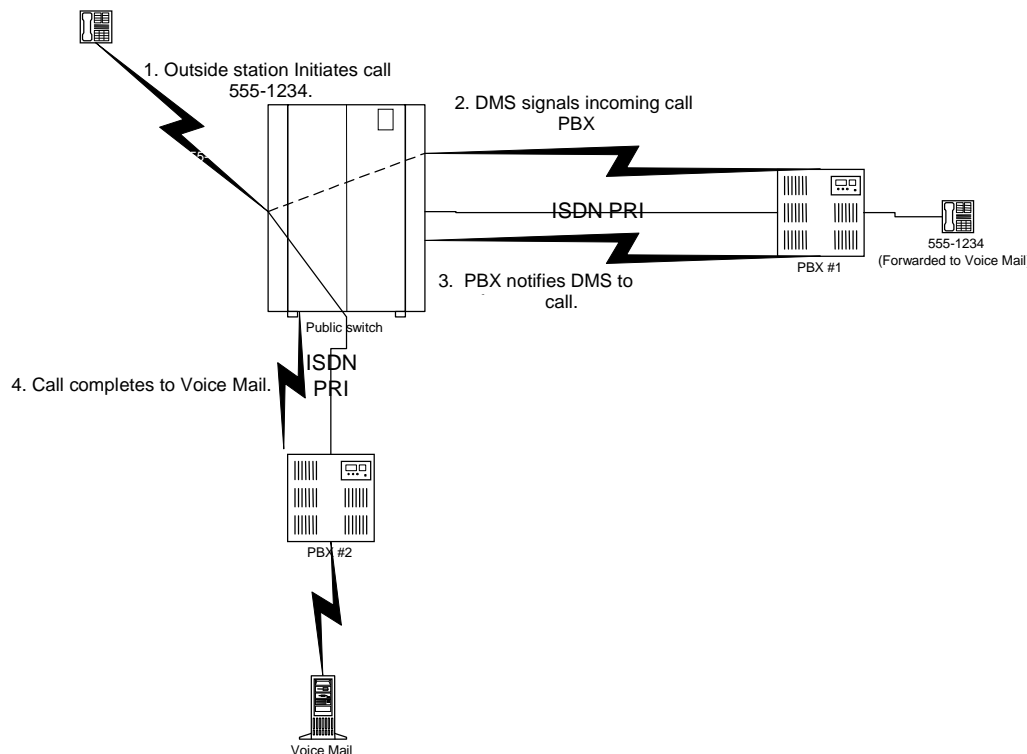
B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

4. Features (Cont'd)

b. Optional Features (Cont'd)

2 B-Channel Transfer

If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.



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INTEGRATED SERVICES DIGITAL NETWORK

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

4. Features (Cont'd)

b. Optional Features (Cont'd)

Circular Hunt

Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

National ISDN-2 Protocol

National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

E911 Call Screening

E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Automatic Location Identification (PSALI) Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

5. Service Components

a. The components for ISDN-PRI Service will be as follows:

Primary Rate Access Line  
Primary Rate Interface  
Primary Rate Channels

(1) Primary Rate Access Line - Will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.

(2) Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps.



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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

5. Service Components (Cont'd)

a. (Cont'd)

(3) Primary Rate Channels - Will provide an unlimited usage of rated channel that will allow either voice or data transmission up to 64 Kbps.

(a) Voice calls may be completed to both ISDN and non-ISDN lines.

(b) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

(c) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800/888 Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.

b. With the first ISDN-PRI Primary Rate Access Line the customer is required to purchase 23 B-Channels and an initial D-Channel.

After the initial 23B + D configuration, the customer may choose channels in increments of 12 up to twenty-three B + D or twenty-four B with NFAS, per ISDN-PRI Primary Rate Access Line (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS Lines, 800/888 Service) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed.

6. Application of Rates

a. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.

b. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing intraexchange High Capacity Service to an ISDN-PRI Service.

c. ISDN-PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface and Primary Rate Channel charges.

d. If the customer chooses to purchase additional channels after purchasing the original 23B + D configuration, the customer must purchase another Primary Rate Access Line and another Primary Rate Interface as well as the additional channels. Additional channels can be purchased in increments of 12.

e. Rates and charges for optional features and functions are applied to each Primary Rate Interface for which the option is ordered.



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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges

a. ISDN-PRI Primary Rate Access Line

Primary Rate Access Line Service Termination is furnished between a serving central office and the customer's designated premises. Service Termination charges apply per point of termination.

