

**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**TITLE PAGE**

Original Sheet 1

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**TERMS, CONDITIONS, RATES AND CHARGES  
CATALOG TERMS**

Applying to the provision of intrastate

**EXCHANGE AND NETWORK SERVICES**

within the operating territory of

Qwest Corporation

in the State of

**WASHINGTON**

as provided herein

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**Effective December 1, 2007, the Exchange and Network Services Catalog No. 3  
Cancels the Exchange and Network Services Catalog No. 2 in its entirety.**

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**EXCHANGE AND  
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1. APPLICATION AND REFERENCE

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This Catalog contains the terms, conditions, rates and charges applicable to intraLATA intrastate exchange and network services and equipment furnished by Qwest Corporation, hereinafter referred to as the Company. It constitutes a contract between the Company and the customer and all others using the services and products specified herein.

When specified, rates and charges are applicable only to customers whose serving wire center(s) are designated as competitive areas identified on the Preface Page of the Exchange and Network Services Tariff.

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Hearing or Speech Impaired Persons.....	6
<i>HOME BUSINESS LINE</i> Service.....	5
Hotel Message Trunk Service.....	5
Hunting Service .....	5
Impaired Credit .....	2
Improved Transmission Performance .....	5
Individual Case ISDN.....	14
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Integrated T-1 Service .....	15
Interest on Deposits .....	2
Interexchange Receiving Services.....	106
Intra-Premises Network Cable and Wire .....	2
<i>INTRACALL</i> Service.....	5
Itemized Statements .....	2
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**Qwest Corporation**

Catalog No. 3  
Washington

SECTION 1  
Original Sheet 18

EXCHANGE AND  
NETWORK SERVICES  
Effective: December 1, 2007

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

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Line Extension Charges .....	4
<i>LINE VOLUME ADVANTAGE</i> .....	5
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Listings in Directories .....	2
Listings in Directory Assistance .....	2
Local Exchange and Local Calling Area .....	5
Local Exchange Service .....	5
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Obsolete .....	105
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Make Busy .....	5
Maps .....	5
<i>MARKET EXPANSION LINE</i> Service .....	5
Measured Rate Service .....	5
Message Delivery Service .....	10
Message Rate Trunks .....	5
Message Telecommunication Service .....	6
Obsolete .....	106
Message Telecommunication Service Competitive Response Program .....	6
Message Waiting Indication .....	10
Miscellaneous Central Office Services .....	10
Miscellaneous Nonrecurring Charges .....	3
Miscellaneous Service Offerings .....	10
Miscellaneous Switched Digital Service Offerings .....	15
Miscellaneous Switching Arrangements .....	10
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**Qwest Corporation**

Catalog No. 3

Washington

**SECTION 1**

Original Sheet 19

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

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National Directory Assistance .....	6
Network Access Registers (NAR) .....	5
<i>NEXTCONNECTS</i> .....	9
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Notice Necessary Prior to Termination .....	2
Notices .....	2
Number Assignment .....	2
Obligation to Furnish Service .....	2
Operator Service Charges .....	6
Optional Service Features .....	109
Other Construction of Conditions.....	4
Outward WATS .....	107
Outward WATS and 800 Serviceline Option .....	107
Outward WATS Message Detail Service .....	10
Packaged Services.....	5
Obsolete .....	105
Packages Associated With Basic Exchange Service .....	5
Obsolete .....	105
Packages Not Associated With Basic Exchange Service .....	105
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<i>POPULARCHOICE</i> .....	105
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Obsolete .....	105
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Primary Rate Service .....	14
Primary Rate Service Offerings.....	14
Prime Saver Service.....	6
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**Qwest Corporation**

Catalog No. 3

Washington

**SECTION 1**

Original Sheet 20

**EXCHANGE AND  
NETWORK SERVICES**

Effective: {

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

<b>SUBJECT</b>	<b>SECTION</b>
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Provisioning Agreement For Housing Developments (PAHD).....	4
Public Communications Services - Coin and Coinless.....	105
Public Response Calling Service (PRCS).....	5
Public Telephone Service .....	105
<i>QWEST BUSINESS LINE PLUS</i> .....	105
<i>QWEST CHOICE</i> Business.....	5
Obsolete .....	105
<i>QWEST CHOICE</i> Business Plus.....	5
<i>QWEST CHOICE</i> Business Prime .....	5
<i>QWEST CHOICE</i> Home .....	5
Obsolete .....	105
<i>QWEST CHOICE</i> Home Plus .....	5
<i>QWEST CHOICE</i> Two-line Business.....	105
<i>QWEST CHOICE</i> Two-line Home .....	5
Obsolete .....	105
<i>QWEST CHOICE</i> Two-line Home Plus .....	5
<i>QWEST UTILITY LINE</i> .....	105
Rate Centers .....	7
Reasons For Termination.....	2
Record of Complaints .....	2
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Refusal of Service.....	2
Regulated Network Facility Terminations.....	2
Rendering of Bills.....	2
Resale/Sharing .....	5
Residence Maintenance Plans.....	13
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Restoral of Service from Disconnection.....	2
Restrictions on Termination.....	2
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Reverse Billing Service .....	10

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**Qwest Corporation**

Catalog No. 3

Washington

**SECTION 1**

Original Sheet 21

**EXCHANGE AND  
NETWORK SERVICES**

Effective: {

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

<b>SUBJECT</b>	<b>SECTION</b>
Scan-Alert .....	9
Screening/Restriction Services .....	10
Selective Ringing Module .....	30
<i>SELECTPAK</i> .....	105
Semipublic Extension Service .....	105
Semipublic Telephone Service .....	105
Series Completion Service .....	5
Services Charges .....	3
Service Connections to be Made by Company's Employees Except Under Specified Conditions .....	2
Service Liabilities .....	2
Service to and Within a Building, Building Space and Electric Power Supply .....	2
Shared Telecommunications Services .....	5
Single Line ISDN Service .....	14
<i>SINGLENUMBER</i> Service .....	105
<i>SMARTSET</i> Feature Packages .....	105
Special Number Billing .....	10
Special Promotions .....	16
Special Services .....	2
Special Taxes, Fees and Charges .....	2
<i>STAND-BY LINE</i> Service .....	5
Statement Billing Service .....	10
Stop Hunt .....	5
Subject Index .....	1
Summary Billing Service .....	10
Supersedure of Service .....	2
Supplemental Billing Number Service .....	10
Switching System (PBX Type) Services .....	25
<i>SWITCHNET</i> 56 Service .....	115

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 1

Original Sheet 22

EXCHANGE AND  
NETWORK SERVICES

Effective: {

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

<b>SUBJECT</b>	<b>SECTION</b>
Table of Contents .....	1
Tax Rates .....	2
<i>TELECHOICE</i> Business Services.....	105
Temporary Construction .....	4
Temporary Suspension of Service – Customer Initiated .....	2
Tenant Solutions .....	5
Termination Liability/Waiver Policy .....	2
Termination of Service – Company Initiated .....	2
Termination of Service – Customer Initiated .....	2
Toll Message Detail Service .....	10
Toll Personalized Area Calling.....	106
Toll Restriction Service .....	10
Trademarks, Service Marks and Trade Names .....	1
Traffic Data Report Service .....	10
Transfer Arrangement.....	10
Transfer of Service Between Customers (Supersedure) .....	2
Two-line <i>QWEST CHOICE</i> Business .....	105
Two-Point Message Telecommunication Service .....	6
Uniform Access Solution Service.....	15
Uniform Call Distribution.....	9
Use of Facilities .....	2
Use of Service.....	2
<i>VALUECHOICE</i> .....	105
Voice Messaging Service.....	10
Wide Area Telecommunications Service (WATS).....	7
Obsolete .....	107

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.



**1. APPLICATION AND REFERENCE**

**1.4 CATALOG FORMAT**

**1.4.1 LOCATION OF MATERIAL**

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

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

**1.4.2 OUTLINE STRUCTURE**

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

<b>LEVEL</b>	<b>APPLICATION</b>	<b>EXAMPLE</b>
1	Section Heading	<b>1. APPLICATION AND REFERENCE</b>
2	Sub Heading	<b>1.4 DOCUMENT FORMAT</b>
3	Sub Heading	<b>1.4.2 OUTLINE STRUCTURE</b>
4	Sub Heading/Text	A. Text
5	Sub Heading/Text	1. Text
6	Sub Heading/Text	a. Text
7	Sub Heading/Text	(1) Text
8	Sub Heading/Text	(a) Text
9	Footnotes	[1] Text

**1. APPLICATION AND REFERENCE**

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

**1.4.3 RATE TABLES**

Within rate tables, four types of entries are allowed:

- Rate Amount

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

- A dash "-"

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

- A footnote designator "[1]"

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

- ICB

The acronym "ICB" indicates that the product/service is rated on an individual case basis.

**1.4.4 USOC COLUMN**

Within USOC columns, two types of entries are allowed:

- USOC

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

- N/A

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

**1. APPLICATION AND REFERENCE**

**1.5 EXPLANATION OF CHANGE SYMBOLS**

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

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**1. APPLICATION AND REFERENCE**

**1.6 EXPLANATION OF ABBREVIATIONS**

ARS	- Automatic Route Selection
CALC	- Customer Access Line Charge
CCMS	- Customized Call Management Services
CO	- Central Office
CMS	- <i>CENTON</i> Management System
CS1	- <i>CENTRAFLEX</i> System 1
CS2	- <i>CENTRAFLEX</i> System 2
CS3	- <i>CENTRAFLEX</i> System 3
CS4	- <i>CENTRAFLEX</i> System 4
<i>DID</i>	- Direct-Inward-Dialing
DISA	- Direct Inward System Access
DOD	- Direct Outward Dialing
ETS	- Electronic Tandem Switching
EUCL	- End User Common Line
FCC	- Federal Communications Commissions
FGA	- Feature Group A
FX	- Foreign Exchange
HBL	- <i>HOME BUSINESS LINE</i>
IC	- Interexchange Carrier
ICB	- Individual Case Basis
LATA	- Local Access and Transport Area
MADN	- Multiple Appearance Directory Number
MLHG	- Multiline Hunt Group
MTS	- Message Telecommunications Service
NCOS	- Network Class of Service
NPA	- Number Plan Area
NSEP	- National Security Emergency Preparedness
OCC	- Other Common Carrier
POP	- Point of Presence
PBN	- Private Business Number
PBX	- Private Branch Exchange
POTS	- Plain Old Telephone Service
RAO	- Regional Accounting Office
SMDI	- Simplified Message Desk Interface
SMDR	- Station Message Detail Recording
TAS	- Telephone Answering Service
TIM	- Tariff Information Management (Code)
TSP	- Telecommunications Service Priority
UCD	- Uniform Call Distribution
USOC	- Uniform Service Order Code
V&H	- Vertical and Horizontal
WATS	- Wide Area Telecommunications Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**1. APPLICATION AND REFERENCE**

**1.6 EXPLANATION OF ABBREVIATIONS**

ARS	- Automatic Route Selection
CALC	- Customer Access Line Charge
CCMS	- Customized Call Management Services
CO	- Central Office
CMS	- <i>CENTON</i> Management System
CS1	- <i>CENTRAFLEX</i> System 1
CS2	- <i>CENTRAFLEX</i> System 2
CS3	- <i>CENTRAFLEX</i> System 3
CS4	- <i>CENTRAFLEX</i> System 4
<i>DID</i>	- Direct-Inward-Dialing
DISA	- Direct Inward System Access
DOD	- Direct Outward Dialing
ETS	- Electronic Tandem Switching
EUCL	- End User Common Line
FCC	- Federal Communications Commissions
FGA	- Feature Group A
FX	- Foreign Exchange
HBL	- <i>HOME BUSINESS LINE</i>
IC	- Interexchange Carrier
ICB	- Individual Case Basis
LATA	- Local Access and Transport Area
MADN	- Multiple Appearance Directory Number
MLHG	- Multiline Hunt Group
MTS	- Message Telecommunications Service
NCOS	- Network Class of Service
NPA	- Number Plan Area
NSEP	- National Security Emergency Preparedness
OCC	- Other Common Carrier
POP	- Point of Presence
PBN	- Private Business Number
PBX	- Private Branch Exchange
POTS	- Plain Old Telephone Service
RAO	- Regional Accounting Office
SMDI	- Simplified Message Desk Interface
SMDR	- Station Message Detail Recording
TAS	- Telephone Answering Service
TIM	- Tariff Information Management (Code)
TSP	- Telecommunications Service Priority
UCD	- Uniform Call Distribution
USOC	- Uniform Service Order Code
V&H	- Vertical and Horizontal
WATS	- Wide Area Telecommunications Service

**NOTICE**

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**1. APPLICATION AND REFERENCE**

**1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES**

Marks are identified in text throughout this document in all caps and italics, e.g., *CENTRON* Service.

<b>MARK</b>	<b>OWNER</b>
CENTRAFLEX®	Qwest Communications International Inc.
Centrex PRIME®	Qwest Communications International Inc.
CENTRON®	Qwest Communications International Inc.
CONSULTLINE <sup>SM</sup>	Qwest Communications International Inc.
DID®	Qwest Communications International Inc.
HOME BUSINESS LINE®	Qwest Communications International Inc.
INTRACALL®	Qwest Communications International Inc.
LINE VOLUME ADVANTAGE™	Qwest Communications International Inc.
QWEST BUSINESS LINE PLUS™	Qwest Communications International Inc.
QWEST CHOICE™	Qwest Communications International Inc.
QWEST HOME BUSINESS™	Qwest Communications International Inc.
QWEST UTILITY LINE™	Qwest Communications International Inc.
SUPER SAVINGS <sup>SM</sup>	Qwest Communications International Inc.
STAND-BY LINE®	Qwest Communications International Inc.
UNISTAR®	Qwest Communications International Inc.

**1. APPLICATION AND REFERENCE**

**1.8 REFERENCE TO OTHER TARIFFS**

Whenever reference is made in this Tariff to other documents of the Company, the reference is to the tariff/catalog in force as of the effective date of this Tariff, and to amendments thereto and successive issues thereof.

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

- A. All service(s) offered in this document must conform to the transmission specification standards contained in this document or in the following Technical References.
- B. The following technical publications are referenced in this Tariff and may be obtained from Telcordia, Customer Service, 8 Corporate Place, PYA-3A184, Piscataway, NJ 08854-4196:

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Transport Systems Generic Requirements (TSGR) Issued: 1992 Edition	FR-NWT-000440
Ordering and Billing Forum-Multiple Exchange Carrier Access Billing (MECAB) Issued: November, 1987	SR-ILB-000983
Industry Support Interface (ISI): General Overview Issued: July 1989	SR-STS-000284
Ordering and Billing Forum-Multiple Exchange Carrier Ordering and Design Guidelines (MECOD) Issued: March, 1988	SR-TAP-000984
Telecommunications Transmission Engineering Textbook-Volume 3: Network and Services, Third Edition Issued: August, 1989	ST-TEC-000053

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**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

B. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Metallic and Telegraph Grade Special Access Service Transmission Parameter Limits and Interface Combinations Issued: October, 1987	TR-NPL-000336
Program Audio Special Access and Local Channel Services Issued: July, 1987	TR-NPL-000337
Voice Grade Special Access Service - Transmission Parameter Limits and Interface Combinations Issued: May 1990	TR-NWT-000335



**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)**

- C. The following Qwest Corporation Technical publications are referenced in this Tariff and may be viewed at <http://www.qwest.com/techpub>

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
<i>U S WEST</i> DS1 Service Publication Issued: August, 1993	77200
<i>U S WEST</i> Digital Data Service Product Description, Applications, and Interface Combinations Issued: November 1995	77204
Voice Grade Special Service - Basic Voice - Transmission Parameters Limits and Interface Combinations Issued: December, 1988	77309
Qwest Corporation Technical Publication Analog Channels for Non-Access Issued: March, 1993	77311
<i>U S WEST</i> Digital Data Service, Technical Description Issued: October 1994	77312

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

C. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Qwest Corporation Technical Publication Low-Speed Data Channels Interface Specifications Combinations Issued: March, 1991	77313
Qwest Corporation Local Area Data Service (LADS) Issued: July, 1991	77314
Pacific Northwest Bell's InterLATA Signaling Channels Issued: July, 1986	77317
Special High Voltage Protection Issued: June, 1988	77321
Qwest Corporation DS3 Service Issued: April, 1993	77324
Simultaneous Voice and Data Service (SVDS), (Digital Data Over Voice Technology) Digital Access Arrangements, Network Interface Specifications Issued: September, 1994	77331
Qwest Corporation Self Healing Network Service Issued: December, 1992	77332
Qwest Corporation Self Healing Alternate Route Protection Issued: December, 1992	77340

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

C. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Qwest Corporation Diversity and Avoidance Issued: November, 1990	77344
Network Channel and Network Channel Interface Combinations Issued: March 1989	77365
Command A Link Technical Descriptions and Interface Combinations Issued: November, 1994	77371
1.544 Mbit/s Channel Interfaces Technical Specifications for Network Channel Interface Codes Describing Electrical Interfaces at Customer Premises and at Qwest Corporation Central Offices Issued: October, 1995	77375

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**Qwest Corporation**

Catalog No. 3

Washington

**SECTION 1**

Original Sheet 21

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

<b>SUBJECT</b>	<b>SECTION</b>
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Screening/Restriction Services .....	10
Selective Ringing Module .....	30
<i>SELECTPAK</i> .....	105
Semipublic Extension Service .....	105
Semipublic Telephone Service .....	105
Series Completion Service .....	5
Services Charges .....	3
Service Connections to be Made by Company's Employees Except Under Specified Conditions .....	2
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Service to and Within a Building, Building Space and Electric Power Supply .....	2
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<i>SMARTSET</i> Feature Packages .....	105
Special Number Billing .....	10
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Special Services .....	2
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Supersedure of Service .....	2
Supplemental Billing Number Service .....	10
Switching System (PBX Type) Services .....	25
<i>SWITCHNET</i> 56 Service .....	115

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 1

Original Sheet 22

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

**1. APPLICATION AND REFERENCE**

**1.3 SUBJECT INDEX**

<b>SUBJECT</b>	<b>SECTION</b>
Table of Contents .....	1
Tax Rates .....	2
<i>TELECHOICE</i> Business Services.....	105
Temporary Construction .....	4
Temporary Suspension of Service – Customer Initiated .....	2
Tenant Solutions .....	5
Termination Liability/Waiver Policy .....	2
Termination of Service – Company Initiated .....	2
Termination of Service – Customer Initiated .....	2
Toll Message Detail Service .....	10
Toll Personalized Area Calling.....	106
Toll Restriction Service .....	10
Trademarks, Service Marks and Trade Names .....	1
Traffic Data Report Service .....	10
Transfer Arrangement.....	10
Transfer of Service Between Customers (Supersedure) .....	2
Two-line <i>QWEST CHOICE</i> Business .....	105
Two-Point Message Telecommunication Service .....	6
Uniform Access Solution Service.....	15
Uniform Call Distribution.....	9
Use of Facilities .....	2
Use of Service.....	2
<i>VALUECHOICE</i> .....	105
Voice Messaging Service.....	10
Wide Area Telecommunications Service (WATS).....	7
Obsolete .....	107

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**1. APPLICATION AND REFERENCE**

**1.4 CATALOG FORMAT**

**1.4.1 LOCATION OF MATERIAL**

- A. Section 1 provides the following for all of the sections in this Catalog.
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- C. Obsolete Service Offerings

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

**1.4.2 OUTLINE STRUCTURE**

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

<b>LEVEL</b>	<b>APPLICATION</b>	<b>EXAMPLE</b>
1	Section Heading	<b>1. APPLICATION AND REFERENCE</b>
2	Sub Heading	<b>1.4 DOCUMENT FORMAT</b>
3	Sub Heading	<b>1.4.2 OUTLINE STRUCTURE</b>
4	Sub Heading/Text	A. Text
5	Sub Heading/Text	1. Text
6	Sub Heading/Text	a. Text
7	Sub Heading/Text	(1) Text
8	Sub Heading/Text	(a) Text
9	Footnotes	[1] Text

**1. APPLICATION AND REFERENCE**

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

**1.4.3 RATE TABLES**

Within rate tables, four types of entries are allowed:

- Rate Amount

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

- A dash "-"

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

- A footnote designator "[1]"

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

- ICB

The acronym "ICB" indicates that the product/service is rated on an individual case basis.

**1.4.4 USOC COLUMN**

Within USOC columns, two types of entries are allowed:

- USOC

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

- N/A

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

**1. APPLICATION AND REFERENCE**

**1.5 EXPLANATION OF CHANGE SYMBOLS**

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

**NOTICE**

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**1. APPLICATION AND REFERENCE**

**1.6 EXPLANATION OF ABBREVIATIONS**

ARS	- Automatic Route Selection
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CCMS	- Customized Call Management Services
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CMS	- <i>CENTON</i> Management System
CS1	- <i>CENTRAFLEX</i> System 1
CS2	- <i>CENTRAFLEX</i> System 2
CS3	- <i>CENTRAFLEX</i> System 3
CS4	- <i>CENTRAFLEX</i> System 4
<i>DID</i>	- Direct-Inward-Dialing
DISA	- Direct Inward System Access
DOD	- Direct Outward Dialing
ETS	- Electronic Tandem Switching
EUCL	- End User Common Line
FCC	- Federal Communications Commissions
FGA	- Feature Group A
FX	- Foreign Exchange
HBL	- <i>HOME BUSINESS LINE</i>
IC	- Interexchange Carrier
ICB	- Individual Case Basis
LATA	- Local Access and Transport Area
MADN	- Multiple Appearance Directory Number
MLHG	- Multiline Hunt Group
MTS	- Message Telecommunications Service
NCOS	- Network Class of Service
NPA	- Number Plan Area
NSEP	- National Security Emergency Preparedness
OCC	- Other Common Carrier
POP	- Point of Presence
PBN	- Private Business Number
PBX	- Private Branch Exchange
POTS	- Plain Old Telephone Service
RAO	- Regional Accounting Office
SMDI	- Simplified Message Desk Interface
SMDR	- Station Message Detail Recording
TAS	- Telephone Answering Service
TIM	- Tariff Information Management (Code)
TSP	- Telecommunications Service Priority
UCD	- Uniform Call Distribution
USOC	- Uniform Service Order Code
V&H	- Vertical and Horizontal
WATS	- Wide Area Telecommunications Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**1. APPLICATION AND REFERENCE**

**1.6 EXPLANATION OF ABBREVIATIONS**

ARS	- Automatic Route Selection
CALC	- Customer Access Line Charge
CCMS	- Customized Call Management Services
CO	- Central Office
CMS	- <i>CENTON</i> Management System
CS1	- <i>CENTRAFLEX</i> System 1
CS2	- <i>CENTRAFLEX</i> System 2
CS3	- <i>CENTRAFLEX</i> System 3
CS4	- <i>CENTRAFLEX</i> System 4
<i>DID</i>	- Direct-Inward-Dialing
DISA	- Direct Inward System Access
DOD	- Direct Outward Dialing
ETS	- Electronic Tandem Switching
EUCL	- End User Common Line
FCC	- Federal Communications Commissions
FGA	- Feature Group A
FX	- Foreign Exchange
HBL	- <i>HOME BUSINESS LINE</i>
IC	- Interexchange Carrier
ICB	- Individual Case Basis
LATA	- Local Access and Transport Area
MADN	- Multiple Appearance Directory Number
MLHG	- Multiline Hunt Group
MTS	- Message Telecommunications Service
NCOS	- Network Class of Service
NPA	- Number Plan Area
NSEP	- National Security Emergency Preparedness
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**NOTICE**

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**1. APPLICATION AND REFERENCE**

**1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES**

Marks are identified in text throughout this document in all caps and italics, e.g., *CENTRON* Service.

<b>MARK</b>	<b>OWNER</b>
CENTRAFLEX®	Qwest Communications International Inc.
Centrex PRIME®	Qwest Communications International Inc.
CENTRON®	Qwest Communications International Inc.
CONSULTLINE <sup>SM</sup>	Qwest Communications International Inc.
DID®	Qwest Communications International Inc.
HOME BUSINESS LINE®	Qwest Communications International Inc.
INTRACALL®	Qwest Communications International Inc.
LINE VOLUME ADVANTAGE™	Qwest Communications International Inc.
QWEST BUSINESS LINE PLUS™	Qwest Communications International Inc.
QWEST CHOICE™	Qwest Communications International Inc.
QWEST HOME BUSINESS™	Qwest Communications International Inc.
QWEST UTILITY LINE™	Qwest Communications International Inc.
SUPER SAVINGS <sup>SM</sup>	Qwest Communications International Inc.
STAND-BY LINE®	Qwest Communications International Inc.
UNISTAR®	Qwest Communications International Inc.

**1. APPLICATION AND REFERENCE**

**1.8 REFERENCE TO OTHER TARIFFS**

Whenever reference is made in this Tariff to other documents of the Company, the reference is to the tariff/catalog in force as of the effective date of this Tariff, and to amendments thereto and successive issues thereof.

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

- A. All service(s) offered in this document must conform to the transmission specification standards contained in this document or in the following Technical References.
- B. The following technical publications are referenced in this Tariff and may be obtained from Telcordia, Customer Service, 8 Corporate Place, PYA-3A184, Piscataway, NJ 08854-4196:

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Transport Systems Generic Requirements (TSGR) Issued: 1992 Edition	FR-NWT-000440
Ordering and Billing Forum-Multiple Exchange Carrier Access Billing (MECAB) Issued: November, 1987	SR-ILB-000983
Industry Support Interface (ISI): General Overview Issued: July 1989	SR-STS-000284
Ordering and Billing Forum-Multiple Exchange Carrier Ordering and Design Guidelines (MECOD) Issued: March, 1988	SR-TAP-000984
Telecommunications Transmission Engineering Textbook-Volume 3: Network and Services, Third Edition Issued: August, 1989	ST-TEC-000053

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

B. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Metallic and Telegraph Grade Special Access Service Transmission Parameter Limits and Interface Combinations Issued: October, 1987	TR-NPL-000336
Program Audio Special Access and Local Channel Services Issued: July, 1987	TR-NPL-000337
Voice Grade Special Access Service - Transmission Parameter Limits and Interface Combinations Issued: May 1990	TR-NWT-000335

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)**

- C. The following Qwest Corporation Technical publications are referenced in this Tariff and may be viewed at <http://www.qwest.com/techpub>

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
<i>U S WEST</i> DS1 Service Publication Issued: August, 1993	77200
<i>U S WEST</i> Digital Data Service Product Description, Applications, and Interface Combinations Issued: November 1995	77204
Voice Grade Special Service - Basic Voice - Transmission Parameters Limits and Interface Combinations Issued: December, 1988	77309
Qwest Corporation Technical Publication Analog Channels for Non-Access Issued: March, 1993	77311
<i>U S WEST</i> Digital Data Service, Technical Description Issued: October 1994	77312

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

C. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Qwest Corporation Technical Publication Low-Speed Data Channels Interface Specifications Combinations Issued: March, 1991	77313
Qwest Corporation Local Area Data Service (LADS) Issued: July, 1991	77314
Pacific Northwest Bell's InterLATA Signaling Channels Issued: July, 1986	77317
Special High Voltage Protection Issued: June, 1988	77321
Qwest Corporation DS3 Service Issued: April, 1993	77324
Simultaneous Voice and Data Service (SVDS), (Digital Data Over Voice Technology) Digital Access Arrangements, Network Interface Specifications Issued: September, 1994	77331
Qwest Corporation Self Healing Network Service Issued: December, 1992	77332
Qwest Corporation Self Healing Alternate Route Protection Issued: December, 1992	77340

**1. APPLICATION AND REFERENCE**

**1.9 REFERENCE TO TECHNICAL PUBLICATIONS**

C. (Cont'd)

<b>TITLE</b>	<b>PUBLICATION NUMBER</b>
Qwest Corporation Diversity and Avoidance Issued: November, 1990	77344
Network Channel and Network Channel Interface Combinations Issued: March 1989	77365
Command A Link Technical Descriptions and Interface Combinations Issued: November, 1994	77371
1.544 Mbit/s Channel Interfaces Technical Specifications for Network Channel Interface Codes Describing Electrical Interfaces at Customer Premises and at Qwest Corporation Central Offices Issued: October, 1995	77375



**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 2**

**Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

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

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SECTION 2

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**NOTICE**

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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

### **2.1 DEFINITION OF TERMS**

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

#### 800 Service and 800 Serviceline Option

Denotes a toll-free service when the 8XX service access code (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) is used. The term 800/800-type service is used interchangeably with 800 Service and 800 Serviceline Option throughout this Catalog to describe this service.

#### Access Line

See "Carrier Access Line" and/or "Exchange Access Line".

#### Applicant

An individual or legal entity making application to the Company for service except as defined in 4.2.2.B.1. of this Catalog.

#### Base Rate Area (BRA)

The area of highest population density within an exchange. The exchange boundary and the BRA boundary may be the same. The BRA is set forth on the tariff map.

#### Billing Date

The date on a bill which represents the start of the regular monthly billing period. See 2.3.2.

#### Building

A structure that houses the customer. Separate buildings are treated as one building if the customer furnishes and maintains a joining passageway, which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

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

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

#### Call Forwarding

A function which allows incoming calls to be advanced to another telephone number. The number the calls are advanced to may be changed as required by the customer.

#### Calling Card

A billing arrangement by which a call may be charged to an authorized Company designated number. Previously it was known as a "credit card".

#### Call Waiting

A function that provides a tone to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through switchhook operation.

#### Carrier Access Line

A circuit between a telecommunications company switching center and an Interexchange Carrier's (IC's) premises which includes a point of termination and which provides access to end users in the local exchange network.

#### Central Office

Equipment used to terminate, interconnect and switch access lines and trunks to provide telecommunications.

#### Centrex-Type Service

Central office based services furnished to a customer by means of exchange access lines. Terms, conditions and rates of features may be stated in this Catalog.

#### Channel

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

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

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

#### Class of Service

The various categories of service generally available to the customer; business, residence and Public Access Line (PAL) are examples of general categories that contain several classes of service.

#### Client

The customer of a service provided to a customer-of-record by the Company, such as Telephone Answering Service. The term “client” means the same and may be used interchangeably with “patron”.

#### Communications Systems

A combination of equipment and facilities which provide telecommunication requirements of a customer.

#### Company

Qwest Corporation.

#### Connecting Arrangement

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

#### Contiguous Exchanges

Exchanges whose boundaries adjoin.

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

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

#### Continuous Property

Property occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Noncontinuous property is treated as continuous if the customer furnishes a passageway which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

#### Contract

The service agreement between a customer and the Company under which services and/or facilities are furnished. The term "contract" may refer to a separate agreement between the Company and the customer; it may refer to these Catalog Terms; and it may refer to a set of documents that apply to and govern the relationship between the Company and the customer, including filed tariffs or other filed documents, if any, these Catalog Terms, and other documents, depending on the context.

#### Cost

The words "cost" and "actual cost", as used in this Catalog, are intended to cover the actual cost of material, labor, and related expenses.

#### Custom Calling Services

A term describing special features provided from specially equipped central offices. These can include Call Forwarding, Call Waiting, Speed Calling and Three-Way Calling.

#### Customer

A person or legal entity who has applied for, been accepted, and is currently receiving service.

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

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

#### Customer-of-Record

The customer (person or entity) who resells or shares exchange services.

#### Customer-Provided Equipment (CPE)

Telecommunication devices, equipment, and associated wiring located on the customer's side of the protector/Standard Network Interface (SNI).

#### Date of Presentation

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

#### Demarcation Point

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises.

#### Deposit

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

#### Directory Listings

Essential information in the telephone directory or directory assistance records that allows telephone users to determine the telephone number of a listed customer.

#### Drop Wire

Wires between an open wire lead, aerial or underground cable terminal and the point of entrance to the building in which the customer's telephone service is located.

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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

#### Emergency

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

#### End User

A customer of an Interexchange Carrier (IC) taking service offered in combination with telephone companies and other carriers.

#### Exchange

A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

#### Exchange Access Line

An exchange access line is a serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the use offering selected by the customer.

#### Extended Line

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



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

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

Facilities

Supplemental equipment, apparatus, wiring, cables, supporting structures and other materials and mechanisms necessary to or furnished in connection with telephone service.

Flat Rate Service

Service furnished at a fixed monthly rate.

Foreign Exchange (FX)

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

Foreign Exchange Service

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

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

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

Grade of Service

Refers to the number of parties served on a telephone line; for example: one-party, two-party, four-party, etc.

Grandfathered Service

Service that is no longer offered to new applicants, but may continue for existing customers who had the service prior to a specific date.

Guarantee

A written agreement of payment for a customer service, signed by another person that has acceptable credit. May be referred to as a Guarantor Agreement or Letter of Guarantee.

Hunting Line

A general designation for lines so arranged that the switching equipment will search to find an available line when a busy signal is received.

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

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

#### Individual Case Pricing (ICB)

ICB may be used if terms, conditions, or prices vary from the catalog. The Company may customize any terms, conditions, or prices to meet a specific customer's needs, provided those changes are mutually agreed to by the customer and the Company in an Individual Case Basis (ICB) contract.

#### Inside Wire (IW)

Telephone wiring located on the building owner's/customer's side of the SNI. Such wiring is fully deregulated and competitive. Installation and maintenance of Inside Wire is the responsibility of the customer or building owner.

#### Interexchange Carrier (IC)

A person or entity engaged for hire in interstate, intrastate or foreign communications with or without wires. Services of ICs are normally provided to end users.

#### Interexchange Mileage

Mileage between exchanges as determined for message toll telephone service.

#### Interexchange Receiving Service

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

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

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

Intraexchange Channel

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

Intra-Premises Network Cable and Wire (IPNCAW)

A term used to describe the portion of the exchange access line circuit that commences at the entrance to a Minimum Point Of Entry (MPOE) extending the "exchange access line" facilities within a structure up to and including the SNI.

Joint User

An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

Line Extension

The extension of outside plant or facilities required for the establishment of service outside of the Base Rate Area (BRA). Line extension includes the facilities and the drop or buried service wire necessary to complete the local loop in order to provide a protector/SNI at the customer premises.

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

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

Local Access and Transport Area (LATA)

Geographic areas within which the Company provides local and long distance calling services. The Company does not provide calling services between LATAs. LATA designations are kept on file in the Company regulatory operations office.

Local Exchange

Exchange in which the customer's premises is located.

Local Message

A message not subject to toll charges.

Local Service

Exchange access service furnished between customer's premises located within the same local service area.

Local Service Area

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

Measured Service

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

Message

A completed communication between two exchange access lines.

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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

#### Message Rate Service

A service for which a fixed monthly rate is charged for each outgoing local message up to a stipulated number. A separate charge is made for each outgoing local message completed beyond the limit stipulated.

#### Mileage

- Foreign Exchange - Contiguous Exchanges

The airline distance measurement between a point in the local exchange to the nearest point on the common boundary of the local and foreign exchanges.

- Foreign Exchange

Noncontiguous Exchange-The interexchange measurement between the rate centers of the local and foreign exchanges.

- Interexchange-Common Concentrator and Identifier Lines

The interexchange measurement between the rate centers of the exchanges in which the concentrator unit and identifier unit are located.

- Interoffice

The airline distance measurement in quarter miles between buildings serving different central office districts.

- Suburban

The airline distance, measured in quarter miles from a point outside the BRA of an exchange to the nearest point on the boundary of that exchange.

#### Mileage Charges

Recurring charges based on airline distance measurement as provided in the applicable sections.

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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

#### Minimum Point Of Entry (MPOE)

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

#### Monthly Rate

A recurring charge, for a period of thirty days, made in conjunction with the provisions of a service.

#### National Security Emergency Preparedness (NSEP)

See "Telecommunications Service Priority (TSP)".

#### Nonrecurring Charge

A onetime charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing service.

#### Off Premises Station Line

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

#### One Party Service

An exchange access line serving only one customer.

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

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

#### Party Line Service

A central office line arranged to serve more than one customer. Each customer has a different telephone number.

#### Patron

The customer of a service provided to a customer-of-record by the Company, such as Telephone Answering service. The term "patron" means the same and may be used interchangeably with "client".

#### Premises

The space occupied by a customer in a single building or in connecting buildings on continuous property. The space may be a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located subject to the local telephone company's reasonable and nondiscriminatory standard operating practices. For the purposes of the Intra-Premises Network Cable and Wire in 2.8.1, premises may also include space occupied by a customer in multiple buildings.

#### Private Line

A line consisting of dedicated communication channels connecting two or more locations. See the Private Line Transport Services Catalog.

#### Private Branch Exchange (PBX) Trunk

See "Trunk Line".



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

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

Public Access Line Service

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

Public Roadway

Any roadway owned and controlled by a governmental agency.

Rate Center

A specified geographical location within an exchange area (or location outside the exchange area) from which mileage measurements are determined for the application of interexchange mileage rates.

Registered Equipment

Terminal equipment, multiline terminating systems, and protective circuitry which comply with and have been approved within the registration provisions of Part 68 of the Federal Communications Commission (FCC) Rules and Regulations.

Resale of Service

Exchange telecommunication service furnished by the Company for which the customer-of-record receives a payment or other compensation in excess of the prorated share of the Company billed charges for that service from any other person, firm or corporation for their use of that service.

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

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

Ringin Power

Alternating current electrical energy furnished to a Private Branch Exchange (PBX) switchboard or other facility for signaling purposes.

Rotary Service

Exchange access service in which telephone connections between customers are established by the use of a non-tone, rotary dial operated by the calling party.

Second Tier Exchange

An exchange which is separated at any point by a single exchange.

Service Wire

Includes both aerial drop wire and buried service wire and is defined as a wire or wires between an open wire lead, aerial or buried cable field termination and the protector on and/or in the building in which the customer's telephone service is located.

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

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

#### Speed Calling

A function that allows a customer to assign and dial abbreviated codes to frequently called numbers.

#### STAND-BY LINE Service

An additional business line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

#### Standard Network Interface (SNI)

The network interface shall be located on the customer's side of the telephone company's protector, or the equivalent thereof in cases where a protector is not employed, at the Demarcation Point, as provided under the local telephone company's reasonable and nondiscriminatory standard operating practices. Any device utilized as an SNI must comply with F.C.C. Part 68 guidelines.

#### Supporting Structures

Pipes, conduits and poles used as support or protection of wire or cable facilities.

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

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

#### Supersedure

The transfer of customer service, including the telephone number, from one-party to another with the expressed or implied consent of the relinquishing customer, without interruption of billing and with no change in type or location of facilities.

#### Switched Access Service

See the Access Services Catalog.

#### Tariffs

The index, definitions, rules and regulations, rates, charges, conditions of service, concurrences, and maps adopted and filed by the Company and approved by the Washington Utilities and Transportation Commission (WUTC).

#### Telecommunications Service

Two-way switched access and transport of voice and/or data communications.

#### Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission 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 the Access Service Tariff, Section 13.

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

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

Telephone Answering Service

A person or company, unaffiliated with the Company, who provides answering services for clients.

Temporary Disconnect

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

Temporary Service

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

Terminal Loop

The wire facility used in providing, but not limited to off premises stations, station lines or tie lines between PBX systems in different buildings.

Termination Charge

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

Three-Way Calling

A feature providing the capability to add a third party to an existing conversation.

## 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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

#### Tie Line

A circuit connecting two switching systems for the purpose of connecting one system with another system, without the use of trunk lines, to a Company central office.

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

#### 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.

#### Toll Restriction Service

A feature restricting service to calls for which no toll message rate is applied.

#### Toll Service

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

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

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

Touch-Tone Calling Service

Service provided by means of a system in which telephone connections between customers are established by an audio tone activated by manipulations of push buttons operated by the calling parties, for signaling directly over the circuit.

Trunk Line

A circuit between two central office units or between switching equipment (e.g. Private Branch Exchange Systems) normally located at the customer's premises and a Company central office.

Usage Package

Varying blocks of measured local usage priced at a fixed rate. Usage in excess of that provided in the package selected is billed on a per minute basis.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

A. General

1. The Company may require an applicant to sign an application form furnished by the Company, and to establish credit as provided in these General Regulations, as conditions prior to the establishment of service.
2. The Company will accept oral or written application from a customer for addition to or changes in the existing service.
3. An application is merely a request for service, and does not bind the Company to serve, except under reasonable conditions, nor does it bind the applicant to take service.

B. Cancellations and Deferments

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 business day grace period. If after 30 business days the customer still has not accepted service, regular monthly billing for the ordered services may begin, or the facilities will be released for other service order activity, and cancellation charges (non-recurring charges that would have applied had the service been installed) may be applied. These cancellation and deferment provisions apply to requests for 5 or more analog or digital exchange access lines, or 1 or more DS1 facilities with common equipment, such as Digital Switched Service, ISDN Primary Rate Service, Integrated T-1 Service, or Uniform Access Solution Service.



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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

C. Use of Service

1. The customer shall not permit the public use of service furnished for private use.

Service furnished by the Company is intended only for communications in which the customer has a direct interest and shall not be used for any purpose for which a payment or other compensation shall be received from any other person, firm or corporation for such use, or in the collection, transmission or delivery of any communication for others. This prohibition shall not apply to hotel/motel manual or dial PBX service, to a composite data service vendor in the provision of composite data service to its patrons, to a communications common carrier in the provision of public telegram message service or overseas data message service or to customers of PAL service.

2. If it is found that the customer is permitting public use of service furnished for private use, the Company will provide PAL Service. If the customer consents to the relocation of the facilities so they are inaccessible to the public or permits no further public use after the matter has been called to the customer's attention, a change will not be required. When a change is required, no charge will be made for the relocation of the telephone instrument.
3. If it is found that the customer is sharing the use of business service with an individual, other than an employee, member or officer of the customer's concern, or with another concern not of record as a joint user, the Company will require the customer to take Joint User service. Joint User service will not be required if the customer permits no further joint use of the service after the matter is called to the customer's attention or where the joint user vacates the customer's premises or becomes a customer to business service in the same exchange.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

**D. Refusal of Service**

The Company may refuse service under the following conditions:

1. When the connection or service will adversely affect the service of existing customers.
2. When the applicant has not complied with state, county, or municipal codes and/or regulations, Washington Utilities and Transportation Commission rules, Company Tariffs or Catalogs concerning such service.
3. If the Company judges the installation to be hazardous or that satisfactory service cannot be provided.
4. If the Company is unable to substantiate the identity of the individual requesting service.
5. If the Company or applicant cannot secure all necessary rights-of-way, easements and permits.

An applicant is responsible for obtaining all necessary rights-of-way or easements on private property, including private roads and driveways.

6. When the applicant or customer has an unpaid, past due bill with the Company. This must be the same class of service. It may be at the same or a different location within the State of Washington.

Service may be refused until this bill is paid or satisfactory arrangements are made.

The Company will allow on an initial occurrence and then once every five years from the most recent use of the option the applicant or customer an option of paying a prior obligation over not less than a six month period.

If any of these payments are not made, service may be discontinued. This is covered in the Commission's Rules and Regulations, WAC 480-120-172(3)(c) and WAC 480-120-174(1). Also see 2.2.9.A.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

**D. Refusal of Service (Cont'd)**

7. When it is known that a former customer, residing at the same address, has an unpaid, overdue bill from the Company. This bill must be for the same class of service, at the same address.

Service may be refused or denied until the bill is paid or satisfactory arrangements are made.

8. For non-payment of a deposit, as required in 2.3.3. However, local service will not be withheld pending payment of deposit or advanced payment for ancillary services.
9. If service has been obtained or retained by fraudulent means. This may include, but not be limited to the following:
  - False statements of credit references or employment.
  - False statements of premises address.
  - Use of an alias or false name with intent to deceive.
  - Rotation of service among roommates, or persons living together, for the purpose of avoiding debt.
  - Any other similar fraudulent devices.

**10. Legal Requirements**

The Company shall refuse to establish service for any applicant and it shall discontinue and disconnect service to a customer, whenever it has reasonable cause to believe that the use made or to be made of the service, or the furnishing of service to the premises of the applicant or customer is prohibited under any law, ordinance, regulation, or other legal requirement, or is being or is to be used as an instrumentality, directly or indirectly, to violate or to aid and abet the violation of the law.

A written notice to the Company from any official charged with the enforcement of the law stating that such service is being used or will be used as an instrumentality to violate or to aid and abet the violation of the law is sufficient to constitute such reasonable cause.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.1 APPLICATION FOR SERVICE**

D.10. (Cont'd)

If, in reliance on said notice as constituting such reasonable cause, the Company shall deny or disconnect such service, and if thereafter the Company shall receive from the same law enforcement official, or his successor, a written notice stating that said official approves, without qualification, the establishment or reestablishment of service to such applicant or former customer, as the case may be, then such latter notice shall be sufficient to constitute reasonable cause for the Company to believe that such service, if established or reestablished, would not be prohibited under any law or other legal requirement and would not be used as an instrumentality to violate or to aid and abet the violation of the law, and the Company may proceed to render such service; in all other cases the Company shall not establish or reestablish such service without being ordered or authorized to do so by the Washington Utilities and Transportation Commission (WUTC).

E. Transfer of Service Between Customers (Supersedure)

1. An applicant who qualifies for the immediate establishment of service may supersede to the service of a customer discontinuing that service provided:
  - The applicant takes service on the premises where that service is being rendered.
  - Where an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.
2. A written notice signed by the applicant and/or the outgoing customer may be required by the Company.
3. Charge

**NONRECURRING  
CHARGE**

- |   |         |
|---|---------|
| • Transfer of service between customers |         |
| - business                              | \$15.00 |
| - residence                             | 15.00   |

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

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

**2.2.2 OBLIGATION TO FURNISH SERVICE**

A. General

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

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

B. Customer Service Guarantee Programs

The Company is committed to providing service in accordance with our customer's expectations. When service cannot be provided as expected by our customers, the Company provides for alternative remedies as well as customer bill credits. Following is a description of the Company's customer service guarantee programs.

1. Guaranteed Appointments and Commitments

The Customer Service Guarantee is designed to grant customers a credit if the Company fails to keep a Guaranteed Appointment or Guaranteed Commitment. A Guaranteed Appointment is considered kept if: 1) the Company representative arrives by the agreed upon date even if the service is completed at a later date, or 2) if the Company notifies the customer the day following the day the order was placed that it will be unable to meet the due date due to a lack of available facilities and a new appointment must be made.