(1) Primary Rate Access Line (Intraexchange)

1.544 Mbps	Monthly Rate	NRC First	NRC Add'l <sup>(1)</sup>
Month to month <sup>(2)</sup>	\$290.00	\$415.00	\$110.00
12-23 months	276.00	315.00	110.00
24-35 months	258.00	215.00	110.00
36-59 months	235.00	N/A	N/A
60-84 months	204.00	N/A	N/A

(2) Primary Rate Access Line (Interexchange)

For interexchange Primary Rate Access Lines, the Company concurs in the rates, charges and regulations governing intraLATA 1.544 Mbps channels as defined in WN U-9 Access Service Tariff.

b. Primary Rate Interface

	Monthly Rate	NRC
(1) Primary Rate Interface One-Way Per ISDN-PRI Primary Rate Access Line (Data only or Voice and Data)		
Month to month	\$107.00	\$290.00
12-23 months	102.00	190.00
24-35 months	95.00	90.00
36-59 months	87.00	N/A
60-84 months	75.00	N/A

(1) Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

(2) Minimum Service Period for ISDN-PRI is six months.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

b. Primary Rate Interface (Cont'd)

	<u>Monthly Rate</u>	<u>NRC</u>
(2) Primary Rate Interface Two-Way Per ISDN-PRI Primary Rate Access Line		
Month to month	\$217.00	\$290.00
12-23 months	\$207.00	\$190.00
24-35 months	\$194.00	\$ 90.00
36-59 months	\$176.00	N/A
60-84 months	\$153.00	N/A

c. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate. The initial configuration must be 23 B-Channels and 1 D-Channel.

(1) B-Channel Charge, each channel

Month to month	\$ 18.50	\$ 5.00
12-23 months	\$ 17.50	\$ 5.00
24-35 months	\$ 16.50	\$ 5.00
36-59 months	\$ 15.00	N/A
60-84 months	\$ 13.00	N/A

(2) Initial D-Channel

Month to month	\$ 18.50	\$ 5.00
12-23 months	\$ 17.50	\$ 5.00
24-35 months	\$ 16.50	\$ 5.00
36-59 months	\$ 15.00	N/A
60-84 months	\$ 13.00	N/A

d. Optional Features

	<u>Monthly Rate</u>	<u>NRC</u>
(1) D-Channel Backup <sup>(1)</sup> each channel	\$ 50.00	\$ 20.00

<sup>(1)</sup> Available only to customers subscribing to more than one Primary Rate Interface.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

d. Optional Features (Cont'd)

	<u>Monthly Rate</u>	<u>NRC</u>
(2) Network Ring Again Per Primary Rate Interface <sup>(1)</sup> (Available with Two-Way Primary Rate Interface only)	\$160.00	N/A
(3) Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	\$35.00
(4) Incoming Call Identification (Caller ID with Name) Per Primary Rate Interface	100.00	N/A
(5) 2 B-Channel Transfer <sup>(1)</sup> Per Primary Rate Interface	75.00	100.00
(6) Circular Hunt <sup>(1)</sup> Per Primary Rate Interface	25.00	100.00
(7) National ISDN-2 Protocol <sup>(1)</sup> Per Primary Rate Interface	0.00	0.00
(8) E911 Call Screening <sup>(1)</sup> Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

<sup>(1)</sup> Certain equipment restrictions apply.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

e. Optional Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
(1) Premium Package <sup>(1)</sup> Includes: National ISDN-2 Protocol <sup>(2)</sup> ; E911 Call Screening <sup>(2)</sup> , Incoming Call Identification (Caller ID with Name), Call-by- Call/Integrated Service Access Feature Capability and 2 B-Channel Transfer <sup>(2)</sup>		
Per Primary Rate Interface	\$195.00	\$285.00

f. Move Charge

A move charge, per ISDN-PRI Primary Rate Access line, applies for each Primary Rate Access line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge - Inside Moves and Premises Visit Charge specified in Schedule AE-24.B.7.g.4.

g. Service Connection Charges

(1) Service Establishment Charges are applicable for each ISDN-PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The non-recurring charges associated with service establishment are found in Schedule AE-24.B.7.a,b,c1 and c2.

(2) Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).

(3) Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

<sup>(1)</sup> Only available for customers subscribing to ISDN Primary Rate Interface Two-Way under a Term Discount Plan.

<sup>(2)</sup> Certain equipment restrictions apply.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

g. Service Connection Charges (Cont'd)

(4) Charges

	<u>Non-Recurring Charges</u>
(a) Service Change Charge per Primary Rate Access Line	
(i) For termination change at the same premises, physical, per PRI interface	\$165.00
(ii) For termination change at the same premises, programming, per PRI interface	\$ 35.00
(b) Premises Visit Charge per Primary Rate Access Line or for an inside move	\$125.00

h. Termination Liability Charges

- (1) If a customer under a Term Discount Plan (TDP) disconnects all or a portion of ISDN PRI Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TPD. If Special Arrangements were applied to the service being terminated, any termination charges associated with Special Arrangements will also apply<sup>(1)</sup>.
- (2) Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire ISDN PRI Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the company within 30 days after the effective date of the rate increase<sup>(1)</sup>.
- (3) TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.

<sup>(1)</sup> Customers under contract prior to April 24, 2003, are grandfathered pursuant to the terms and conditions outlined in the contract.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

h. Termination Liability Charges (Cont'd)

- (4) At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI services installed under the expired TDP. Additional ISDN-PRI services installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing month to month rates unless the customer selects a TDP for those services.
- (5) Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:
  - (a) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
  - (b) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
  - (c) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
- (6) The Company will determine whether the replacement service qualifies as a next generation service offering.
- (7) Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.