Terms and Conditions For Guaranteed Appointments and Commitments are:

a. Service Types

Guaranteed Appointments and Guaranteed Commitments will be offered for the following service types:

- Reconnect Existing Exchange Service: Reconnect an existing service following move-out/move-in or disconnection for non-payment.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

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

- Connect Permanent Service: Connect a new permanent service.
  - Repair of existing exchange service when a customer is unable to receive and/or place a telephone call.
- b. Guaranteed Appointment
- A Guaranteed Appointment is a mutually agreed upon appointment for a given day between a customer and the Company for a service to be provided which requires the customer to be present. The Company shall offer Guaranteed Appointments for the Service Types in 1.a. above, if the service to be provided requires the customer to be present.
  - The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts.) or adverse events beyond the Company's control.
- c. Guaranteed Commitments
- The Company will offer Guaranteed Commitments when the service to be provided does not require the customer to be present. A Guaranteed Commitment is a mutually agreed upon commitment between a customer and the Company to provide service on or before a specific date.
- d. Credit Exceptions
- Credit is not applicable to: Missed commitments or missed appointments due to customer reasons or that are a result of significant adverse events such as natural disasters or circumstances beyond the control of the Company. These include, but are not limited to, acts of God, wars, revolution, civil commotion, acts of public enemy, or labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts) that occur within such a proximity of the due date that the Company could not reasonably notify the customer nor perform the necessary service. Such example is a storm or other catastrophe that has caused a large number of customers to lose telecommunications services and/or similar utility type service.

**NOTICE**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

B.1.d. (Cont'd)

- A credit is not applicable if the customer reschedules the appointment or is not available at the time of the appointment and that unavailability prevents the completion of the scheduled work.
- e. Credit for missed Guaranteed Appointment or Guaranteed Commitment
  - (1) The credit will automatically be applied to the customer's account for failure to keep a Guaranteed Appointment or Guaranteed Commitment if the customer requests installation of a new or subsequent service or repair that is not completed as agreed for Company reasons, subject to the conditions in d., above.

**CREDIT**

- Credit for missed Guaranteed Appointment or Guaranteed Commitment
  - Business-class \$50.00
- (2) Each credit shall be limited to the amount specified above for each service order or trouble report.

**2. Delayed Primary Basic Exchange Alternative**

Primary basic exchange service is defined as the first residential line or first two business lines at a given location (address). If the Company is unable to provide primary basic exchange service (service) within five business days of the due date, and the reason for the delay is caused by the Company, the Company will:

- Credit the monthly recurring charge;
- Credit the nonrecurring charge;
- Assign a telephone number;
- Provide a Directory Listing and;
- Remote Call Forwarding and;
- Voice Messaging Service.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 2**

**Original Sheet 30**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.2 OBLIGATION TO FURNISH SERVICE**

B. Customer Service Guarantee Programs (Cont'd)

3. Allowance For Service Interruptions

- a. Customers who have an out-of-service condition (no dial tone) on their lines that is not cleared within two working days (excluding Sundays and holidays) will receive a credit of \$5.00.
- b. If the out-of-service condition exceeds seven calendar days, the customer will receive a credit equal to their monthly local exchange service rate, including any associated regulated features for the month in which the outage occurred.
- c. These credits do not apply if the out-of-service condition or the Company's inability to clear the condition is due to:
  - Emergency situations
  - Unavoidable catastrophes
  - Force majeure
  - Work Stoppage
  - Inside wiring
  - Customer premises equipment

4. Trouble Report Rate Credit

- a. In the event the Company has an exchange with a trouble report rate greater than 4.0 per one hundred access lines for two consecutive months, or four months out of a twelve month period, the customers served by that exchange will receive a credit of \$0.25 per line. The credit will not exceed \$0.25 in any month.
- b. The credits do not apply to trouble reports:
  - Related to customer premises equipment,
  - Extraordinary or abnormal conditions of operation, such as those resulting from emergency or catastrophe,
  - Disruptions of service caused by persons or entities other than the Company.

**NOTICE**

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

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

**2.2.3 60 DAY PRODUCT GUARANTEE**

- A. The 60 Day Product Guarantee allows residence customers who are new subscribers to a product(s) to receive a credit for all applicable paid charges if they are not completely satisfied with that product and request disconnection of that product within 60 days of installation.
- B. The 60 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
- Optional Toll Calling Plans
  - Directory Assistance
  - IntraLATA Toll Service
  - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this Catalog.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

- C. The 60 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering or other feature that is not solely provided by the Company, such as but not limited to:
- Customer Access Line Charge (CALC)
  - State Assessed Charges (i.e., 911 Surcharges, TRS, WTAP)
  - 900 Service
  - Toll Service provided by others
  - Access Charges, features, or services that are provided as part of or pursuant to an access catalog/tariff.
  - Equipment, facilities, telephone sets, instruments or the like provided by another.
- D. The 60 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
- E. A customer's applicable paid charges may not be returned where the customer has previously ordered the same or similar product(s) or service(s) and canceled such same or similar product or service.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

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

**2.2.4 CONSUMER BILL OF RIGHTS**

Consistent with the obligations set forth in the Company's catalogs, the Company obligates itself to the following Consumer Bill of Rights.

**A. Service Quality**

**1. Appointments and Commitments**

The Company will honor all appointments and commitments made to customers. When a customer orders installation of a new or subsequent service or repair of an existing service, the Company will meet the scheduled date. Should the Company fail to meet its commitment as agreed for Company reasons, in most cases the residential customer is entitled to \$25.00 credit per service order or repair ticket; the business customer is entitled to \$50.00 credit per service order or repair ticket for being inconvenienced. See 2.2.2.B.1.

**2. Installation of Primary Basic Local Exchange Service**

If the Company cannot complete a customer's order for new primary basic exchange service within five business days and the reason for the delay is caused by the Company, the Company will credit installation charges for basic local service, assign a telephone number and provide a directory listing, Remote Call Forwarding and Voice Messaging Service. See 2.2.2.B.2., Delayed Primary Basic Exchange Alternative.

**3. Service Restoration**

All out-of-service conditions (i.e., that prevents the use of the telephone line for purposes of making a call) will be restored within 48 hours excluding those conditions caused by emergency situations, unavoidable catastrophes, and force majeure events. All other reported service interruptions (noise on the line, intermittent static, etc.) will be restored within 72 hours.

The Company will provide a prorated credit when it becomes aware that a customer has been without service for more than 24 hours in a billing month. The amount of prorated credit will be the monthly cost of service divided by thirty, then multiplied by the number of days or portion of days during which service was not provided. See 2.2.2.B.3., Allowance for Service Interruptions.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.4 CONSUMER BILL OF RIGHTS (Cont'd)**

**B. Customer Service**

**1. Answer Intervals**

Each month, the average time until a live representative answers a call will not exceed 60 seconds from the time customer selects the option to speak to a live representative. Customers will be connected with a knowledgeable employee who can handle their request.

**2. Courtesy**

The Company will treat all customers with courtesy and respect. Customers who believe they are mistreated by a Company employee should ask to speak to a supervisor. If a supervisor is unavailable, the customer will be called back promptly by a supervisor.

**3. Order Confirmation Number**

The Company will provide an order confirmation number to applicants for service unless it is not technically possible in which case it will be provided promptly thereafter. The confirmation number may be the billed telephone number or a unique indicator that will permit applicants for service to track and verify orders.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.4 CONSUMER BILL OF RIGHTS (Cont'd)**

**C. Privacy**

The Company will maintain the privacy of information we obtain in the normal course of providing telephone service. As a general policy, the Company does not release confidential or customer specific information to unaffiliated third parties without the customer's agreement. The exception is when third parties are conducting business on behalf of the Company and in those cases such parties are bound by the same commitment the Company has made to its customers.

Exceptions to this policy include, but are not limited to, the release of information for:

- legal and regulatory requirements,
- directory publishing,
- directory assistance and operator services,
- emergency services and
- billing and collection.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.4 CONSUMER BILL OF RIGHTS**

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

The Company is currently required to provide certain customer information, such as billing name, address, and telephone number to facilitate billing of service to a customer's account when the customer uses a provider other than the Company.

A customer's account information is released to other carriers when they give their permission or when other carriers advise the Company they have the customer's approval to access the information. This most often occurs with respect to a sale of service the other carrier wants to make, or has made. Unless the Company is advised that permission has been granted, the Company does not release the information. If a customer directs the Company in writing to release their account information, the Company will do so and provide that information as directed.

**D. Accuracy**

The Company wants to make sure the information we utilize to bill our customers is correct. The Company provides bills that are clearly organized. Any new Company charges or changes to the customers' service will be identified. If there are inaccuracies on a customer's bill, the customer may contact the Company to discuss appropriate corrections.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

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

**2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS**

A. Number Assignment

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

	<b>CHARGE</b>
• Change of telephone number initiated by the customer[1,2]	
- business	\$15.00
- residence	15.00

[1] No charge applies if change is due to annoyance calls.

[2] No charge applies if change is the result of any action of the Company that results in the publication or unauthorized disclosure of a non-published number.

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

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

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

**A. Reasons For Termination**

The Company may terminate service to a customer without the customer's permission, (either temporary or complete disconnection) only after adequate notice has been given for one or more of the following reasons:

**1. Nonpayment of a delinquent account.**

The Company may terminate basic service for nonpayment of basic service charges. The Company may terminate ancillary services for nonpayment of ancillary charges or, if basic service is discontinued. The Company may discontinue interexchange access (toll) for nonpayment of interexchange charges or, if basic service is discontinued.

If the customer or applicant pays the amount due on the similar type of service or makes arrangements satisfactory to the Company for payment of the amount, and meets the payment requirements agreed upon, disconnection may be avoided.

**2. Failure to pay advanced payments, deposits or to obtain a satisfactory guarantor or for failure to keep agreed upon payment arrangements. This section does not apply to nonpayment of charges for pay-per-call information services or to disputed third party billed charges.**

**3. Violation of any rules, statutes, service agreements, filed tariffs or catalogs.**

**4. When the Company determines customer-owned equipment will adversely affect the service of other customers.**

**5. Providing false identification or if the Company is unable to substantiate identity of the person requesting service.**



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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

**B. Notice Necessary Prior to Termination**

When any of the previous conditions exist, the Company may discontinue the customer's service provided the following steps have been taken:

1. The Company will provide a written discontinuation notice to the customer either by mail, or, electronically, if authorized by the customer. Service will not be disconnected prior to the eighth business day following mailing or personal delivery of the notice.
2. In addition to the above notice, before disconnecting service, the Company will make a diligent effort to reach the customer, either by telephone, an electronically issued notice if authorized or mail.
  - (a) If by telephone, at least two attempts will be made. These calls will be made during reasonable calling hours. If an alternate number has been provided, the Company will attempt to reach the customer by calling that number. A record of these calling attempts will be kept showing the number called and the time of the call. Service will not be disconnected until 5:00 p.m. of the next business day after the phone calls or attempts.
  - (b) If the customer has agreed to receive notice in electronic form, service will not be discontinued until 5:00 p.m. of the second business day after the date of delivery.
  - (c) If notice is mailed by the Company, service will not be disconnected sooner than 5:00 p.m. of the third business day after the date of mailing.

This step of notification may be omitted if during the last twelve months, there have been two monthly bills past due to the point that this step has been necessary, and the customer has been notified in writing that such notification will not be attempted in the future in order to advise of disconnection.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

**B. Notice Necessary Prior to Termination (Cont'd)**

3. After proper notice has been given, if service is not discontinued within ten business days of the proposed termination date, and other arrangements have not been agreed upon, the Company will again send notice advising of a new termination date.

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

The Company may also terminate service without prior notice only if:

1. A condition exists that is hazardous to life, physical safety, or property.
2. The customer is using an illegal connection.
3. The customer is using the service for unlawful purposes.
4. The customer is using the service in a way that adversely affects the service of existing customers.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED**

**C. Grounds For Termination of Service, Without Prior Notice (Cont'd)**

5. The customer is tampering with the Company's property.
6. The service was obtained or is used fraudulently or without the authorization of the Company.

In the case of fraud, if the customer makes immediate payment of the estimated amount of service fraudulently used, plus all costs resulting from this usage, service may be continued. This continuance of service will be subject to any applicable deposit requirements.

If a second offense of fraud is detected, the Company may refuse to restore service for a period of five years from the date of the second disconnection, subject to petition by the customer to the Commission for an order requiring restoration of service based on good cause.

This rule shall not be interpreted as relieving the customer, or other person, of civil responsibility or criminal liability.

7. If the customer vacates the premises without advising the Company of intent to vacate.
8. For failure to keep agreed upon payment arrangements in response to a disconnection notice or, paid a past due balance in response to a disconnect notice with a check or electronic payment that was not honored by the bank or other financial institution.

**D. Medical Facilities**

Where service is provided to a medical care facility, including hospitals, medical clinics with resident patients, or nursing homes, notice of pending termination will be provided to the Secretary, Washington State Department of Social and Health Services, as well as to the customer. Upon request from the Secretary or designee, a delay in termination of no less than five business days from the date of notice will be allowed so that the department may take whatever steps are necessary to protect the interests of resident patients.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

**E. Restrictions on Termination**

1. Except in case of danger to life or property, service will not be terminated in any of the following circumstances:
  - On any day or the day after that the Company is not fully staffed to discuss discontinuation and reestablishment of service.
  - On any legal holiday.
2. When the Company has reasonable grounds to believe service is to other than the customer-of-record, notice of disconnection will be given the occupant of the premises. However, if the current user of the service requests continued service, a minimum of five business days will be granted for the user to arrange for continued service.
3. Service may not be disconnected or restricted while a customer is pursuing any remedy or appeal provided for in these rules, if any amount not in dispute is paid when due.

The Company will advise the customer of this fact upon referral of a complaint to a Company supervisor or to the Commission.

4. See 2.2.15, following.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

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

**F. Notices**

**1. To the Customer or Applicant**

- a. Any notice the Company gives to an applicant or a customer may be given to the applicant, customer or authorized representative orally or by written notice, except as provided in 2.2.9.B. This may be delivered at the applicant's or customer's address, as noted on Company records, or properly deposited in any United States Post Office, in the territory served by the Company, with postage prepaid. If mailed, the notice must be addressed to the applicant or customer at the address specified in the application for telephone service, or at any other address given by the applicant or customer to the Company.
- b. Notices of pending disconnection will include a disconnection date that is not less than eight business days after the date the notice is mailed, the amount owing that is subject to disconnection and detail procedures that relate to the cause and effect of the notice. Notices will include information to enable the customer to contact the Company to resolve any differences.

**2. To the Company**

Any notice from any applicant or customer to the Company may be given orally by the applicant or customer, or authorized representative, at the Company's business office or by written notice properly addressed and mailed to the Company.

**G. Full Toll Denial**

Company facilities will be capable of blocking alternately billed calls (e.g., Calling Card, 3rd number billing, collect). When a customer fails to pay outstanding charges billed by the Company for MTS calls, including MTS provided by the Company and interexchange carriers (e.g., 0+, 0-), all MTS service may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial.

When a customer fails to pay outstanding charges billed by the Company for MTS calls, including MTS provided by the Company and interexchange carriers, but excluding 900-type services, all MTS service (e.g., 0+, 1+ including 900-type services, 0-, 10XXX) may be denied (Full Toll Denial), where Company facilities are capable of providing Full Toll Denial.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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

H. Restoral of Service From Disconnection

1. Conditions For Restoral

The Company will restore a discontinued service when:

- (a) The causes of discontinuance have been removed or corrected.
- (b) When payment or satisfactory arrangements for payment of all proper charges due from the applicant or customer, including any proper deposit and reconnection fee, has been made as provided for in this Section.
- (c) The Commission staff directs restoration pending resolution of any dispute between the Company and the applicant or customer over the propriety of disconnection.

2. Nonrecurring Charge For Restoration of Service

- a. A nonrecurring charge will be made and collected by the Company prior to the restoration of service where service has been temporarily discontinued for nonpayment of bills.
- b. When a service has been permanently disconnected the nonrecurring charge does not apply.

NONRECURRING CHARGE

- Each line restored
  - business \$10.00
  - residence 10.00

- 3. Where Full Toll Denial (see 2.2.9.G.) has been applied to a customer's account, and the customer's main line service remains connected, MTS will be reestablished only upon the payment of all outstanding MTS charges. The following MTS Restoration Charge will apply.

USOC NONRECURRING CHARGE

- Per line NPAPL \$16.00

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

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

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

The following charge applies to establish temporary suspension of incoming calls and/or temporary referral of calls.

**NONRECURRING  
CHARGE**

- Each access line[1,2] \$25.00

**2.2.11 SPECIAL SERVICES**

**A. Marinas**

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

**B. Market Trials**

1. A market trial shall be offered to test the packaging, pricing and/or other marketing features of a new product or service not offered under tariff or catalog terms.
2. Services may be offered on a trial basis for a specified time period to specific areas or classes of customers. Trial offerings will meet the following criteria:
  - The period of the trial does not exceed 90 days.
  - The trial offering is for an optional feature or functionality. This is defined as an operational characteristic that adds intelligent call processing capabilities or otherwise enhances a basic service such as an exchange access line.

[1] This charge applies only to establish the temporary suspension, not to discontinue it.

[2] The full monthly rate for exchange service will apply during the period this service is subscribed to.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.11 SPECIAL SERVICES**

**B. Market Trials (Cont'd)**

3. Each trial shall be briefly described in a written notice to the Commission no later than the date upon which the trial is to commence.

This notice will contain information pertinent to the trial such as class of customer, geographic area, description of service, dates and duration of trial, price(s) of features during the trial, and customer notification.

4. Trial offerings of products and services not meeting the criteria detailed in B.2., preceding, will be filed with the Commission on 14 days notice.
5. If a trial offering does not perform due to a technical malfunction, all charges will be refunded to the customer.

**2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED**

A customer must notify the Company of their intention to discontinue service.

If the customer moves from the service address and fails to request discontinuation of service, the customer must pay for service taken at the address until the Company can confirm that the customer has vacated the premises and/or a new party has taken responsibility for the service.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED (Cont'd)**

A. Termination Liability/Waiver Policy

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

1. Definitions

Minimum Billing Level

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

Minimum Service Period

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

2. Complete Disconnect

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

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

**NOTICE**

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED**

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

**3. Partial Disconnect**

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

**4. Waiver Policy**

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

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

**NOTICE**

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

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

**2.2.15 COMPLAINTS/APPEALS**

**A. Procedures**

Any complaint or dispute between the Company and an applicant or customer regarding service or regarding another company's service for which billing and collections is provided, the Company shall acknowledge the complaint in the following manner:

1. Each complaint or dispute received by the Company will be investigated promptly and the result along with the name of the company's contact will be reported to the applicant or customer. When corrective action is necessary, it will be taken as soon as possible.
2. The Company will train all contact personnel to inform dissatisfied or complaining applicants or customers of their right to discuss the problem with an employee in a supervisory position.
3. Dissatisfied applicants or customers will be informed by supervisory personnel, of the availability of Washington Utilities and Transportation Commission review, and will provide the Commission's address and toll-free telephone number.

The Company will inform applicants or customers that the Company will not disconnect or restrict service while the customer is pursuing any remedy or appeal, when referred to a supervisor or to the Commission if the customer pays amounts not in dispute when due and/or corrects conditions posing a danger to health, safety or property.

4. All parties to the dispute have the right to bring an informal or formal complaint before the Commission.
5. When the Commission refers a complaint to the Company, the Company must report the results of its investigation of service affecting informal complaints to Commission staff within two business days. The Company will report non-service affecting results to Commission staff within five business days.

The Company will keep Commission staff updated as to relevant changes when they occur and when there is final resolution. Only the Commission can close an informal complaint.

6. All written complaints to the Company will be acknowledged.

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

**2.2 ESTABLISHING AND FURNISHING SERVICE**

**2.2.15 COMPLAINTS/APPEALS**

A. Procedures (Cont'd)

7. When an appeal is in progress and the customer's toll charges substantially exceed the amount of any deposit or customary use and it appears the customer will incur excessive, uncollectible toll charges, Commission staff may authorize the Company to disconnect service.

If the customer elects to pay outstanding toll charges, service may be maintained. If the dispute is resolved in the customer's favor, those charges may be subject to refund.

B. Record of Complaints

1. The Company will keep a record of all complaints concerning service or rates. This record will contain:
  - Name and address of complainant
  - Date and nature of complaint
  - Action taken
  - Final result

Upon request these records will be readily available for Commission review.

2. Correspondence and records of complaints will be retained by the Company for a minimum period of two years.

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

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS**

- A. A customer will be responsible for payment of all exchange, toll and other charges related to the service. These charges will be in accordance with the Company's rates and charges, terms and conditions.
- B. Payment of bills for service may be made by any means that is mutually acceptable to the customer and the Company.

Payment of any delinquent amount to a designated payment agency of the Company will constitute payment to the Company, provided the customer informs the Company of such payment and the Company verifies such payment.

- C. Payment that is not honored or paid by the customer's designated financial institution will be considered as nonpayment. See 2.3.2.H., following.
- D. Closing bills, special bills, bills rendered due to the customer vacating the premises are payable upon presentation and become delinquent fifteen days after issuance of the bill.
- E. Deposits are normally payable before service is installed or restored. See 2.3.3.
- F. Bills become past due (delinquent) fifteen days from the date of mailing.
- G. Preferred payment dates may be negotiated upon customer request.
- H. Charge for Returned Payments

- 1. A nonrecurring charge will apply for each payment not honored or paid by the customer's designated financial institution for any reason including, but not limited to, insufficient funds or account closed. Checks held for "stop payment" are excluded.

**CHARGE**

- Returned Payment Charge \$10.50
- 2. This charge is also applicable to bills rendered for other than exchange service and bills for accounts which have been discontinued.
- 3. When a customer pays more than one account with a single check, only one nonrecurring charge is applicable.

**NOTICE**

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

**2.3 PAYMENT FOR SERVICE**

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

- I. Customer payments are to be applied to the undisputed amount owing on the account and/or to the undisputed amount owing on an individual entity (billed on the account.)
  1. Unless otherwise specified by the customer, payments that are less than the total bill balance will be credited first to local exchange service with any remainder allocated pro rata to any other charges on the bill.
  2. A customer may direct that a payment be applied to an individual billing entity(ies) on the account.
- J. Late Payment Charge
  1. A late payment charge will be applied, subject to the following conditions:
    - A late payment charge of 1% applies to all amounts previously billed on a customer's bill and remaining unpaid at the time of the next month's bill. Local service charges billed for the previous month will not be included in the calculation of the late payment charge. The late payment charge will not be assessed on billing amounts purchased from other carriers.
    - The late payment charge will be uniformly applied to all exchange customers.
    - The Company will waive late payment charges for customers who establish a preferred payment date, as provided by WAC 480-120-161. If payment is not made in full by the customer-preferred due date, late payment charges may apply.
    - The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6).

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 2**

**Original Sheet 53**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

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

**2.3 PAYMENT FOR SERVICE**

**2.3.2 PAYMENT OF BILLS**

J.1. (Cont'd)

- When the customer contacts the Company to question certain charges made to the customer's billing and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.
- When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172(12).

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 2**

**Original Sheet 54**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

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

**2.3 PAYMENT FOR SERVICE**

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

**K. Duplicate Bill Charge**

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

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

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

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

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

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

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

A. Deposits

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

1. Alternative to Deposit

When an applicant or customer cannot establish credit or pay a deposit, the applicant or customer will be allowed to furnish a satisfactory guarantor in lieu of a deposit as specified in WAC 480-120-124. The amount of guarantee will not exceed the amount of the required deposit.

2. Nonresidential

A deposit may be required when a nonresidential applicant or customer is unable to provide satisfactory credit information. Determination of satisfactory credit is made by reasonable, appropriate means. Interexchange carrier deposit information is contained in the Access Service Tariff.

3. Written Notice

- a. Written notice is given the customer whenever a new or additional deposit is required after service has been established. The notice will include the reasons for the requested deposit, the date the deposit must be paid and any actions the Company will take if the deposit is not paid.

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

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

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

- b. Deposits are due no later than 5:00 p.m. on the sixth business day after notice of the deposit requirement is mailed.
- c. The Company may require payment of unbilled toll charges or payment of a new or an additional deposit in amounts set forth in A.4., following. The Company may require payment before the close of the next business day following either written or verbal notice. Customers will be given an option of paying all unpaid toll charges listed in the notice, all toll charges accrued at the time of payment or to pay a new or additional deposit.

**4. Amount of Deposit**

**a. Local Service**

When a basic service deposit is required, the deposit amount shall not exceed two months customary usage for applicants or customers with previous verifiable service of the same class of service or two months estimated use for an applicant or customer without previous verifiable service, as determined by averaging the most recent three months' billings and multiplying the average by two.

**b. Ancillary Services**

When a deposit is required the Company may require an applicant or customer to pay a deposit or advanced payment equal to two months charges for ancillary services before providing or continuing ancillary services (optional service or features).

**c. Toll**

When a deposit is required, the deposit amount will not exceed two months customary use for applicants or customers with previous verifiable service of the same class of service or two months estimated use for an applicant or customer without previous verifiable service, as determined by averaging the most recent three months' billings and multiplying the average by two.

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

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

A.4.c. (Cont'd)

- (1) The customer may be required to make payment of either of the following when the customer's toll charges exceed \$30.00 or exceed customary use over the previous six months by \$20.00 or 20%, whichever is greater.
  - (a) Full payment of unpaid toll charges as specified in the notice or all toll charges accrued to the time of payment provided the customer has been notified that he or she is liable for toll charges in addition to those charges specified in the notice which comes to the attention of the Company between the time of notice and payment.
  - (b) A new or additional deposit, based on the customer's two months' actual customary usage.
- (2) When a new or additional deposit or payment of toll charges is required to continue service, the Company will notify the customer, either verbally or in writing.
- (3) Payment may be required before the close of the next business day following delivery of either written or verbal notice.

5. Interest on Deposits

Interest will be paid on all deposits at the rate based upon a simple average of the effective interest rate for new issues of one year treasury bills, computed from November 15 of the previous year, as calculated by the U.S. Treasury. Deposits will earn that interest rate during January 1 through December 31 of the subsequent year. Interest will be compounded annually and will apply from the date of deposit until the date of refund or application to the customer's account.

6. Extended Payment on Basic Service Deposit

When an applicant or customer is unable to pay the full amount of deposit when required, the Company will allow the customer to pay:

- Fifty percent of the requested deposit when due with the remaining amount to be paid, in equal amounts, over the next two billing cycles.

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

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

A. Deposits (Cont'd)

7. Receipt for Deposit

Each applicant or customer who pays a deposit will be given a receipt.

8. Transfer of Deposit

When a customer transfers service to a new location, in the same Company service area, the deposit, less any outstanding amount owing, will be transferable to the new service location.

9. Return of Deposit

- a. When an application is cancelled prior to the establishment of service, the deposit will be returned, less any charges due the Company.
- b. Any deposit, plus accrued interest, less any outstanding amount owing shall be refunded to the customer upon the completion of 12 months satisfactory credit. The Company may apply the deposit refund to a customer's account or upon the customer's request provide the refund in the form of a check upon completion of twelve months' satisfactory payment.
  - The check must be issued and mailed no later than 30 days following completion of the twelve months' satisfactory payment or 30 days after the closing bill is paid when service is terminated.
  - The deposit may be applied to the customer's bill for service in the thirteenth, and possibly subsequent months, if requested by the customer.

Payment is satisfactory if service has not been denied for nonpayment within the last twelve consecutive months and no more than two delinquency notices have been sent.

- c. When service is terminated, the deposit and accrued interest less any outstanding amount owing, will be credited to the final bill and the balance, if any, returned to the customer.

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

**2.3 PAYMENT FOR SERVICE**

**2.3.3 ADVANCED PAYMENTS AND DEPOSITS**

**B. Impaired Credit**

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

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

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

**2.3.4 ADJUSTMENT OF CHARGES**

The Company is not liable for service interruption beyond crediting the charge for service during the interruption period except as provided in 2.2.2.B.3. and 2.2.2.B.4., preceding and in 2.4.1, following.

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

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

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

**2.3.6 BILLING**

A. Bills

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

B. Rendering of Bills

1. Flat Rate Exchange Service

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

2. Message Rate Exchange Service

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

3. Toll Service

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

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

**2.3 PAYMENT FOR SERVICE**

**2.3.6 BILLING (Cont'd)**

C. Billing Period

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

D. Refund For Overcharge

Overcharges will be refunded, computed from the time the overcharge was applied or from the time such charge was documented. Documentation may be by the Company or customer.

E. Prorating of Opening and Closing Bills

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

F. Itemized Statements

Itemized statements of all charges will be furnished to customers upon request. An itemized statement may include the total for individual exchange service, calculations of time or mileage charges, taxes, credits, miscellaneous or special services, toll charges and for itemized charges of information providers, the name, address and toll-free telephone number of any provider.

**NOTICE**

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

**2.3 PAYMENT FOR SERVICE**

**2.3.6 BILLING (Cont'd)**

**G. Temporary Disconnect Due to Nonpayment**

1. Temporary disconnection means the service will be restricted to either incoming or outgoing service.
2. When this is in effect regular rates will be charged for the period of temporary disconnect, not to exceed fifteen days.

**H. Complete Disconnection of Service**

When service is completely disconnected, charges are discontinued either:

- On the date requested by the customer, or
- If Company initiated as of the date of the discontinuation.

**I. Banded Rate Change Notification**

The Company will give notice to customers of banded rate services of changes within the limits of the rate.

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

**2.4 LIABILITY OF THE COMPANY**

**2.4.1 SERVICE LIABILITIES**

The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair, or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Catalog as an allowance for interruptions.

The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from wiring located beyond the standard network interface (SNI).

**A. Errors in Transmitting, Receiving or Delivering Messages by Telephone**

The Company is not liable for errors in transmitting, receiving or delivering messages by telephone over Company lines and lines of connecting companies.

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

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

**2.4.2 MAINTENANCE AND REPAIR**

- A. The Company at its sole discretion may determine that maintenance and/or repair of existing facilities is necessary.

At no charge to the customer, the Company will perform all work and provide all materials associated with maintenance and repair of existing Company facilities unless the repair and/or maintenance being performed is the result of damage to Company facilities caused by the customer or another identified party.

The Company at its sole discretion may determine that replacement of existing facilities and/or supporting structure is necessary for maintenance and/or repair purposes. Under these circumstances the work and materials associated with the installation of the facilities and/or supporting structure will be considered maintenance and repair, not new construction.

- B. Company's Right of Access to Customers' Premises

The Company has the right to enter and leave the customers' premises during normal business hours for any purpose reasonably connected with the furnishing of telephone service and to exercise any and all rights secured by law or these General 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 as provided for in these General Regulations.

- C. Service Connections to be Made by Company's Employees Except Under Specified Conditions

All facilities furnished by the Company are to be connected, moved, changed, altered, or disconnected by an authorized Company employee unless specifically outlined in a filed tariff or catalog.

- D. Use of Facilities

The customer is responsible for loss of or damage to any facilities furnished by the Company unless the customer proves that such loss or damage was caused by the negligence or intentional misconduct of others or was otherwise due to causes beyond the customer's control. If it becomes necessary to bill for recovery of damages the estimated cost for replacing such facilities will apply.

**NOTICE**

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

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

**2.4.4 DIRECTORY ERRORS OR OMISSIONS**

**A. Listings in Directories**

The Company is liable for errors or omissions in listings subscribed to in its telephone directories in accordance with the following:

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

**B. Listings in Directory Assistance**

The Company is liable for errors or omissions in listings subscribed to in directory assistance records in accordance with the following:

1. Listing furnished without additional charge: In amount not in excess of the charge for the exchange service (excluding additional message charges) for the period during which the error or omission continues.
2. Listing furnished at additional charge: An amount not in excess of the charge for that listing for the period during which the error or omission continues.

**C. Customer Responsibility**

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

**D. Standard Form**

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

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

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

**2.4.5 HAZARDOUS OR INACCESSIBLE LOCATIONS**

Facilities used in connection with furnishing service to a customer are not designed for use in explosive atmospheres. Except as provided in 2.4.1, the customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said facilities so provided.

A customer shall be responsible for any cost incurred as a result of any special training, equipment or work procedures of a Company employee as a result of working in hazardous conditions on the customer's premises or work place that could jeopardize the safety or health of the Company employee.

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

**2.5 RESPONSIBILITIES OF THE CUSTOMER**

**2.5.2 SERVICE TO AND WITHIN A BUILDING, BUILDING SPACE AND ELECTRIC POWER SUPPLY**

- A. Where commercial power is required in the operation of equipment and service, the customer, where requested, shall furnish, install and maintain the necessary power wiring and power outlets on the customer's premises and supply any necessary electrical energy at the expense of the customer.
- B. Where concealed telephone wiring is required on the customer's premises, the customer shall furnish, install and maintain the necessary outlet boxes. For the installation of concealed wiring the applicant or customer must provide the conduit and in cases of maintenance and repair within a building, expose the conduit so that the Company may gain access to its facilities.
- C. Unless the following is required for Company maintenance purposes, any existing or new structure(s) or work required to support the installation of additional telephone facilities on the customer's premises shall be provided at the expense of the customer. Such structure(s) or work may include the placement or use of trenching, conduit and/or poles to support telephone services provided on the customer's premises.
- D. It is the customer's responsibility to provide the premises and space satisfactory to the Company, for placement of all equipment and facilities necessary for the furnishing of service.
- E. Installation and maintenance beyond the Company's protected network facilities will be the responsibility of the customer or others requesting such work.
- F. When maintenance is required on a facility that is enclosed within the wall or passes through the wall of a building, it is the customer and/or property owner's responsibility to expose the facility or support structure for the Company. The customer or owner is responsible for all costs associated with restoring the wall to its previous condition.

**NOTICE**

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

**2.6 SPECIAL TAXES, FEES AND CHARGES**

A. Description

This Section lists the municipal utility occupation taxes applicable in Washington. Rate schedules of the Company do not include any portion of municipal occupation, business, excise or use of the streets taxes.

In order to reimburse the Company for local taxes where now imposed, or which may be imposed, or which have been assessed, an equivalent amount may be billed by the Company to its exchange customers on a pro rata basis, as shown in this Section.

B. Terms and Conditions

1. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business, but which exclude charges that are passed on to customers to compensate for the cost of the municipal tax, the effective rate for billing will be the ordinance tax rate. This rate will be applied to telecommunications business revenues as defined in the ordinance.
2. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business but which do not exclude charges that are passed on to customers to compensate for the cost of the tax, the effective rate for billing will be determined by dividing the ordinance tax rate by one minus the ordinance tax rate  $[R/(1-R)]$ . The rate determined will be applied to telecommunications business revenues as defined in the ordinance.
3. In municipalities or Tax Jurisdictions that include toll revenues within the definition of telecommunications business, the applicable effective rate for billing will be applied to 100% (unless a lower percentage is specified in the ordinance) of the charges for sent-paid and received-collect intrastate toll messages billed to customers within these municipalities or Tax Jurisdictions, including intrastate Wide Area Telephone Service (WATS) and intrastate Private Line Transport Service, all after deduction of amounts representing independent company settlements.

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

**2.6 SPECIAL TAXES, FEES AND CHARGES**

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

4. In municipalities or Tax Jurisdictions that impose a tax on specific telecommunication company revenues, such as but not limited to local service, toll, or miscellaneous revenues, the effective rate for billing will be equal to the ordinance rate, or where miscellaneous revenues are taxed, the ordinance rate divided by one minus the ordinance rate  $[R/(1-R)]$ . The applicable billing rate will be applied to the specific telecommunications company revenues enumerated in the ordinance, but will not be applied to any such revenues that constitute competitive telecommunications service as defined in RCW 82.16.010.
5. In municipalities or Tax Jurisdictions that have assessed amounts related to municipal occupation business, excise or use of streets taxes on the Company, the effective tax rate for billing shall be increased by an amount sufficient to recover the amounts assessed over as close to a one year period as possible. To the extent that the assessment is appealed and the assessment is reduced or abated, the effective tax rate for billing shall be decreased over a period that is as close to a one year period as possible. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business and which do not exclude charges that are passed on to customers to compensate for the cost of the municipal tax, the effective rate for billing will be determined by dividing the ordinance tax rate plus the recovery percentage for assessed taxes by one minus the ordinance tax rate plus the recovery percentage for assessed taxes  $[(R + \text{recover percent} / 1 - (R + \text{recovery percentage})]$ . The rate determined will be applied to telecommunications business revenues as defined in the ordinance and limited by state law.

**C. Tax Rates**

Each customer within the corporate limits of each of the following municipalities or Tax Jurisdictions will be billed a pro rate portion of a sum equal to the amount of the taxes which the Company is required to pay for exchange services and intrastate message toll services in that municipality. This is done by additions to each bill for the services. The customers' pro rata portion will be determined from B.4., preceding, which correspond to the references used in the Condition(s) column below. The percentages from the applicable municipalities or Tax Jurisdictions ordinances are shown in the rate column. The effective tax rate for billing includes the applicable business license fee.

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

The municipal occupation, business, excise and use of streets taxes are listed below:

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Aberdeen	Aberdeen- Hoquiam	[1]	6.0%	6.0%	1 & 3
Airway Heights	Spokane	[1]	6.0%	6.0%	1 & 3
Algona	Auburn	[1]	6.0%	6.382%	2 & 3
Asotin	Clarkston	[1]	6.0%	6.0%	1 & 3
Auburn	Auburn	[1]	5.0%	5.0%	1 & 3
Bainbridge Island	Bainbridge Island	[1]	6.0%	6.382%	2 & 3
Battle Ground	Battle Ground	[1]	6.0%	6.0%	1
Bellevue	Bellevue	[1]	6.0%	6.382%	2 & 3
Bellingham	Bellingham	[1]	6.0%	6.0%	1 & 3
Black Diamond	Black Diamond	[1]	6.0%	6.0%	1 & 3
Blaine	Blaine	[1]	6.0%	6.0%	1 & 3
Bonney Lake	Sumner	[1]	6.0%	6.0%	1 & 3

[1] Occupation

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Bremerton	Bremerton	[1]	6.0%	6.382%	2 & 3
Brewster	Brewster	[1]	6.0%	6.382%	2 & 3
Buckley	Buckley	[1]	6.0%	6.0%	1 & 3
Burien	Seattle	[1]	6.0%	6.382%	2 & 3
Carnation	Carnation	[1]	6.0%	6.0%	1 & 3
Cashmere	Cashmere	[1]	4.5%	4.5%	1 & 3
Castle Rock	Castle Rock	[1]	5.0%	5.0%	1
Centralia	Centralia	[1]	6.0%	6.382%	1 & 3
Chehalis	Chehalis	[1]	6.0%	6.382%	2 & 3

[1] Occupation

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Clarkston	Clarkston	[1]	6.0%	6.0%	1
Cle Elum	Cle Elum	[1]	6.0%	6.0%	1 & 3
Colfax	Colfax	[1]	6.0%	6.0%	1 & 3
College Place	Walla Walla	[1]	5.4%	5.4%	1
Colville	Colville	[1]	6.0%	6.382%	2 & 3
Conconully	Omak	[1]	6.0%	6.382%	4
Cosmopolis	Aberdeen- Hoquiam	[1]	6.0%	6.0%	1 & 3
Coulee Dam	Coulee Dam	[1]	6.0%	6.0%	1 & 3
Coupeville	Coupeville	[1]	6.0%	6.0%	2 & 3
Dayton	Dayton	[1]	6.0%	6.0%	1
Deer Park	Deer Park	[1]	6.0%	6.0%	1 & 3
Des Moines	Des Moines	[1]	6.0%	6.00%	1 & 3
DuPont	Tacoma	[1]	6.0%	6.382%	2 & 3

[1] Occupation

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Electric City	Coulee Dam	[1]	6.0%	6.0%	1
Enumclaw	Enumclaw	[1]	6.0%	6.0%	2 & 3
Ephrata	Ephrata	[1]	5.0%	5.0%	1 & 3
Everett	Everett	[1]	4.5%	4.5%	1 & 3
Federal Way	Federal Way	[1]	7.75%	7.75%	1 & 3
Ferndale	Ferndale	[1]	5.0%	5.0%	1 & 3
Fife	Tacoma	[1]	4.5%	4.5%	1 & 3
Fircrest	Tacoma	[1]	6.0%	6.0%	1
Grand Coulee	Coulee Dam	[1]	6.0%	6.0%	1 & 3
Hatton	Othello	[1]	6.0%	6.382%	2 & 3
Hoquiam	Aberdeen- Hoquiam	[1]	6.0%	6.0%	1 & 3
Issaquah	Issaquah	[1]	6.0%	6.0%	1 & 3
Kalama	Kalama	[1]	6.0%	6.382%	2 & 3
Kelso	Longview- Kelso	[1]	6.0%	6.0%	1 & 3
Kent	Kent	[1]	6.0%	6.382%	2 & 3
Kirkland	Kirkland	[1]	6.5% (bus.) 6.0% (res.)	6.0% 6.0%	1&3 1&3
LaCenter	LaCenter	[1]	0.0%	0.0%	2 & 3

[1] Occupation

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C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Lacey	Olympia	[1]	6.0%	6.0%	1 & 3
Lake Forest Park	Seattle	[1]	6.0%	6.382%	2 & 3
Lakewood	Tacoma	[1]	4.0%	4.0%	1 & 3
Langley	Langley	[1]	6.0%	6.0%	1 & 3
Longview	Longview- Kelso	[1]	6.0%	6.0%	1 & 3
Lummi Indian Reservation	Bellingham	[1]	5.0%	5.26%	2 & 3
Lynden[2]	Lynden	[1]	6.0%	6.0%	1 & 3

[1] Occupation

[2] 1.0% tax rate on amount \$5,000.00+ per customer, per month.

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C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Maple Valley	Maple Valley	[1]	2.25%	2.25%	1 & 3
Marcus	Colville	[1]	6.0%	6.0%	1 & 3
Marysville	Marysville	[1]	5.0%	5.0%	1 & 3
Medina	Bellevue	[1]	0%	0%	4
Mercer Island City of	Seattle	[1]	6.0%	6.0%	1 & 3
Milton	Tacoma	[1]	5.8%	5.8%	1
Monroe	Monroe	[1]	5.0%	5.0%	1 & 3
Montesano	Montesano	[1]	6.0%	6.382%	2&3
Moses Lake	Moses Lake	[1]	6.0%	6.0%	1 & 3
Mountlake Terrace	Mountlake Terrace	[1]	6.0%	6.0%	1 & 3

[1] Occupation

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Mount Vernon	Mount Vernon	[1]	6.0%	6.0%	1 & 3
Moxee City[2]	Yakima	[1]	6.0%	6.0%	1 & 3
Naches	Naches	[1]	6.0%	6.0%	1 & 3
Napavine	Chehalis	[1]	5.0%	5.0%	1
Normandy Park	Seattle	[1]	6.0%	6.382%	2 & 3
North Bend	North Bend	[1]	6.0%	6.0%	1 & 3
Northport	Northport	[1]	6.0%	6.0%	1 & 3
Oak Harbor	Oak Harbor	[1]	6.0%	6.0%	1 & 3
Oakville	Rochester	[1]	4.15%	4.15%	1
Ocean Shores	Copalis	[1]	6.0%	6.0%	1
Okanogan	Okanogan	[1]	6.0%	6.0%	1
Olympia	Olympia	[1]	6.0%	6.0%	1 & 3
Omak	Omak	[1]	6.0%	6.0%	1 & 3
Oroville	Oroville	[1]	6.0%	6.0%	1 & 3
Othello	Othello	[1]	6.0%	6.0%	1 & 3
Pasco	Pasco	[1]	8.5%	8.5%	1 & 3
Pateros	Pateros	[1]	6.0%	6.0%	1

[1] Occupation

[2] Limits the tax to \$3,000 per customer, per month.

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Pomeroy	Pomeroy	[1]	6.0%	6.0%	1 & 3
Port Angeles	Port Angeles	[1]	5.5%	5.5%	1 & 3
Port Orchard	Port Orchard	[1]	6.0%	6.0%	1 & 3
Port Townsend	Port Townsend	[1]	6.0%	6.0%	1
Poulsbo	Poulsbo	[1]	6.0%	6.0%	1 & 3
Puyallup	Puyallup	[1]	6.0%	6.0%	1 & 3
Raymond	Raymond	[1]	6.0%	6.0%	1
Redmond	Bellevue	[1]	6.0%	6.382%	2 & 3
Renton	Renton	[1]	6.0%	6.0%	1 & 3
Ridgefield	Ridgefield	[1]	6.0%	6.0%	4
Riverside	Omak	[1]	6.0%	6.0%	1 & 3
Roslyn	Roslyn	[1]	5.0%	5.263%	2
Roy	Roy	[1]	4.0%	4.0%	1 & 3
Seattle	Seattle	[1]	6.0%	6.382%	2 & 3
Sequim	Sequim	[1]	3.0%	3.0%	1 & 3

[1] Occupation

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**2.6 SPECIAL TAXES, FEES AND CHARGES**

C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Shelton	Shelton	[1]	6.0%	6.0%	1 & 3
Shoreline	Seattle	[1]	6.0%	6.382%	2 & 3
Snohomish	Snohomish	[1]	6.0%	6.0%	1 & 3
South Cle Elum	Cle Elum	[1]	6.0%	6.0%	1 & 3
Spokane	Spokane	[1]	6.0%	6.382%	2 & 3
Stanwood	Stanwood	[1]	6.0%	6.0%	1
Steilacoom	Tacoma	[1]	6.0%	6.0%	1 & 3
Sumner[2]	Sumner	[1]	5.25%	5.25%	1
Sumas	Sumas	[1]	3.0%	3.092%	2&3
Tacoma	Tacoma	[1]	6.0%	6.382	2 & 3
Town of Clyde Hill	Bellevue	[1]	6.0%	6.0%	1 & 3
Town of Hunts Point	Bellevue	[1]	6.0%	6.0%	4
Town of Yarrow Point	Bellevue	[1]	5.0%	5.0%	4
Tukwila	Tukwila	[1]	6.0%	6.382%	2 & 3
Tumwater	Olympia	[1]	6.0%	6.0%	1 & 3

[1] Occupation

[2] Limits the tax to \$750.00 per customer, per month.

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C. Tax Rates (Cont'd)

<b>MUNICIPALITY OR TAX JURISDICTION</b>	<b>EXCHANGE</b>	<b>KIND OF TAX</b>	<b>RATE</b>	<b>EFFECTIVE TAX RATE FOR BILLING</b>	<b>APPLICABLE CONDITION(S)</b>
Union Gap	Yakima	[1]	6.0%	6.0%	1 & 3
University Place	University Place	[1]	6.0%	6.382%	2 & 3
Vader	Vader	[1]	6.0%	6.382%	2 & 3
Vancouver	Vancouver	[1]	6.0%	6.0%	1 & 3
Waitsburg	Waitsburg	[1]	6.0%	6.0%	1
Walla Walla[2]	Walla Walla	[1]	6.0%	6.0%	1 & 3
Warden[3]	Warden	[1]	6.0%	6.0%	1 & 3
Washougal	Washougal	[1]	6.0%	6.0%	1 & 3
Waterville	Waterville	[1]	6.0%	6.0%	1 & 3
Wilbur	Wilbur	[1]	6.0%	6.0%	1 & 3
Wilkenson	Buckley	[1]	5.0%	5.0%	1 & 3
Winlock	Winlock	[1]	6.0%	6.382%	2 & 3
Woodinville	Bothell	[1]	4.0%	4.166%	2 & 3
Yakima[4]	Yakima	[1]	6.0%	6.0%	1

[1] Occupation.

[2] Not less than \$1,000.00 per year.

[3] Ordinance states that the tax rate (billing rate) for B.3., preceding, shall not apply to the monthly billing which exceeds \$2,000.00 in revenue to any person.

[4] Applies to the first \$500.00 of taxable revenue, per customer, per month.

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

**2.7 EMERGENCY MEASURES IN CASE OF DISASTER**

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

As restoration becomes possible for a service which has been discontinued pursuant to any of the emergency measures taken in accordance with this regulation, the priority of such restoration shall be determined as specified in WAC 480-120-412.

All services furnished by the Company except those covered by the rules for Telecommunications Service Priority as set forth in Section 13 of the Access Service Tariff, should be subject to this regulation. The Company shall in no event be liable for any damage resulting from measures taken in accordance with this regulation except in the case of willful misconduct.

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

**A. Description**

Intra-Premises Network Cable and Wire (IPNCAW) is the portion of the exchange access line circuit that commences at the Minimum Point Of Entry (MPOE) up to and including the Standard Network Interface (SNI). It includes wiring enclosures, house and riser cable, the protector, 66 blocks, etc.

In single tenant/occupant buildings, (those housing only one customer of record for Qwest Corporation services), this IPNCAW extends from the MPOE to a point 12" or as close as is technically feasible within the customer's premises. (In no instance will the SNI be located more than 12" or as close as is technically feasible from the Company protector.) In multi-tenant buildings (those housing multiple customers of record for Company services), this IPNCAW extends from the MPOE to the Demarcation Point designated by the building or property owner, but in no case shall the IPNCAW extend beyond 12" or as close as is technically feasible within each customer's (tenant's) occupied space/unit.

IPNCAW is included as part of the exchange access line circuit (see Section 5) between a Company switching center and the Demarcation Point.

**B. Terms and Conditions**

1. Where intra-premises network cable and wire currently exist, building owners can relocate the Demarcation Point (as outlined below) toward the MPOE from its present location at any time. Upon relocation of the Demarcation Point, all Company facilities on the customer side of the Demarcation Point shall be vacated by the Company and management and maintenance of the Inside Wire shall become the responsibility of the building owner. The customer will not need to purchase the existing facilities on the customer side of the demarcation, unless facilities were placed after August 25, 1994, pursuant to B.2., following. Regulated time and material charges will apply for the work associated with the relocation of the demarcation to a new location.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 2**

**Original Sheet 82**

**EXCHANGE AND**

**NETWORK SERVICES**

**Effective: December 1, 2007**

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

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

2. If the building owner requests the Demarcation Point(s) in a multi-tenant premises be moved toward the MPOE, and the premises is served by Company provided IPNCAW installed after August 25, 1994, the IPNCAW will be purchased by the building owner, removed and/or disabled at the building owner's expense. If the building owner chooses to purchase the IPNCAW within the first year after which it was installed, the price will be based on the original engineered, furnished and installed cost to the Company. Purchases subsequent to the first year will be based on the IPNCAW net book value of the specific cable.
3. Where customer owned network cable and wire currently exist, current building owners may relocate the Demarcation Point from the MPOE further within the premises, thereby extending regulated Company facilities (IPNCAW) further within the premises. When such relocation occurs and the premises facilities need to be reinforced or replaced to satisfy Company and/or industry standards, time and material charges will apply for the work associated with the relocation of the Demarcation Point when the building owner elects to have the Company perform the work. In the case of a single tenant building, the building owner must still meet the requirements of condition 4., below.
4. Single Tenant/Occupant Buildings
  - a. All regulated Company services and facilities shall terminate at the MPOE, or within 12" of a Company protector or as close as is technically feasible at the lowest common serving point as determined by the Company in accordance with F.C.C., Part 68 Rules and Regulations. At this service point the Company shall establish the SNI.
  - b. The building owner/tenant shall provide, maintain and manage their own Inside Wire beyond the SNI or may hire a provider of such services to do so on their behalf.

**NOTICE**

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

B.4. (Cont'd)

- c. If IPNCAW was installed prior to July 1, 1993, and the protector is located beyond 12" of the location of the regulated telephone facilities entrance into the building, the Company will continue to provide service at regulated expense for existing access exchange service to an established Demarcation Point within 12" (or as close as is technically feasible) of the existing protector.

5. Multi-Tenant/Occupant Buildings

The current building owner may select one of the following options for terminating Company network facilities. A selection is made when the building owner notifies the Company and enters into an agreement with the Company identifying the selected option.

a. Option 1

- (1) For each multi-tenant/occupant building the Company shall terminate service at the point of entry into the property or building, at the lowest common serving point as determined by the Company. At this serving point the Company shall establish the SNI.
- (2) The property/building owner shall maintain and manage Inside Wire to each individual customer premises/unit.
- (3) The property/building owner shall provide the necessary structure, as defined by the Company, to terminate facilities at the lowest common serving point.

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

**B.5. (Cont'd)**

**b. Option 2**

- (1) The Company shall terminate service at common locations throughout the building (such as terminal rooms, utility closets, etc.) as mutually agreed to by the Company and the building owner. The Company shall establish each SNI once mutual agreement is reached.
- (2) The property/building owner shall provide sufficient structure and space as specified by the Company for secured Company facilities when more than one provider terminates intra-premises wire/cable within the same building.
- (3) The Company shall provide, maintain and manage IPNCAW to the property/building owner designated common Demarcation Point. The property/building owner shall provide, maintain and manage all Inside Wire beyond the common Demarcation Points.
- (4) Access to the Company's facilities on the Company's side of the Demarcation Point is prohibited. Access to Company equipment that serves as a common Demarcation Point for the Company and other Inside Wire providers shall be permitted once the following conditions have been met:
  - The vendor/provider has obtained written permission from the property/building owner and provided such documentation to the Company.
  - The property/building owner has provided all necessary conduit or structure as determined necessary by the Company for security purposes.
  - A Company representative is notified or present or the building owner shall be responsible for Company costs associated with the disruption of service to the customer caused by other provider's access to Company equipment that serves as a common Demarcation Point for multiple providers.

**NOTICE**

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

B.5. (Cont'd)

c. Option 3

- (1) The Company shall terminate service at each individual customer premises/unit at a location determined by the Company. This location will be inside the customer's individually occupied unit. The SNI will be established within 12" or a reasonable distance of the wire/cable entry into the customer's unit.
- (2) The property/building owner shall provide all necessary trenching, conduit or structure as required, from the property line to each individual customer premises/unit.

d. Option 4

- (1) For each multi-tenant/occupant building the Company shall terminate service at the point of entry into the property (i.e., at the property line) at a point determined by the Company. At this serving point the Company shall establish the SNI.
  - (2) The property/building owner shall manage all wire/cable beyond the SNI to each building/unit.
  - (3) The property/building owner shall provide the necessary structure, as defined by the Company, to terminate facilities at the designated facility entry point.
6. Individual tenants may request the Company to wire service directly to their premises (e.g. apartment, office space, individual unit etc.). In accordance with the terms and conditions in this Catalog and RCW 80.36.090, the Company shall provide such wiring after the following conditions have been met:
- a. The customer has obtained written permission from the property/building owner and provided such documentation to the Company.
  - b. The property/building owner has provided all necessary conduit or structure as determined by the Company for secured placement of Company IPNCAW.

**NOTICE**

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

**2.8 REGULATED NETWORK FACILITY TERMINATIONS**

**2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE**

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

7. All IPNCAW facilities will be managed and maintained by the Company.
8. The Company may utilize wiring originally placed by the building owner to furnish regulated service to customers when such wire meets industry and/or Company standards. The Company shall have no obligation to use wire which does not meet industry and/or Company standards. When the Company is required to furnish regulated services to customers and the building owner agrees to make the wire originally placed by the building owner available for provision of these services, the Company will retain the right to the exclusive use, control and maintenance of only the wires used to provide regulated services for as long as regulated service is provided by the Company. At such time the Company uses wire to provide regulated services, these wires shall be deemed IPNCAW. When the IPNCAW is no longer required to provision regulated service, these wires shall be deemed Inside Wire. The building owner will resume maintenance and administrative responsibility of the Inside Wire.
9. Property/building owners may request placement of Inside Wire beyond the SNI by the Company. Such wire will be provided under deregulated time and material charges.
10. In situations where a building owner elects Option 1, the Company agrees to provide the building owner, upon request, and subject to availability and appropriate protections regarding proprietary or confidential information, existing Company's "as is" drawings of IPNCAW. Such drawings will be provided on an "actual cost" basis to the building owner.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3  
Washington**

**SECTION 3  
Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**  
Effective: December 1, 2007

**3. SERVICE CHARGES**

<b>SUBJECT</b>	<b>SHEET</b>
Dual Service.....	1
Express Change Charges .....	2
Miscellaneous Nonrecurring Charges.....	1

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**3. SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES**

	<b>NONRECURRING CHARGE</b>
• Customer requested special construction on private property not addressed elsewhere in this Catalog	[1]
• Customer requested overtime involving central office work[2,3]	[1]
• Customer requested rearrangements of existing network facilities located on the customer's premises	[1]

[1] Based on estimated cost.

[2] Work requested by the customer to be performed outside normal work hours as scheduled by the Company, will be performed at overtime charges.

[3] An accepted quote will be billed at the stated price regardless of the actual cost incurred by the Company.

**NOTICE**  
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**3. SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.1.7 DUAL SERVICE**

A. Description

Dual Service provides exchange access line service with the same telephone number simultaneously to two different addresses served from the same wire center. Dual Service is designed to provide the customer continuous service at both locations during the time of a move.

B. Terms and Conditions

1. Dual Service is available to those services that are not specially designed or engineered.
2. Dual Service is furnished only in central offices where adequate and suitable facilities are available.
3. Dual Service is available for a maximum of 30 (thirty) days.
4. Dual Service is available on orders for a transfer of service within the same wire center where no telephone number change is involved.

C. Rates and Charges

1. This service is in addition to the basic rates and charges for the service with which it is associated.
2. In addition to the nonrecurring charges listed below, the customer will be charged a prorated amount of the regular monthly rate applicable for each day of service provided at both locations during the period of Dual Service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Business, per line or trunk	CBU	\$21.50
• Residence, per line	CBU	15.00

### **3. SERVICE CHARGES**

#### **3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

##### **3.1.9 EXPRESS CHANGE CHARGES**

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

Centrex, *CENTRAFLEX* System 3, and *CENTRON* customers may have changes to their service completed within a one-hour time frame or on an overnight basis. These changes include feature changes (move, add, delete, and/or change features), system changes, moves and rearrangements of telephone numbers, and moves and changes to lines within a system.

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

###### Priority Express Change

Change completed within a one-hour period from the time the request is received by the Company.

###### Service Establishment Charge

One time charge applicable to non-*CENTRON*/Centrex Management System customers for initial express change request.

###### Standard Express Change

Change completed overnight.

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

1. All express changes are processed by the Company.
2. Adding or disconnecting telephone numbers cannot be done on an express change basis.

**NOTICE**

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### **3. SERVICE CHARGES**

#### **3.1 MISCELLANEOUS NONRECURRING CHARGES**

##### **3.1.9 EXPRESS CHANGE CHARGES**

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

3. The Company will process changes on an express basis where technically feasible. If, due to technical limitations, certain features/lines are not able to be changed on an express basis, the regular procedures and charges for processing a change request will apply.
4. Customers may request the same change be applied to multiple lines simultaneously. The Company will process up to 100 express feature changes, 80 express line changes, 20 priority feature changes and 4 priority line changes per day, per customer.
5. Customers may add optional features only in blocks of ten. There is no limit to the number of standard features that can be added using the express process, other than the limitations described in 4., preceding.

###### **D. Charges**

1. Customers may request multiple changes on the same line. Charges are assessed per line, per request, regardless of the number of changes made per line. ("Per request" is defined here as each time the customer contacts the Company.)
2. Features added using the express process will be assessed the same monthly recurring rates as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 3**

**Original Sheet 5**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**3. SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES**

**3.1.9 EXPRESS CHANGE CHARGES**

D. Charges (Cont'd)

3. The following charges are in addition to all other charges applicable to the associated service, except as specified herein. Nonrecurring charges found elsewhere for moving, or changing features or moving or changing lines within the customer's system do not apply when express changes are made.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Service Establishment Charge, initial request	XPTXX	\$150.00
• Standard Express Change, per line, per request	XPTOX	6.00
• Priority Express Change, per line, per request	XPT1X	12.00

**NOTICE**

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4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

<b>SUBJECT</b>	<b>SHEET</b>
Construction Charges Outside the Base Rate Area .....	5
Construction Within the Base Rate Area (BRA) .....	1
Conversion and Relocation of Existing Facilities .....	15
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Line Extension Charges .....	5
Other Construction or Conditions .....	15
Provisioning Agreement For Housing Developments .....	12
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NOTICE  
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**4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES**

**4.1 CONSTRUCTION WITHIN THE BASE RATE AREA (BRA)**

A. Description

Construction charges and requirements apply within the boundaries of an applicant's or customer's private property when service is requested at a location that has not previously had telephone service, i.e., does not have existing facilities, or when service is requested at a location where existing facilities are at capacity. (Construction within residential developments is addressed in 4.4.1, following.)

B. Terms and Conditions

1. The Company will furnish, install and maintain all network or cable facilities necessary to serve applicants or customers in accordance with its lawful rates, terms and conditions, and with its established construction standards. Applicants and/or customers are required to furnish a support structure(s) designated by the Company for the construction of outside plant facilities and service wire from the Company designated point on the applicant's or customer's property line to a Company designated point at the premises to be served, see B.4, following. Following construction, the Company is responsible for maintenance of Company network and cable facilities and support structures used to provide same service, see 2.4.2.A.
2. The type of construction (buried or aerial) is the prerogative of the Company, except where designated by law.
3. If aerial construction is designated by the Company, the Company will extend aerial facilities within the BRA to the applicant or customer's premises once an adequate supporting structure has been provided. If buried construction is designated by the Company, the Company will extend buried facilities within the BRA to a Company designated point on the applicant or customer's property line. Once an adequate support structure has been provided the Company will extend buried facilities (i.e., service wire) from the Company designated point on the applicant or customer's property line to a Company designated point at the premises to be served unless the property line has been designated as the MPOP.
4. It will be the Company's prerogative to designate the type of supporting structure required for the placement of outside plant facilities and service wires from the designated point on the applicant or customer property line to the premises to be served: trench, conduit, or pole.

The Company will only be required to use an existing support structure when it meets the following criteria:

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

**4.1 CONSTRUCTION WITHIN THE BASE RATE AREA (BRA)**

B.4. (Cont'd)

- a. The supporting structure follows the same path as designated by the Company for the construction of new facilities;
- b. The supporting structure has sufficient capacity for the new facilities;
- c. The consumer has exposed the existing supporting structure for Company use;
- d. The structure meets current Company standards; or
- e. The consumer repairs the supporting structure to a level that meets Company standards.

5. The route will be determined by the Company.

6. Bills for construction charges are not to be construed as being bills for exchange or interexchange service.

7. A quote for a specific job will be provided to the customer or others requesting the construction. The quote will be in writing and will be good for thirty days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by the Company's personnel. An approximate figure is intended only as an order of magnitude and not as a firm price.

C. Construction Charges Within the BRA For Service Wire

1. Aerial Construction

- a. If a supporting structure is required on the private property of the applicant or customer, it will be the applicant or customer's responsibility to provide the structure at no cost to the Company. The structure must meet Company standards.
- b. If the applicant or customer elects, the Company will provide the structure based on estimated costs. See C.4., following.

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

**4.1 CONSTRUCTION WITHIN THE BASE RATE AREA (BRA)**

C. Construction Charges Within the BRA For Service Wire (Cont'd)

2. Buried Construction

- a. It will be the responsibility of the customer or owner/contractor to coordinate and provide access to a trench and/or supporting structure, as specified by the Company, See B., preceding. This trench and/or supporting structure will meet the Company's established standards and will permit termination of the facilities at the premises to be served from a point on the property line designated by the Company.
- b. Residential applicants or customers may request that the Company provide the supporting structure on their private property. The applicant, customer or others requesting this residential construction will be billed directly, as stated in C.4., following.
- c. If the applicant, customer or owner/contractor wishes to provide a trench whose routing or end points deviate from that specified by the Company, the applicant or customer will be charged the additional actual costs incurred by the Company for accommodating such deviation.
- d. In those instances where the Company is refused access to an open trench or the Company is not notified of the availability of an open trench, it will be the responsibility of the applicant or customer to provide the necessary trench and/or supporting structure. This will be at no charge to the Company.
- e. The actual cost incurred because of sharing an open trench on the applicant or customer's private property with another utility, will be the responsibility of the applicant or customer or others requesting work. In no instance shall a residential applicant or customer be charged more than the charge specified in C.4., following.
- f. In areas where the Company's construction would ordinarily be aerial, and the Company is requested to bury facilities, the cost of construction will be borne by the applicant, customer or others requesting the construction.
- g. The property owner is responsible for the installation of the trench and/or supporting structure utilized for the Company facilities in the provision of new service within the owner's private property.

**NOTICE**

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4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.1 CONSTRUCTION WITHIN THE BASE RATE AREA (BRA)

C. Construction Charges Within the BRA For Service Wire (Cont'd)

3. Customer Situations Referenced

Such as Individual Business, Business or Industrial Parks, Multifamily Unit Dwelling Developments, Residential Developments that contain three or less lots or proposed structures, RV Parks platted for space rental on a short term basis not addressed within a Land Development Agreement, etc.

• Construction Charges

- Within Base Rate Area..... See 4.1.
- Outside the Base Rate Area ..... See 4.2.

• Trench, Supporting Structure and Backfill

- Within the Base Rate Area..... Customer provided or see 4.1.C.4.
- Outside the Base Rate Area ..... See 4.2.2.C.

4. Charges

Charges shown below are applicable to work performed by the Company that is associated with providing a trench or aerial structure on an applicant or customer's private property for the construction of service wires.

	USOC	NONRECURRING CHARGE
• Company provided trench for single family residential service wires on private property	SYEFR	[1]
• Company provided poles on private property	SYEEC	[2]

[1] 0 to 300 feet of trenching is \$250.00, each additional 300 feet of trenching is \$160.00.

[2] Estimated cost.

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.1 GENERAL**

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.
3. The route will be determined by the Company.
4. Bills for construction charges are not to be construed as being bills for exchange or interexchange service.
5. A quote for a specific job will be provided to the customer or others requesting the construction. The quote will be in writing and will be good for thirty days after the issue date. When accepted, the customer will be billed the quoted price. A quote is not the same as an approximate figure which may be provided by the Company's personnel. An approximate figure is intended only as an order of magnitude and not as a firm price.

**4.2.2 LINE EXTENSION CHARGES**

A. Description

1. Line extension to premises/locations where the company has not previously extended facilities.

Line extension charges will apply to premises/locations outside the BRA in connection with all classes, types and grades of service when established by means of an extension to the Company's plant facilities consisting of buried wire or pole construction and including extensions by means of poles to be owned by the Company jointly with others, and by means of contacts or contact space on poles of others. Measurement of the line extension shall be made from the end of the Company's facilities along the proposed route to the premises to be served. All line extensions are owned and maintained by the Company.

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES**

A. Description (Cont'd)

2. Line extension charges to premises/locations where the company has previously extended facilities.

When an applicant or subscriber requests additional service and the existing facilities or service wires from the property line to the premises/location to be served are at capacity, the applicant or subscriber is required to provide any additional support structure for placement of the new facilities when necessary or pay the company line extension charges from the designated point on the property line to the premises/location to be served. The Company will designate the type of support structure to be used for placement of the facilities and will use existing support structure when the support structure meets the requirements set forth in 4.2.2.B.3.

B. Terms and Conditions

1. For the purposes of this Section the definition of applicant includes developers of real property.
2. An applicant may elect to furnish and set the required poles or provide a trench on their own property in accordance with the construction standards of the Company, in lieu of the applicable charges. For charges, see C., following. However, in all instances the ownership of facilities shall be entirely vested in the Company.

**NOTICE**

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES**

B. Terms and Conditions (Cont'd)

3. It will be the Company's prerogative to designate the type of supporting structure required for the placement of outside plant facilities and service wires from the designated point on the applicant or customer property line to the premises to be served: trench, conduit, or pole.

The Company will only be required to use an existing support structure when it meets the following criteria:

- a. The supporting structure follows the same path as designated by the Company for the construction of new facilities;
  - b. The supporting structure has sufficient capacity for the new facilities;
  - c. The consumer has exposed the existing supporting structure for Company use;
  - d. The structure meets current Company standards; or
  - e. The consumer repairs the supporting structure to a level that meets Company standards.
4. Measurement of Distances
- a. Distances mentioned in this Section are route distances. The routing of line extensions will be determined by the Company.
  - b. Where the proposed construction over private property is to be used to serve customers in general, or a private property routing is selected by the Company in lieu of routing on public roadways, the construction will be treated as being on public roadways.

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES**

B. Terms and Conditions (Cont'd)

5. Lump Sum or Installment Payment

A customer's line extension charges will require two levels of payment. The initial payment of twenty times the customer's basic monthly service rate exclusive of all fees, taxes or other charges will be used to process the order. Initial line extension charges will be paid before construction is started.

In addition to the initial payment to process the order, a per-month payment beginning with the first monthly bill for service will be charged once the order is complete and service is provided. The additional per-month payment will equal the customer's basic monthly service rate, exclusive of all fees, taxes, or other charges and will be imposed in addition to the customer's regular basic monthly service rate. Payment must be made based upon the rate for non-measured basic service.

The additional per-month payment will be assessed for a period of twenty months. However, customers may pre-pay the entire amount of the additional per-month payment at any time, in lieu of monthly payments.



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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES**

B. Terms and Conditions (Cont'd)

6. Disconnects

Customers who select the additional per-month payment plan must pay the entire remaining amount of additional per-month payments at the time of disconnecting service if the disconnection occurs prior to full payment.

7. Reuse of Facilities

When a customer disconnects service and service is established for a new applicant at the same location, the new applicant may assume the line extension charge contract provided there is no lapse in charges, as follows:

- If the original customer was on the monthly payment basis, the new applicant is charged the same monthly payment for the remaining life of the contract. The original customer is relieved of any further responsibility for line extension charges on the project.
  - If the original customer prepaid the charge, the new applicant pays no charge. Any adjustment in charges is a matter for negotiation between the original customer and the new applicant.
8. Line extensions to provide service to an applicant engaged in temporary or speculative business, will be made on the condition that the applicant pays to the Company the total cost of the construction and removal of the line necessary in furnishing the service, less the salvage value of the materials used.
9. Contracts, covering periods not to exceed twenty months of service, will be required by the Company as a condition prior to the establishment of the service, when line extensions are necessary.

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES**

B. Terms and Conditions (Cont'd)

10. The Company may petition the commission for waiver of the commission's rules in order to charge an applicant the full cost of construction to extend service or for a waiver of the obligation to construct the extension.
11. Developments/Subdivisions: Extensions made to outside plant into tracts, mobile home parks, marinas, camping resorts, condominiums, timeshares and/or short subdivisions (5 or more) will be made on the basis of a special contract, based on actual costs, between the Company and the owners of the real estate or the subdivider thereof.
12. Line extension as defined in this section applies to residence customers only. Business customers will be charged actual cost for extension of service.
13. In the case of new construction commenced after January 15, 2001, extension of service is required only if the applicant has permission to build from the applicable local government and the need for service is not temporary.
14. Line extension fees will also apply to applicants for new service from a service extension that is less than five years old measured from the date of the initial service provided by the extension.

**NOTICE**

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

**4.2 CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA**

**4.2.2 LINE EXTENSION CHARGES (Cont'd)**

C. Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Extensions to plant facilities along public roadways for distances of one-tenth mile or less, per applicant or development of real estate	N/A	–
• Extensions to plant facilities along public roadways for distances over one-tenth mile, per residential applicant	N/A	[1]
• Extensions to plant facilities along public roadways in excess of the distance stated above for Housing Developments	N/A	–
• Extensions to plant facilities along private roads or on private property for Housing Developments[2]	N/A	–
• Trench and backfill outside the Base Rate Area	SYEFR	[3]
• Company provided poles on private property	SYEEC	[4]

[1] See Lump Sum or Installment Payment under Terms and Conditions.

[2] Charges from 4.6, Other Construction or Conditions, will apply to moves, changes or rearrangements of existing line extension on private property.

[3] 0 to 300 feet of trenching is \$250.00, each additional 300 feet of trenching is \$160.00.

[4] Estimated cost.

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

A. Description

A Provisioning Agreement for Housing Developments (PAHD) is a contractual arrangement between the Company and the Developer/Builder for the provision of distribution facilities, including conduit for the service lateral trench (from the pedestal to the living unit) within new areas of residential development.

B. Terms and Conditions

1. A PAHD is required where Developers/Builders plan to develop four or more lots. Less than four lots will be treated according to the terms set forth under other portions of this Section 4, if applicable.
2. The Developer/Builder will provide trench and backfill for the facilities and be responsible for those costs. In areas where the Company has trench and backfill agreements with other utilities, the Developer/Builder is responsible for the Company's trench and backfill cost.
3. To accommodate Developer/Builder coordination schedules, with the Company's approval, the Developer/Builder has the option of placing Company provided facilities in the trench.
4. The PAHD will include, but is not limited to: a description of the development; an addressed, recorded plat; trench and backfill specifications; easements; surface grade requirements; and coordination of inspection schedules.
5. The Developer/Builder will be responsible for the provision of the service lateral trench to the living unit. If the Developer is not the Builder, the Builder will be responsible for the provisioning of the trench.
6. The Developer or Builder will be responsible for placing a one inch conduit with adequate pull string for the service drop to the living unit. The conduit will be provided by the Company.
7. The Company will provide the facilities at no charge to the Developer/Builder as long as the cost does not exceed the company established cap, which shall equal the distribution and drop portion of the average exchange loop investment, times the number of lots in the development. The Company may require payment by the Developer/Builder of all costs in excess of the cap prior to the start of any required construction.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

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

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

B. Terms and Conditions (Cont'd)

8. Distribution facilities covered in the PAHD cannot be used for subsequent developments until they are covered by a new PAHD.
9. The PAHD may vary terms and conditions as appropriate.
10. Residential developments meeting the following criteria will be subject to the provisions of this Section:
  - Developments containing four or more residential building lots or proposed structures.
  - Mobile home parks, including additions of four or more lots to existing mobile home parks.
  - Existing or proposed RV parks requiring telephone facilities to individual spaces.
11. The following do not fall under the provisions of this Section:
  - Developments which consist entirely of multifamily dwellings.
  - RV parks platted for space rental on a short term basis, except as defined in A.1.
  - Marinas.
12. The Company may place, and will own and maintain network facilities in residential developments.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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

**4.4 PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS**

B. Terms and Conditions (Cont'd)

13. If a residential developer refuses to enter into or comply with the terms of:

- Provisioning Agreement for Housing Development (PAHD),
- Line Extension Charges, if applicable (4.2),
- Trench and Backfill Agreement

And the Company receives an application for service, the developer of the real property will be billed for and pay the following costs:

- Full cost of construction of the trench, supporting structure and backfill,
- Cost of the facilities in the development that exceed the Company established cap that would have been applicable had a PAHD been established.
- Any applicable line extension.

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

**4.6 OTHER CONSTRUCTION OR CONDITIONS**

**A. Conversion and Relocation of Existing Facilities**

Other construction charges described in this Section will apply both inside and outside the BRA for customer requested relocations or conversions of existing facilities.

When relocation or aerial to underground conversion of existing facilities is requested or required by law, the cost of constructing the new and removing the old facilities will be borne by the customer or others requesting the relocation or conversion. See 4.1.C.4., preceding.

In locations where the Company's existing outside plant facilities are of aerial construction and the Company, at its own prerogative, buries the outside plant, the costs of construction will be borne solely by the Company.

**B. Relocation**

The Company will charge estimated cost of the relocation of existing facilities.

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

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

C. Temporary Construction

The Company will furnish temporary service or service to speculative projects under the following conditions:

1. An applicant for such service is required to pay the Company in advance, or otherwise as the Company may choose, the cost of installing and removing any facilities necessary with the furnishing of such service by the Company.
2. An applicant for service may be required to deposit with the Company a sum of money equal to the estimated amount of the Company's bill for such service, or to otherwise secure in a manner satisfactory to the Company, the payment of any bills which may accrue by reason of such service so furnished.



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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 5

Original Index Sheet 1

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 5

Original Index Sheet 2

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **5. EXCHANGE SERVICES**

### **5.1 EXCHANGE AREAS**

#### **A. Description**

1. Business flat rate lines, basic measured lines, trunk lines, and toll access lines are provided within exchange boundaries. The exchange access line is provided from the Company's central office facilities to the customer's location. The central office serving the customer's location is designated by the Company. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network.
2. The exchange may include service provision inside and outside a Base Rate Area (BRA). The BRA is the area of highest population density within an exchange. The exchange boundary and the BRA boundary may be the same. The BRA is set forth on the Network and Exchange Services map.

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

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

Local calling refers to calls placed to telephone numbers where message toll charges do not apply. This includes calls placed within an exchange as well as between two or more exchanges that are part of the local calling area as specified in B., following.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.1 LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS (Cont'd)**

B. Local Exchange and Local Calling Area

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Aberdeen- Hoquiam	Aberdeen-Hoquiam, Copalis, Grayland, Humptulips, Lake Quinalt[1], Montesano, Ocosta, Pacific Beach, Westport
Auburn	Auburn, Black Diamond, Des Moines, Enumclaw, Kent, Renton, Seattle[2], Sumner, Tacoma Waverly rate area
Bainbridge Island	Bainbridge Island, Seattle[2]
Battle Ground	Amboy, Battle Ground, LaCenter, Ridgefield, Vancouver, Yacolt
Belfair	Belfair, Bremerton, Dewatto, Port Orchard, Silverdale, Union

[1] Local calling implemented on February 27, 1999.

[2] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Bellevue	Ames Lake, Bellevue, Carnation, Fall City, Issaquah, Kirkland, North Bend, Renton, Seattle[1], Snoqualmie Pass
Bellingham	Acme, Bellingham, Blaine/Birch Bay, Custer, Deming, Everson, Ferndale, Laurel, Lynden/Maple Falls, Sumas
Black Diamond	Auburn, Black Diamond, Enumclaw, Kent, Maple Valley
Bremerton	Arletta, Belfair, Bremerton, Dewatto, Fox Island, Gig Harbor, Lakebay, Port Orchard, Poulsbo, Silverdale
Buckley	Buckley, Enumclaw, Orting, South Prairie, Sumner
Castle Rock	Castle Rock, Longview-Kelso, Vader, Toledo
Centralia	Centralia, Chehalis, Curtis, Mossyrock, Onalaska, Pe Ell, Rochester, Salkum, Toledo[2], Winlock

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

[2] Local calling implemented on October 2, 1999.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Chehalis	Centralia, Chehalis, Curtis, Mossyrock Onalaska, Pe Ell, Salkum, Toledo[1], Winlock
Clarkston	Asotin, Clarkston, Lapwai, ID, Lewiston, ID, Anatone, ID
Cle Elum	Cle Elum, Easton, Roslyn
Colfax	Colfax
Colville	Colville, Hunters[1], Kettle Falls, Chewelah, Northport
Copalis	Aberdeen-Hoquiam, Copalis, Pacific Beach
Coulee Dam	Coulee Dam, Nespelem
Crystal Mountain	Crystal Mountain, Enumclaw

[1] Local calling implemented on October 2, 1999.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Dayton	Dayton, Starbuck, Waitsburg, Walla Walla
Deer Park	Deer Park, Loon Lake, Spokane, Springdale
Des Moines[1]	Auburn, Des Moines, Kent, Renton, Seattle[2], Tacoma Waverly rate area
Easton	Cle Elum, Easton, Roslyn
Elk	Elk, Spokane, Green Bluff
Enumclaw	Auburn, Black Diamond, Buckley, Crystal Mountain[3], Enumclaw, Orting, South Prairie, Sumner

[1] Customers located in the King County portion of the Waverly 7 wire center may subscribe to either Des Moines exchange service or Tacoma exchange service. Des Moines exchange service would be provisioned using a prefix served by the Waverly 7 wire center. The rates and charges normally applicable to Foreign Exchange service would not apply.

[2] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

[3] Local calling implemented on March 27, 1999.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Ephrata	Ephrata, George, Moses Lake, Quincy, Soap Lake, Wilson Creek
Graham	Eatonville, Graham, Orting, Puyallup, Rainier, Roy, Tacoma, Yelm
Green Bluff	Green Bluff, Spokane, Elk
Hoodsport	Hoodsport, Shelton, Union
Issaquah	Bellevue, Carnation, Fall City, Issaquah, Kirkland, Maple Valley, North Bend, Renton, Seattle[1], Snoqualmie Pass[2]
Kent	Auburn, Black Diamond, Des Moines, Kent, Maple Valley, Renton, Seattle[1]

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

[2] Local calling implemented on February 27, 1999.



**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Liberty Lake	Liberty Lake, Spokane
Longview-Kelso	Castle Rock, Cathlamet, Kalama, Longview-Kelso, Vader, Toledo
Loon Lake	Deer Park, Loon Lake, Spokane
Maple Valley	Black Diamond, Issaquah, Kent, Maple Valley, Renton, Seattle[1]
Moses Lake	Ephrata, Moses Lake, Othello, Warden, Wilson Creek, Soap Lake

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Newman Lake	Newman Lake, Spokane
Northport	Northport, Colville
Olympia	Olympia, Shelton, Bucoda, Rainier, Rochester, Tenino, Yelm
Omak-Okanogan	Omak-Okanogan, Tonasket[1]
Oroville	Oroville, Loomis[1], Molson/Chesaw[1], Mount Hull
Othello[2]	Moses Lake, Othello

[1] Local calling implemented on March 27, 1999.

[2] Excludes Royal City wire center.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Pasco	Benton City, Eltopia, Kennewick, Mathews Corner, Pasco, Richland
Pateros	Brewster, Bridgeport, Pateros
Pomeroy	Pomeroy
Port Angeles	Port Angeles, Sequim, Gardner
Port Ludlow	Port Ludlow, Port Townsend, Chimicum(Center)[1]
Port Orchard	Arletta[2], Belfair, Bremerton, Fox Island[2], Gig Harbor[2], Lakebay[2], Port Orchard, Silverdale
Port Townsend	Brinnon[3], Center, Port Ludlow, Port Townsend, Quilcene
Puyallup	Graham, Orting, Puyallup, S. Prairie, Sumner, Tacoma

[1] Local calling implemented on February 27, 1999.

[2] Local calling implemented on June 19, 1999.

[3] Local calling implemented on March 27, 1999.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Renton	Auburn, Bellevue, Des Moines, Issaquah, Kent, Maple Valley, Renton, Seattle[1]
Ridgefield	Battle Ground, LaCenter, Ridgefield, Woodland, Vancouver
Rochester	Centralia, Rochester, Olympia
Roy	Graham, Rainier, Roy, Tacoma, Yelm
Seattle[1]	Ames Lake, Auburn, Bainbridge Island, Bellevue, Bothell, Des Moines, Halls Lake, Issaquah, Kent, Kirkland, Maple Valley, Renton, Richmond Beach, Seattle, Vashon

[1] Seattle designation includes Seattle Adams, Seattle North, and Seattle South.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

**LOCAL  
EXCHANGE**

**LOCAL CALLING AREA**

Sequim

Gardiner, Port Angeles, Sequim

Shelton

Hoodsport, Olympia, Shelton, Union

Silverdale

Belfair, Bremerton, Port Orchard,  
Silverdale, Hansville, Kingston, Poulsbo,  
Suquamish

Spokane

Cheney, Deer Park, Edwall-Tyler, Elk,  
Fairfield, Green Bluff, Latah, Liberty  
Lake, Loon Lake, Medical Lake,  
Newman Lake, Reardan, Rockford,  
Spangle, Spokane, Sprague, Springdale

Springdale

Deer Park, Spokane, Springdale

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

B. Local Exchange and Local Calling Area (Cont'd)

**LOCAL  
EXCHANGE**

**LOCAL CALLING AREA**

Sumner

Auburn, Buckley, Enumclaw, Orting,  
Puyallup, South Prairie, Sumner, Tacoma

Tacoma

Tacoma rate area

Arletta, Eatonville, Fox Island,  
Gig Harbor, Graham, Lakebay, Orting,  
Puyallup, Rainier, Roy, South Prairie,  
Sumner, Tacoma, Tacoma Waverly,  
Yelm

Tacoma Waverly  
rate area

Arletta, Auburn, Des Moines,  
Eatonville, Fox Island, Gig Harbor,  
Graham, Lakebay, Orting, Puyallup,  
Rainier, Roy, South Prairie, Sumner,  
Tacoma, Tacoma Waverly, Yelm

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

**B. Local Exchange and Local Calling Area (Cont'd)**

<b>LOCAL EXCHANGE</b>	<b>LOCAL CALLING AREA</b>
Touchet	Touchet, Walla Walla, Stateline, OR
Vancouver	Amboy, Battle Ground, Camas- Washougal, LaCenter, Ridgefield, Vancouver, Woodland, Yacolt
Waitsburg	Dayton, Waitsburg, Walla Walla, Stateline, OR
Walla Walla	Dayton, Eureka, Prescott, Touchet, Waitsburg, Walla Walla, Milton- Freewater, Stateline, OR
Warden	Moses Lake, Warden

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

B. Local Exchange and Local Calling Area (Cont'd)

**LOCAL  
EXCHANGE**

Winlock

Yakima

**LOCAL CALLING AREA**

Chehalis, Centralia, Toledo[1], Winlock

Cowiche, Harrah, Naches, Nile,  
Rimrock/White Pass, Selah, Tieton,  
Toppenish, Wapato, White Swan,  
Yakima, Zillah

[1] Local calling implemented on October 2, 1999.



**5. EXCHANGE SERVICES**

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

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

A. The Company makes service available under its effective rate schedules, as follows.

1. Class of Service

- Business service
- Residence service

2. Type of Service

- Flat rate service
- Measured rate service

3. Grade of Service

**GRADE OF SERVICE**

**AREA APPLICABLE**

Individual Line

Throughout exchange

Toll Access

Throughout exchange

Hotel Trunk

Throughout exchange

Centrex-type

Throughout exchange

Group Use Service

Inside BRA only

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS (Cont'd)

#### 5.1.4 FOREIGN EXCHANGE SERVICE

##### A. Description

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

##### B. Definitions

###### Foreign Exchange (FX)

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

###### Interexchange Channel

Channel between the rate centers of the foreign and local exchanges.

###### Interexchange Channel Terminal

Termination of an interexchange channel at a rate center.

###### Local Exchange

Exchange in which the customer premises is located.

###### Service Function

For FX Service, the signaling and transmission devices required to meet system standards when service is furnished from an exchange other than the normal exchange.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

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

C. Terms and Conditions

1. FX Service is furnished from the central office in the FX to the customer's premises in the local exchange, except as stated in this Section, in connection with:
  - Residence flat rate exchange access lines;
  - Business flat rate exchange access lines;
  - Centrex-type station lines beyond the local calling area.
2. Customers of FX Service are not required to take service of the exchange from which local service would normally be furnished.
3. The monthly rates for business or residence exchange access lines are those of the FX for the class of service provided. For Company exchanges see 5.1.1.
4. Move of a customer's location in the local exchange within the same serving central office is not considered a change in the FX channel.
5. Except as provided, services furnished in the local exchange will be available in connection with FX Service at rates under the catalog provisions of the local exchange.
6. Except as provided, FX Service will be furnished subject to the same terms and conditions as to the use of the service by others than the customer and the customer's representatives or members of the customer's household, which are applicable in connection with other business or residence service.
7. FX Service will not be provided for PAL Service as described in the Exchange and Network Services Tariff. FX Service in connection with hotel/motel PBX systems will be provided only for the use of administrative personnel in the conduct of their business.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

8. Extension station lines and PBX station lines will be installed off the premises on which the main station line is located as follows:
  - a. Each off premises extension station line or PBX station line will be provided for the use of the customer only and will be located on a premises of the customer, except that extension station lines will be installed on a premises of a different customer for answering incoming calls.
  - b. Off premises extension station lines from the main FX Service may be furnished as Exchange Service Extensions at the rates specified in 6.2.6 of the Private Line Transport Services Catalog. Off premises PBX station lines from the main FX Service may be furnished as Voice Grade 32 channels at the rates specified in 6.2.2 of the Private Line Transport Services Catalog.
9. Off premises extension station lines and PBX station lines may be provided in different exchanges, from local and extended business main service, as set forth in 8.b., preceding.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## **5. EXCHANGE SERVICES**

### **5.1 EXCHANGE AREAS**

#### **5.1.4 FOREIGN EXCHANGE SERVICE**

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

10. Rates and charges in D.2. and 3., following, for interexchange channel mileage, interexchange channel terminal and service function apply to all classes of service.
  - a. Mileage for rates and charges in D.2. and 3., following, is the airline distance between rate centers as calculated in the Private Line Transport Services Catalog.
  - b. When a FX channel is furnished jointly by the Company and another company, the rates apply only to the portion of the mileage in full miles, provided by the Company.
  - c. Interexchange channel terminal rates and charges in D.2. and 3., following, apply at Company rate centers only.
  - d. Service function rates and charges in D.2. and 3., following, apply at a Company local exchange only.
11. FX mileage rates for service furnished in a contiguous exchange as shown under D.1., following, are applicable to the airline distance between the customer's main station line and the nearest point on the common boundary of the foreign and local exchange areas.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 5. EXCHANGE SERVICES

### 5.1 EXCHANGE AREAS

#### 5.1.4 FOREIGN EXCHANGE SERVICE

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

12. Long distance message toll over FX channels will be charged for at the rates in effect for the class of call from the foreign exchange.
13. FX Service will be listed in the directory of the FX. Listings in the local exchange directory, additional listings, Joint User or additional lines of information will be furnished at the rates and charges in effect for the directory containing the listings.
14. FX Service from Vancouver to Battle Ground is available only to a customer having this service at a location where service was established prior to July 25, 1954.
15. FX Service over any route is available under the terms and conditions and rates and charges specified in this Section, only when facilities and operating conditions permit.

Where unusual costs are involved to provide FX Service, additional rates and charges based on costs of providing service may apply.

16. Kent FX Service in Tacoma is available only to a customer having this service at a location where service was established prior to November 5, 1962.
17. Where FX Service is provided in a contiguous exchange by means of a channel directly from the FX central office to the customer's premises the following provisions apply:
  - a. Extensions of plant required in a Company FX will be made as shown in 4.2.2, of this Catalog, Line Extension Charges.
  - b. Extensions of plant required in a Company local exchange will be made based on the costs of providing service. The applicant may furnish and set poles in the local exchange as provided in 4.2.2 of this Catalog, Line Extension Charges.

#### NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **5. EXCHANGE SERVICES**

### **5.1 EXCHANGE AREAS**

#### **5.1.4 FOREIGN EXCHANGE SERVICE**

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

18. A FX channel may be utilized with customer-provided equipment, protective circuitry, or PBX and key telephone systems which are connected to the exchange telephone service associated with channels, subject to terms and conditions in Section 8.
19. Party line service from a Company FX is available only to a customer having this service, at a location where service was established prior to May 1, 1982. No moves, changes or additions to existing service will be permitted.

Rates and charges in D.1., following, apply, except as stated in this Section, in addition to the applicable access line rates and charges.

20. If the Company cannot provide local service to new customers, temporary service will be provided if facilities and operating conditions permit from a contiguous FX at the rates and charges of the serving exchange. If applicable, Line Extension Charges in 4.2.2 of this Catalog may also apply.

When facilities become available to provide local service, and the customer elects to retain FX service, monthly rates for the FX service will apply.

21. Customers to Des Moines exchange service located within the King County portion of the Tacoma exchange may subscribe to Des Moines 838, 661 or 874, Tacoma 927, 924 or 952 exchange service from the 927 wire center without additional rates and charges applicable to FX service.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

C. Terms and Conditions (Cont'd)

22. FX rates and charges are waived for customers to Belfair exchange service located in the following described area:

Township 22 North, Range 2 West, within Sections 32 through 34;

Township 22 North, Range 1 West, within Section 32;

Township 21 North, Range 2 West, within Sections 1 through 13 and those portions of Sections 14, 15 and 24 that will be included in the Belfair exchange; and

Township 21 North, Range 1 West, within Sections 4 through 9 and that portion of Section 17 and 18 that will be included in the Belfair exchange.

FX rates and charges will not apply to existing customers to Shelton exchange service within this area if they retain their existing Shelton service at a location where service was established prior to the transfer of the defined area to the Belfair exchange.

23. Described Area

- a. The following described area is located in the Shelton exchange:

Township 22 North, Range 2 West, Sections 32, 33 and 34

Township 21 North, Range 2 West, Sections 5 through 9 and portions of Sections 3 and 4.

Belfair FX rates and charges will not apply to existing customers to Belfair local service within the above described area if they retain their existing Belfair service at a location where service was established prior to May 1, 1982.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

C.23. (Cont'd)

- b. The following described area is in the Sumner exchange:

Township 20 North, Range 5 East, Section 25 and 36 and those portions of Sections 23, 24, 26 and 35 that will be included in the Sumner exchange;

Township 19 North, Range 5 East, Section 1 and that portion of Section 2 that will be included in the Sumner exchange;

Township 20 North, Range 6 East, those portions of Sections 30 and 31 that will be included in the Sumner exchange;

Township 19 North, Range 6 East, that portion of Section 6 that will be included in the Sumner exchange.

- c. The following described area is in the Tacoma exchange:

Township 19 North, Range 1 East, those portions of Sections 28, 29, 32 and 33 that will be included in the Tacoma exchange.

Township 18 North, Range 1 East, those portions of Sections 4, 5, 8, and 9 that will be included in the Tacoma exchange.

FX rates and charges will not apply to existing customers to Buckley or Olympia exchange service within the above described areas if they retain their existing Buckley or Olympia service without any moves, changes or rearrangements at a location where service was established prior to May 1, 1982.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

C. Terms and Conditions (Cont'd)

24. When the Company establishes a new central office or revises a central office or exchange area boundary, additions or increases in mileage increments are not applicable to existing customers as long as these services are retained without change by the same customer at the same premises. At the same time, deletions or decreases in mileage increments will be applicable to existing FX customers affected by the change.
25. Where FX Service is provided in a contiguous exchange the lesser rate resulting from Plan A or Plan B, in D., following, will be applicable.
26. The minimum service period for FX Service is one month. If the service is discontinued within one month of service establishment, charges will apply for the full minimum service period.

D. Rates and Charges

1. Foreign Exchange Channel Contiguous Exchanges - Plan A

- a. Where local calling is offered between exchanges.

	<b>MONTHLY RATE</b>
• Business exchange access line each one-half mile or fraction of	\$ 7.00
• Residence Flat Rate Exchange access line, each one-half mile or fraction of	7.00

[1] Suburban service offered only within the first one-half mile in the local exchange.

**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

D.1. (Cont'd)

- b. Where local calling is not offered between exchanges.

	<b>MONTHLY RATE</b>
• Business exchange access line each one-half mile or fraction of	\$ 7.00
• Residence Services Exchange access line, each one fourth mile or fraction of	
- Flat individual line	3.30
c. Automatic Call Distribution-Electronic Switching System (ACD-ESS) agent and administrative line, each one-half mile or fraction of[1]	7.00
d. Cross boundary rate, each access line	
• Business	10.00
• Residence	5.00

[1] The 500B type console is not available with ACD-ESS off premises station lines when in foreign exchange.

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

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

**2. FX Channel Contiguous Exchanges - Plan B**

For business and residence service between exchanges

	<b>USOC</b>	<b>MONTHLY RATE</b>
a. Interexchange Channel between rate centers of the local and FXs, per mile	1LH++	\$ 2.75
b. Interexchange Channel Terminal, applies at the rate center of the local and the FX, each	P3N	10.25
c. Service Function applies in the local exchange at each customer location, each	SV9	2.00

**3. FX Channel Noncontiguous Exchanges**

For business and residence service between exchanges

a. Interexchange Channel between rate centers of the local and FXs, per mile	1LH++	4.00
b. Interexchange Channel Terminal, applies at the rate center of the local and the FX, each	P3N	10.25
c. Service Function applies in the local exchange at each customer location, each	SV9	2.00

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.4 FOREIGN EXCHANGE SERVICE**

D. Rates and Charges (Cont'd)

	<b>NONRECURRING CHARGE[1]</b>
4. Service connection, rearrangement or change of each business FX channel	\$180.00

[1] In addition, applicable nonrecurring charges apply per exchange access line.

**NOTICE**  
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

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

**5.1.7 MAPS**

The exchange maps, under the jurisdiction of the Company within the State of Washington, are on file with the Washington Utilities and Transportation Commission (WUTC) and the Company.

## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **A. General**

1. Exchange access service, other than PAL Service, is furnished for the use of the customer, and persons residing in the customer's home; or the customer's employees or representatives. The service may also be extended to joint users.
2. Miscellaneous service, including private lines, is furnished by the Company under its schedules of rates.
3. Business services are furnished at the rates shown in this Section. Service will not be extended from one rate area to another rate area within the same exchange.
4. Application of Business Rates
  - a. Service is classified as business service and business rates apply when any of the following conditions exist:
    - (1) When the service is furnished at a premises where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
      - Premises on which non-domestic activities are conducted (such as churches, social clubs etc.) are considered businesses for purposes of rating the service. However, residential service may be provided to domestic locations within the business premises.
    - (2) When the directory listing is to be a business listing.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**A.4. (Cont'd)**

- b. Customers changing from business to residence service will be assigned a different telephone number.

Customers may choose to retain the same telephone number but must continue to pay business rates until the next telephone directory is issued by Qwest DEX, in which their telephone number does not appear as a business listing.

- c. When it is determined that a customer with residence service should be reclassified as business service under the above provisions, the Company will, after appropriate notice, discontinue the service in the event such customer refuses to permit the service to be classified as business service and pay applicable business rates.



## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### A. General (Cont'd)

5. The use of business service may be extended for switched data (non-voice) communications relating directly to the business of composite data service vendors, or composite data service vendors patrons, or a communications common carrier in the provision of public telegram message service or overseas data message service.
6. Flat rate or message rate services are not installed on premises of a public or semipublic character, except for PAL Service in a location where the telephone would be accessible for use by the patrons of the customer or by the public in general.
7. Business message rate and/or business measured rate service may not be combined with business flat rate service on a single premises, except as shown below:
  - Business message rate or any business measured rate and any business flat rate FX Service or
  - Business flat rate and hotel message rate PBX station line service, or
  - Business flat rate and business message rate or measured rate services terminating on answering only line jacks of a telephone answering service switchboard, or
  - Trunks arranged for *DID* and hotel message rate PBX station line service, or
  - Business rates for *STAND-BY LINE* Service.

#### 8. Change Charges

	<b>NONRECURRING CHARGE</b>
• Changes of class, type or grade of service, each exchange access line	\$20.00
• Other changes of an exchange access line, each[1]	20.00

[1] Included in this category are miscellaneous changes or rearrangements of an exchange access line.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.1 MEASURED RATE SERVICE

A. Description

Measured Service is a local service which includes a fixed monthly rate plus usage charges which are based on the time of day and duration of each call.

B. Terms and Conditions

1. Flat and measured rate services from the same exchange will not be furnished concurrently to the same customer on the same premises except as specified in 2.2.1.
2. The monthly rates for measured service are in addition to other applicable charges and rates.
3. Customers with business basic measured service receive no allowance.
4. Measured services are not available in connection with FX Service and trunk lines.

C. Rates and Charges

1. Business Measured Service

	NONRECURRING CHARGE	MONTHLY RATE
--	------------------------	-----------------

- |                     |         |         |
|---------------------|---------|---------|
| • Basic Measured[1] | \$48.00 | \$18.60 |
|---------------------|---------|---------|

2. Measured Service Usage Charges

The following usage rates are applicable to business basic measured service.

- A 40% discount applies to outgoing local calls placed between 5 p.m. and 8 a.m. weekdays, all day Saturday, Sunday and holidays.

	INITIAL MINUTE	EACH ADDITIONAL MINUTE
- Each outgoing local call placed within the same or between central offices	\$0.025	\$0.01

[1] Usage charges also apply, as specified in C.2.

**5. EXCHANGE SERVICES**

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

**5.2.4 FLAT RATE SERVICE**

A. Types of Lines

Business Flat Line

One-party/individual business service for which a fixed charge is made regardless of the number of local messages completed.

B. Rates and Charges

Individual Case Basis (ICB) contracts are used if terms, conditions, or prices vary from the catalog. Qwest may customize any terms, conditions, or prices to meet a specific customer's needs, provided those changes are mutually agreed to by the customer and the Company in an ICB contract.

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per business line	\$48.00	\$26.89

## **5. EXCHANGE SERVICES**

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

#### **5.2.5 LOCAL SERVICE OPTIONS**

##### **A. *STAND-BY LINE* Service**

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

*STAND-BY LINE* Service is an additional business line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

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

- a. Available to business customers only.
- b. Cannot be used as the primary business line. Customers must have one-party business flat rate service at the location for which they are ordering *STAND-BY LINE* Service.
- c. Provides an additional line which measures both incoming and outgoing calls on a per minute of use basis. The line is always active.
- d. Is offered subject to availability of existing central office facilities.
- e. Terms and conditions, rates and charges as described elsewhere in the Company's catalogs, apply as appropriate.
- f. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply under the same terms as a measured business line.
- g. The nonrecurring charge will not apply to customers who change from *STAND-BY LINE* to an individual business line.
- h. A directory listing will not be provided with *STAND-BY LINE* Service.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

A. *STAND-BY LINE* Service (Cont'd)

3. *STAND-BY LINE* Service will be provided at the following rates and charges.

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line	\$48.00	\$14.00

	<b>USOC</b>	<b>PER MINUTE OF USE</b>
4. Usage Charge		
• Incoming and outgoing	A2Y/A2W	\$0.05

**NOTICE  
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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

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

##### **B. Hunting Service**

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

This is an optional arrangement available to business customers with two or more individual line or trunk services. Where facilities permit, such lines/trunks will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer.

Hunting Service is offered in two categories:

###### Series completion service

Series completion permits calls to a busy telephone number to be routed to another telephone number in the same switching office. More than one telephone number can be routed to the same telephone number.

###### Multiline hunt service

Multiline hunt service permits calls to a busy telephone number to be routed to other specified lines that do not require a telephone number. Hunting is done sequentially by terminal within the group. A line is associated with each terminal in the group.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

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

**2. Terms and Conditions**

- a. Hunting Service is not available on multiparty lines.
- b. The nonrecurring charge applies to establish or rearrange Hunting Service, except when changing from series to multiline or vice versa.
- c. Hunting Service as specified in this section does not apply if it is inherent in the product.
- d. Hunting Service will affect the operation or availability of some central office optional features on hunting lines.
- e. There will be no charge to change hunting arrangements due to the removal of lines from a hunt group. In addition, there is no hunting charge for the last line arranged.

**NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.2 LOCAL EXCHANGE SERVICE**

#### **5.2.5 LOCAL SERVICE OPTIONS**

##### **B. Hunting Service(Cont'd)**

### **3. Optional Features**

#### Circular Hunting

Circular Hunt is an option of Hunting Service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached.

#### Make Busy

This feature provides a method for making lines appear busy to the serving central office. The feature is activated by operation of customer provided dedicated keys at the customer's premises which in turn provides a busy appearance to the central office for a predetermined line or group of lines. The caller does not receive busy tone unless all numbers in the hunt sequence are found busy. Make Busy is available on an individual line, a terminal or group of terminals or an entire hunt group. Terminals are applicable only on multiline hunt groups. Outgoing calls are not affected by this option.

#### Stop-Hunt

Stop-hunt allows the customer to stop the hunt sequence of specific lines/terminals in a hunt group by the operation of a customer-provided key at the customer's premise. Hunting will proceed until it reaches an idle line/terminal or a line/terminal associated with an active stop-hunt key. Outgoing calls are not affected by this option.

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**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

B. Hunting Service (Cont'd)

4. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Basic Hunting Service			
• Series Completion, per line	HSO	\$11.00	\$0.50
• Multiline Hunt Service, per terminal	HSHPT	11.00	0.50
b. Optional Features			
• Circular Hunt, per group[1]	HCKPG	11.00	0.50
• Make Busy			
- Per line/terminal[2]	EHD	45.00	1.25
- Per group[2,3]	EHC	45.00	1.25
• Stop-Hunt	P89	13.00	2.20
c. Rearrangement of hunting terminals or telephone numbers[4]	N/A	11.00	—

[1] The monthly rate applies to the last line of hunt sequence in lieu of Multiline or Series Hunt charge.

[2] A term loop charge also applies for the channel to the customer's premises.

[3] Only available on a multiline hunt group.

[4] Not applicable when removing a terminal or number from a group.

**NOTICE**  
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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

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

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

##### 1. Description

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

##### 2. Terms and Conditions

- a. Public Response Calling Service is offered to customers where the conditions listed below exist. The services offered are subject to the availability of the existing network facilities. The Company may revise or withdraw the service at any time with appropriate notice.
- b. In order to maintain the safety, continuity, and reliability of telephone service to the general public and 911 Service, those customers who solicit large volumes of incoming calls resulting in any of the conditions listed below, will be required to subscribe to PRCS, or modify or discontinue the call-in activity. Existing customers found to be using a business service inappropriately, generating large volumes of incoming calls that may adversely affect the service of other customers, may also be required to purchase PRCS.
  - The number of incoming calls being directed to a specified telephone number exceeds 200 in a given hour of time,
  - More than 15 percent of the calls to the specified telephone number reach a busy signal in any given hour,
  - The number of busy signals to a specific telephone number exceeds 1,000 per week.
- c. PRCS may not hunt or Call Forward-Busy to a non-PRCS line.
- d. Customers may not utilize *MARKET EXPANSION LINE* Service as a PRCS telephone number.
- e. PRCS is available only with incoming calling. Outgoing calling is not provided as a feature of this service. Callers to the PRCS telephone number from outside the local calling area will incur the appropriate toll charges.
- f. Central Office prefixes for PRCS will be specified by the Company.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.5 LOCAL SERVICE OPTIONS**

C.2. (Cont'd)

- g. Terms, conditions, rates and charges described elsewhere in the Company's catalogs, apply as appropriate.
- h. The telephone number assigned to PRCS may be listed in the Company directory and Directory Assistance records of the exchange from which the associated PRCS lines are furnished. Additional listings as specified in 5.7.1 of this Catalog may also be purchased.

**3. Rates and Charges**

- a. Where unusual quantities of facilities are needed to meet a customer's service requirements and such facilities are considered by the Company to be beyond the normal scope of the service offering special construction charges may apply as stated in Section 4 of this Catalog in addition to the charges below.
- b. Where applicable, incremental charges as specified in Section 2 of this Catalog, apply.
- c. The Service Establishment Charge applies when PRCS is established.

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

[1] Rates and charges for a 1FB specified in 5.2.4 of this Catalog or other business services specified elsewhere apply.

**NOTICE**  
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## 5. EXCHANGE SERVICES

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

#### 5.2.8 HOME BUSINESS LINE SERVICE

##### A. Description

*HOME BUSINESS LINE* (HBL) is a flat rated business voice service which includes the functionality of Custom Ringing and both business and residence listings. Custom Ringing and business and residence listings are integrated components of HBL service. Customers subscribing to this service access the network via a flat business line.

##### B. Terms and Conditions

1. HBL service is offered for small business customers subscribing to simple flat service and is only available to businesses operating in a residence location as described in 5.2.A. It is not available to businesses operating in commercial business locations.
2. HBL is offered as a business class of service that gives subscribing customers the opportunity to enhance their telephone service to a business class of service allowing for a business listing without losing their residence number or residence listing. This service offering, which includes one Custom Ringing option, allows the customer to know whether an incoming call is business or personal.
3. HBL service also includes a primary business listing and a residence listing. The business listing will appear on Directory Assistance and in the white and yellow page directories. The residence listing will appear on Directory Assistance and in the white pages. This allows the home based business to maintain its residence identity. Additional listings may be purchased at rates and charges and under terms and conditions specified in 5.7.1 of this Catalog.
4. Additional features to HBL service may be purchased at business rates and charges and under terms and conditions specified in other sections of the catalog or specified elsewhere.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.8 HOME BUSINESS LINE SERVICE (Cont'd)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• HBL, each	BHS	\$48.00	\$29.60

**NOTICE**  
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**5. EXCHANGE SERVICES**

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

**5.2.10 TENANT SOLUTIONS**

A. High Rise Office Buildings, Shopping Malls and Office Parks

1. Description

Tenant Solutions is a full service promotional offering for tenants of designated multi-tenant high rise office buildings, shopping malls, and office parks. Tenants will be able to choose from a menu of services and receive discounted toll, waivers of nonrecurring charges, and a waiver of recurring rates as described in 4., following.

2. Products and Services

Menu of Services includes:

- Flat Rated Exchange Access Lines
- *STAND-BY LINE* Service
- *MARKET EXPANSION LINE* Service
- Premium Listings; includes all but listed name[1]
- Caller Identification-Name and Number and Caller Identification-Number only
- Call Forwarding features as follows:
  - Call Forwarding Busy Line (Expanded)
  - Call Forwarding Busy Line (External)
  - Call Forwarding Busy Line (Programmable)
  - Call Forwarding Don't Answer
  - Call Forwarding Don't Answer (Expanded)
  - Call Forwarding Don't Answer (Programmable)
  - Call Forwarding Busy Line/Don't Answer (Expanded)
  - Call Forwarding Busy Line (External)/Don't Answer

[1] Description and rates found in the 5.7.1, of this Catalog.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

A.2. (Cont'd)

- *DIGICOM I* Service[1]
- *DIGICOM II* Service[1]
- Tenant Calling Connection
- Single Line ISDN Service[2]
- Primary Rate Service (PRS) ISDN[2]
- High Capacity DS1 and DS3 Services[1]
- Digital Switched Services[3]
- Frame Relay Service[4]
- Uniform Access Solution Service[5]

3. Terms and Conditions

- a. Tenant Solutions will be offered in designated multi-tenant office buildings, shopping malls, and office parks in which the owner/manager agrees via contractual agreement to endorse the Company as the preferred telecommunications provider.
- b. At the end of the contract period or if the contract is terminated, the rates will revert to regular rates. Existing 30 day waivers of monthly rates and/or nonrecurring charges will be honored.
- c. The contract length - (minimum of three years).

[1] Description and rates found in the Private Line Transport Services Catalog.

[2] Description and rates found in 14.2.1 of the Exchange and Network Services Catalog.

[3] Description and rates found in 15.1 of the Exchange and Network Services Catalog.

[4] Description and rates found in the Advanced Communications Services Catalog.

[5] Description and rates found in 15.3 of the Exchange and Network Services Catalog.

## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.10 TENANT SOLUTIONS

##### A. High Rise Office Buildings, Shopping Malls and Office Parks (Cont'd)

#### 4. Rates and Charges

- a. Tenant Solutions customers (subscribing to Competitive rate business Flat Rated Lines, *STAND-BY LINE*, *DIGICOM I* or *II*), will receive discounts or waivers of monthly rates and/or nonrecurring charges when subscribing to features and products as follows:

- Waiver of nonrecurring charges and 30 days of service per line with tenants choice of:
  - Caller Identification-Name and Number or Caller Identification-Number
- Waiver of nonrecurring charges and 30 days of service per line:
  - Call Forwarding Busy Line/Don't Answer as detailed in 2., preceding
- Waiver of nonrecurring charges:
  - *MARKET EXPANSION LINE*

NOTICE

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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.10 TENANT SOLUTIONS

##### A.4.a. (Cont'd)

- 50% discount off the nonrecurring charge:
  - Subscribing to 3 lines or more (any combination):
    - Business Flat rated exchange access lines
    - Business *STAND-BY LINE*
    - *DIGICOM I* or *II*
  - Premium Listings as detailed in 2., preceding
  - Single Line ISDN Service
  - Primary Rate Service (PRS) ISDN
  - High Capacity DS1 and DS3 Services
- 36 months contract rate for:
  - DS1 Service
  - DS3 Service
- Waiver of two months recurring charge:
  - Frame Relay Service (minimum 2 year contract)
- Waiver of one month recurring charge
  - Digital Switched Services (minimum 3 year contract)
    - Facility and Common Equipment
    - Advanced Trunks
  - Uniform Access Solution Service (minimum 3 year contract)
    - DS1 Facility with Common Equipment
    - Network Connection per DS1 Facility
- Waiver of two months recurring charges
  - Digital Switched Services (minimum 5 year contract)
    - Facility and Common Equipment
    - Advanced Trunks
  - Uniform Access Solution Service (minimum 5 year contract)
    - DS1 Facility with Common Equipment
    - Network Connection per DS1 Facility
- b. Customers of Tenant Solutions who make changes, additions or moves of menu services within the same location or building/mall, will receive waivers, etc., as shown preceding.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

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

**5.2.11 COMPETITIVE RESPONSE**

**A. Business Customer Incentive Program**

**1. Description**

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

**2. Terms and Conditions**

- a. This competitive response offering may be offered to potential new Qwest business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
- b. For potential new business customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once with respect to any particular service or feature.
- c. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3.
- d. For potential new business customers, the Company will condition its offers upon a business customer remaining with the Company for a minimum of one year, or the duration of the contract which is otherwise required under this Catalog for such a service and which the business customer has agreed to, whichever is longer. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, they will be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program.
- e. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

A.2. (Cont'd)

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

**3. Rates and Charges**

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
  - (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
  - (2) A waiver of up to three months of the recurring rate(s), or
  - (3) A waiver of an amount up to 100% of the current business nonrecurring charge(s) and up to three months of the recurring rate(s), or

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

**A.3.a. (Cont'd)**

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

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

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

**5.2.11 COMPETITIVE RESPONSE**

**B. Residence Customer Incentive Program**

**1. Description**

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

**2. Terms and Conditions**

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

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

B.2. (Cont'd)

- f. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
  - (1) The sales channel through which the products are sold;
  - (2) A specific geographic area;
  - (3) Existing customers who request to have one or more products disconnected;
  - (4) Customers who identify a better competitive offer available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Catalog;
  - (5) Such other facts, criteria, and circumstances as the Company believes are a reasonable basis upon which to distinguish among groups of customers.
- g. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.
- h. The Company reserves the right to discontinue this offer.

3. Rates and Charges

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

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.11 COMPETITIVE RESPONSE**

B.3. (Cont'd)

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

**NOTICE**

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**5. EXCHANGE SERVICES**

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

**5.2.13 LINE VOLUME ADVANTAGE**

A. Description

1. *LINE VOLUME ADVANTAGE* is available to business customers subscribing to 50 or more lines in conjunction with basic business access lines. A customer may have up to a maximum of 3,000 participating lines across the Qwest region. *LINE VOLUME ADVANTAGE* is offered as a tiered plan with each tier having a Minimum Line Requirement.
2. *LINE VOLUME ADVANTAGE* may be offered to business customers who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.
3. *LINE VOLUME ADVANTAGE* defines qualifying lines as the following:
  - Flat Rate Business Lines (1FB) with Hunting
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - Add-A-Line
  - *QWEST CHOICE* Business

B. Terms and Conditions

1. Customers subscribing to *LINE VOLUME ADVANTAGE* receive discounts specified in 5.2.13.C., following. These discounts are applied to the monthly rates for qualifying services. All terms and conditions for qualifying products and services, as specified elsewhere, apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.
3. Intercept Service will be provided on the main listed directory number.
4. *LINE VOLUME ADVANTAGE* is not available on Public Communication Service.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.13 LINE VOLUME ADVANTAGE**

B. Terms and Conditions (Cont'd)

5. The discount level for *LINE VOLUME ADVANTAGE* is based on volume and a contract term of 2 years, 3 years, 4 years or 5 years.
6. Additional lines may be added, but will not affect the monthly discount level.
7. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the Customer will pay termination charges of \$15.00 per line of the customer's Minimum Line Requirement times the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay  $\$15.00 \times 50 \times 3 = \$2,250.00$ .

Annually, if an account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of \$60.00 for each line below the Minimum Line Requirement.

A termination charge will be waived if the customer places an order to discontinue the service and replaces the line(s) within the Qwest region with similar Qwest contracted services equal to, or greater than, the remaining value of the commitment.

8. The customer may move the physical location of all or part of the lines in *LINE VOLUME ADVANTAGE* to another location within the Qwest region, or move within the following Qwest products, provided the new lines are provided to the customer by the Company:
  - Flat Rate Business Lines (1FB) with Hunting
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - Add-A-Line
  - *QWEST CHOICE* Business Prime
9. The Company may vary *LINE VOLUME ADVANTAGE* terms and conditions, excluding discount levels, to meet a specific customer's request provided the changes are mutually agreed upon by the customer and the Company.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.13 LINE VOLUME ADVANTAGE (Cont'd)

C. Rates and Charges

1. Where applicable, incremental charges as specified in 5.1, preceding, apply and will not be discounted.
2. Existing customers will not incur nonrecurring charges when switching basic business line service to *LINE VOLUME ADVANTAGE*.
3. Normal nonrecurring charges associated with the line apply when business lines are provided in association with the installation of new qualifying business lines or, the move of qualifying business lines from one location to another.
4. Qualifying lines may be aggregated across Qwest's 14 state region to determine the discount level. *LINE VOLUME ADVANTAGE* will be provided at the following Stabilized Line discounts:
  - a. Flat Rate Business Service (1FB)[1]

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	15%	17%	19%	21%
- 500 - 999	17%	19%	21%	23%
- 1000 - 3000	19%	21%	23%	25%

[1] The monthly discount level applies to the rates for the Business Individual Flat Rate Line or the Additional Flat Rate Line as specified in 5.2.4.B. Hunting may be provided at no additional charge.

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.13 LINE VOLUME ADVANTAGE**

C.4. (Cont'd)

b. *QWEST CHOICE* Business

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	35%	37%	39%	41%
- 500 - 999	37%	39%	41%	43%
- 1000 - 3000	39%	41%	43%	45%

c. *QWEST CHOICE* Business Plus

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	45%	47%	49%	51%
- 500 - 999	47%	49%	51%	53%
- 1000 - 3000	49%	51%	53%	55%

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.13 LINE VOLUME ADVANTAGE**

C.4. (Cont'd)

d. Add-A-Line

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	5%	7%	9%	11%
- 500 - 999	7%	9%	11%	13%
- 1000 - 3000	9%	11%	13%	15%

e. *QWEST CHOICE* Business Prime

	<b>MONTHLY DISCOUNTS</b>			
	<b>2 YEAR</b>	<b>3 YEAR</b>	<b>4 YEAR</b>	<b>5 YEAR</b>
• Number of lines				
- 50 - 499	30%	32%	34%	36%
- 500 - 999	32%	34%	36%	38%
- 1000 - 3000	34%	36%	38%	40%

**NOTICE**  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

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

**5.2.14 QWEST CONNECTIONS GUIDE PROGRAM**

A. Description

The Qwest Connections Guide Program is a residential marketing program that allows the Company to provide incentives through realtors, mortgage and moving company representatives and other move-related professionals to market Qwest services to residential customers who are in the process of establishing new service, or moving their existing service to a new address.

B. Terms and Conditions

1. The Company will provide Qwest Connections Guide Mover Packets to participating realtors or other move-related professionals who decide to participate in the program. These packets will include mail-in coupons for a gift card. The gift card may not be issued by the Company and could be used for various purchases; it is not limited to the purchase of Company offered services and products.
2. The participating realtors or other move-related professionals will be requested to distribute the Qwest Connections Guide Mover packets to their customers who are in the process of moving or buying a home.
3. Residential customers who move to a new address and establish local basic exchange phone service with the Company will be eligible to complete and mail in the coupon for a gift card. Except to confirm service establishment, the Company is not required to confirm any other facts with the customer or the move-related professionals and may rely upon those entities statements and/or agreements.
4. Upon receipt of the coupon and confirmation of service establishment, the Company will send the gift card to the residential customer.
5. Gift cards will not exceed \$25 in value.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.14 QWEST CONNECTIONS GUIDE PROGRAM**

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

6. This is a cooperative marketing endeavor with move-related professionals. The Company is not able to control the distribution of the gift cards by the move-related professionals, although it will provide the opportunity to engage in the program to reputable move-related professionals doing business in certain geographic areas and during certain promotional periods.
7. Terms and conditions associated with use of the gift card will be specified on the card.
8. The Company may prohibit use of this program in conjunction with another offer marketed by the Company and/or a Company affiliate.
9. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

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

A. Description

A Trunk line is a telephone circuit between two central office units or between switching equipment normally located at the customer's premises and a Company central office. PBX trunk lines are used to provide pooled access to the exchange network and may include inward-only, outward-only or two-way trunks.

B. Change Charges

Charges noted below apply to exchange service and facilities.

	<b>NONRECURRING CHARGE</b>
• Change of class, type or grade of service, each trunk[1]	\$20.00
• Other changes of a trunk, each[2]	20.00

[1] Does not apply to residence service.

[2] Included in this category are miscellaneous changes or rearrangements of a trunk.

**5. EXCHANGE SERVICES**

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

**5.3.2 MESSAGE RATE TRUNKS**

A. Hotel Message Trunk Service

1. Hotel Message Trunk service is only available to business customers for use with hotel PBX system service, or its equivalent, located on premises of hotels, motels, rooming houses, apartment houses and trailer courts.
2. Hotel Message Trunk service is only available where facilities and operating conditions permit.
3. Hotel Message Trunk service does not include a call allowance.
4. A separate bill will be rendered for message rate hotel trunk service.
5. Hotel Message Trunk service customer(s) have the option of utilizing flat rate trunks as described in 5.3.3 following.

B. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
Hotel Message Trunk Service			
• Per business trunk arranged	THB++	\$50.00	\$28.00
• Usage Charge			
		<b>RATE</b>	
- Each outgoing local call		\$0.10	



## 5. EXCHANGE SERVICES

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

#### 5.3.3 FLAT RATE TRUNKS

##### A. Types of Trunks

1. A Flat Rate Trunk line is a telephone circuit between two central office units or between switching equipment normally located at the customer's premises and a Company central office. Flat PBX trunk lines are used to provide pooled access to the exchange network and may include inward-only, outward-only or two-way trunks.
2. Flat Rate Hotel Trunk Service
  - a. Hotel trunk service is only available to customers for use with hotel PBX system service, or its equivalent, located on premises of hotels, motels, rooming houses, apartment houses and trailer courts.
  - b. When flat rate trunks are used, no outgoing local message rate applies.
3. Toll Trunks

Toll trunks are provided in connection with business service and are restricted to outward toll service placed from the PBX or Centrex-type service serving the customer. No local calls are allowed.
4. Two-Way Four-Wire Trunk

Includes E & M signaling, *DID* Service and hunting. A *DID* trunk circuit termination is required. For terms and conditions and rates and charges, see 5.3.4.
5. In-Only Analog *DID* trunk provisioned for *DID* Call Transfer.

Includes *DID* Service, hunting and reverse battery signaling.

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

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

**5.3.3 FLAT RATE TRUNKS (Cont'd)**

B. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Two-Way, each	TFB++ TQJ	\$50.00	\$28.00
• Two-Way, Four-Wire, each	THHCX TK6CX	50.00	56.00
• In-Only Analog <i>DID</i> for Call Transfer[1,2]	TRH1X	50.00	56.00
• One-Way out, each	TFU	50.00	30.00
• One-Way in, each	TFB1N	50.00	30.00
• One-Way in with hunting for <i>DID</i> , each[2]	TDD TQ61X	50.00	31.00
• Toll Access, each	TTT++ TS5++ TSZ	50.00	30.00

[1] Certain switch limitations may apply.

[2] Requires a *DID* trunk circuit termination. See 5.3.4 for terms, conditions, rates and charges.

**NOTICE**  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **5. EXCHANGE SERVICES**

### **5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS (CONT'D)**

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

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

*DID* Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

##### **B. Terms And Conditions**

1. *DID* Service is available from central offices where equipment and operating conditions permit. The service provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant. Customers will be required to maintain an adequate number of trunks with *DID* in order to prevent network degradation.
2. In addition to the charges and rates specified following, appropriate charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing *DID* Service.
3. All trunks in a group serving *DID* station lines must be equipped for *DID* Service. Trunks serving non-*DID* station lines and trunks used for outward-only service from all station lines do not need to be equipped for *DID* Service.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

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

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

4. When facilities aren't available at the central office which provides the main listed number service, *DID* Service may be provided from a different central office. When a trunk group with *DID* Service is served from a central office other than the central office which provides the main listed number service, mileage rates as appropriate from 5.1.4 of this Catalog, Foreign Exchange Service, or 105.2.1 of the Private Line Transport Services Catalog are applicable.
5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.

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

6. *DID* Service in connection with customer-provided switching equipment is furnished to the point of interface.
7. Listings for *DID* telephone numbers will be provided, subject to the terms and conditions and rates and charges for business additional listings. See 5.7.1.
8. Calls to reserve telephone numbers will be routed to the PBX for handling.
9. *DID* is not compatible with some PBX vehicles.
10. When a central office, other than an Electronic Switching Service central office, is not equipped to provide *DID* Service, the Company may provide the service at nonrecurring charges per trunk with *DID* Service equal to the pro rata cost to equip the central office. These nonrecurring charges apply in addition to the charges and rates following.
11. *DID* Service is only offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.
12. When *DID* and Automatic Identification of Outward Dialing (AIOD) are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and *DID* Service only one telephone number charge will apply as shown in this Section.

#### NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

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

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

13. *DID* Service is available on Automatic Telephone Answering Service Answering Systems.
14. Expanded Answer for 1A Electronic Switching Service (ESS) central offices is available as an optional feature for *DID* Service.
  - a. Expanded Answer enables customers with Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer to forward their unanswered calls to a *DID* station number. This feature includes common equipment and Call Completion Software Positions (CCSP).
  - b. Terms and conditions for Expanded Answer are as follows:
    - (1) Expanded Answer is necessary only in 1AESS central offices and is only available in 1AESS offices that have been equipped with the appropriate software which provides the capability. Expanded Answer is not necessary in 1AESS central offices with new generic 10.09 or 11.02 or greater which contain additional software.
    - (2) The Expanded Answer common equipment includes two CCSPs. Additional CCSPs may be required if the volume of calls attempting to complete to the *DID* station number exceeds the processing limitations of the software.
    - (3) Both the *DID* station number and the number equipped with the Call Forward-Don't Answer or Call Forward-Busy Line/Don't Answer feature must be in the same central office.

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

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

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

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

##### Delay Announcement

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

##### Music on Queue

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

## 5. EXCHANGE SERVICES

### 5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

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

##### B.15. (Cont'd)

##### c. Terms and Conditions

- (1) *DID* Trunk Queuing and its associated options will only be provided where adequate and suitable central office facilities exists.
  - (2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
  - (3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy, must have two queue slots in the queue group.
  - (4) The music on queue option requires a voice grade private line circuit between the serving central office and a customer provided music source at the customer's premises.
  - (5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.
16. *DID* Call Transfer is an optional feature in certain switch types which allows the user of a specially provisioned, in-only or two-way trunk with *DID* to transfer any incoming call to another line or trunk outside of the system and then leave the connection without disconnecting the call.
17. *CALL PLANNER* is available as an optional feature for *DID* Service.
- a. *CALL PLANNER* is a forwarding feature designed for business customers to enable their employees, who work away from the office, to receive their business calls directly at a remote location. The service is uniquely designed to work with *DID* Service. The employee may remotely forward their business calls from any location, and may forward the calls based upon time of day and/or day of week.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **5. EXCHANGE SERVICES**

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

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

##### B.17. (Cont'd)

b. Terms and conditions for *CALL PLANNER* are as follows:

- (1) *CALL PLANNER* is available to customers who subscribe to *DID* numbers which terminate on PBX trunks. The *CALL PLANNER DID* number cannot be the main billing telephone number or a directory listed number.
- (2) Each customer system will be equipped with a number of PBX trunks equipped with *DID* based on a standard Poisson Capacity Table. This table provides the number of trunks for the number of lines in a system. These trunks provide a standard level of usage for the customer system.
- (3) The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.
- (4) The following are restrictions to forwarding destinations for *CALL PLANNER*:
  - No International numbers - only United States NPAs allowed.
  - No 700, 800, 900 or 950.
  - No N11 or 555-1212.
  - No operator assisted calls (0-, 0+, 00-, 00+, 01+, 10XXX+0, 10XXX+00, 10XXX+0+, 10XXX+01+).
  - No speed dial codes or customized dialing plans.
  - No third-number billed calls.
  - A limit of four destination changes per hour.

**NOTICE**

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**5. EXCHANGE SERVICES**

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

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

C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. <i>DID</i> Service			
• In-only trunk circuit termination, each[1]	NDT	\$40.00	\$40.00
• In-only analog trunk provisioned for <i>DID</i> call transfer circuit termination[2]	NAR	40.00	40.00
• Two-way digital trunk circuit termination with answer supervision[3]	ND2	40.00	40.00
• Two-way, four-wire, analog trunk circuit termination, each[4]	NAY	40.00	40.00
2. <i>DID</i> Telephone Numbers			
a. <i>DID</i> telephone numbers used, each	NDN	1.00	0.15

[1] In addition, the nonrecurring charge and rate per month for the associated competitive rate trunk is applicable.

[2] In addition, the nonrecurring charge and rate per month for the associated in-only competitive rate analog trunk provisioned for *DID* call transfer (USOC TRH1X), specified in 5.3.3 is applicable. Certain switch limitations may apply.

[3] Only available with Digital Switching Service. In addition, the nonrecurring charge and rate per month for the associated Digital Switching Service trunk (T2JCX) is applicable.

[4] In addition, the nonrecurring charge and monthly rate for the associated competitive rate two-way, four-wire trunk (THHCX) is applicable.

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EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

5.3.4 DIRECT-INWARD-DIALING (DID) SERVICE

C.2. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Reserving Telephone Numbers			
• Nonsequential number, per number[1]	NDNRN	—	\$0.15
c. Customer requests for a specific number(s) either within a sequential number block or any nonsequential number will be assessed the customized number charges specified in 5.5.7, when the request is not due to customer equipment technical limitations. The charge will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one custom number charge will be applied per sequential number block.			

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

**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 5**

Original Sheet 73

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

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

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

C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. Expanded Answer			
• Common equipment, including first two Call Completion Software Positions (CCSP)	FT3CX	\$200.00	\$ 20.00
• Each <i>DID</i> station number equipped	FT5	2.50	0.25
• Additional CCSPs			
- Third CCSP	FT3A1	—	35.00
- Fourth CCSP	FT3A2	—	55.00
- Fifth CCSP	FT3A3	—	70.00
- Sixth CCSP	FT3A4	—	80.00
- Seventh CCSP	FT3A5	—	90.00
- Eighth CCSP	FT3A6	—	100.00
- Ninth CCSP	FT3A7	—	110.00
- Tenth CCSP	FT3A8	—	120.00
• Addition or removal of CCSP subsequent to installation of common equipment, per order[1]	PT3CT	80.00	—

[1] Only applies if Expanded Answer remains in service.

**NOTICE**  
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**5. EXCHANGE SERVICES**

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

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

C. Rates and Charges (Cont'd)

4. Change Charges

The following charges are applied when rerouting telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the Private Branch Exchange or to change signaling, e.g., dual tone multifrequency signaling to dial pulse or vice versa.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Rerouting of telephone numbers, per number	N/A	[1]
• Changing number of digits outpulsed, per change	REAGM	\$ 50.00
• Changing signaling, per change	REAGN	50.00
• Digit Manipulation, per route index	PT3DM	1,000.00

[1] Same nonrecurring charge as for initial installation of *DID* telephone numbers.

**5. EXCHANGE SERVICES**

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

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

C. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. <i>DID</i> Trunk Queuing			
• Queuing			
- Per <i>DID</i> station number equipped	UQQ	\$ 2.50	\$ 0.25
- Per queue group	UQQPG	235.00	—
- Per queue slot in group	UQQPG	—	15.00
- Changes in quantity of queue slots in queue group, per group	REAES	100.00	—
• Delay Announcement	N/A	[1]	[1]
• Music on Queue	N/A	[2]	[2]
6. <i>DID</i> Call Transfer, each trunk equipped[3]	3CW	[4]	13.00
7. <i>CALL PLANNER</i> , Per <i>DID</i> number	WH2	15.00	7.95

[1] Apply rates and charges as specified for Delay Announcement in 9.4.4.

[2] Apply rates and charges as specified for Music on Queue in 9.4.4.

[3] Certain switch limitations may apply.

[4] Same nonrecurring charge as Business Custom Calling Services specified in 5.4.3.

**5. EXCHANGE SERVICES**

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

**5.3.6 NETWORK ACCESS REGISTERS (NARs)**

**A. Description**

Network Access Registers (NARs) are software in the Central Office that restrict the number of station calls to and from the exchange network. All station calls to the exchange network are passed through the NARs which are sized for the customer's Common Block. Once that number is surpassed, the calling party receives a busy signal.

**B. Conditions**

1. Conditions, rates and charges as specified elsewhere in this Catalog for the services with which NARs are associated, will apply as appropriate.
2. NARs may be provided as two-way, one-way incoming, one-way outgoing or a combination thereof.
3. NARs will only be furnished where facilities and conditions permit as determined by the Company.

**C. Rates and Charges**

1. The rates and charges for Network Access Registers include hunting and touch-tone.
2. A Nonrecurring Charge will apply for initial installation and each subsequent rearrangement or change of NARs.

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

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

**5.3.6 NETWORK ACCESS REGISTERS (NARS)**

C. Rates and Charges (Cont'd)

3. Network Access Registers will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Two-way operation, each	EQA	\$50.00	\$20.00
• One-way incoming operation, each	EQB	50.00	20.00
• One-way outgoing operation, each	EQC	50.00	20.00

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

Custom Calling Services provide special calling features to residence and business exchange access lines. The features available are: Call Forwarding-Variable, Call Forwarding-Don't Answer, Call Forwarding-Busy Line, Call Forwarding-Busy Line/Don't Answer, Call Waiting, Speed Calling, Three-Way Calling, Abbreviated Access, Call Transfer, Hot Line, Warm Line, Caller Identification - Name and Number, Caller Identification - Number, Call Rejection, Continuous Redial, Last Call Return, Priority Call, Remote Access Forwarding, Scheduled Forwarding, Selective Call Forwarding, and Call Trace. Some of the features may be subscribed to separately or in a combination of several on the same line in a "package" rate. The number of features available is dependent upon the central office providing the service.

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

###### Abbreviated Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one digit or Abbreviated Access, two digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

###### Anonymous Call Rejection

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

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

#### **NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Call Curfew

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

When the feature is activated, incoming calls will be blocked and the calling party will hear an announcement that the customer is unavailable. For outgoing calls, the customer will hear a fast busy and the call will not be completed. When the feature is not activated, normal call processing will occur. Calls placed to 911 are not affected.

##### Call Forwarding-Busy Line (Expanded)

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

##### Call Forwarding-Busy Line (External)

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system within the same central office switch when the called number is busy.

##### Call Forwarding-Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the customer's central office if the called number is busy.

##### Call Forwarding-Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Call Forwarding-Don't Answer

Allows a customer to have an incoming call forwarded to another predetermined number within the same central office switch if the customer does not answer after a preset number of rings.

##### Call Forwarding-Don't Answer (Expanded)

Allows a customer to have an incoming call forwarded to a predetermined number outside the serving central office switch if the customer does not answer after a preset number of rings.

##### Call Forwarding-Don't Answer (Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls are forwarded.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Call Forwarding-Variable

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

##### Call Forwarding-Variable-No Call Completion Option

An option of Call Forwarding-Variable that allows a customer subscribing to that feature to activate it without completing a call to the forward-to number.

##### Call Rejection

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

##### Call Trace

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

##### Call Transfer

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

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Call Waiting

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

##### Call Waiting Identification

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

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### *CALLER ID WITH PRIVACY +*

Provides a customer with Caller Identification - Name and Number functionality and, in addition, provides special handling for unidentified incoming calls and incoming calls marked “private”.

Calls placed from a private or blocked telephone number will hear a series of prompts asking them to unblock their line or record their name for delivery to the called party. Callers placing a call from an unidentified number will be asked to record their name for delivery to the called party.

When the calling party records a name, the service will route the call to the customer and the Caller ID unit will display “*PRIVACY +*” which identifies that the call has a recorded name. The customer will also hear a distinctive ring unless they subscribe to Custom Ringing. If the customer answers the call with the “*PRIVACY +*” designation the recorded name will be announced and the customer may then choose between three options for handling the incoming call. They may accept the original call, they may choose not to accept the original call or if they subscribe to Voice Mail, they can direct the original call to their mailbox.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Caller Identification - Name and Number

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

##### Caller Identification - Number

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

##### Continuous Redial

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

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Dial Call Waiting

Dial Call Waiting functions interactively with Distinctive Alert, following. When a line equipped with Dial Call Waiting calls a line equipped with Distinctive Alert, the customer will hear either a distinctive ring when the line is not in use or a distinctive call waiting signal when the customer is using the called line.

##### Dial Lock

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

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

##### Directed Call Pick Up

Allows a customer to answer a call that is ringing to another line by dialing a preset code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

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

Allows a customer to answer a call that is ringing another line, or has been answered by another line, dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

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

##### Distinctive Alert

Allows a customer to receive an audible Call Waiting tone or Distinctive Ringing signal from a line equipped with Dial Call Waiting. If the called line is idle, a Distinctive Ringing signal will be heard. If the called line is busy, the called line receives a Call Waiting tone.

##### Do Not Disturb

Allows a customer to set schedules to block incoming calls during designated times. These schedules automatically activate/deactivate the Do Not Disturb function. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available.

Customers who would like to have certain callers reach them when the service is activated may create a code for use by such callers.

##### Easy Access

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

##### Hot Line Service

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

##### I-CALLED

*I-CALLED* allows for callers who encounter a “ring no answer” condition to record their name and telephone number for future delivery to the called party. The service provides a voice prompt for the caller to enter a touch-tone command. Once callers record their name and number, *I-CALLED* will attempt to deliver the information to the called party by calling the called party periodically for a predetermined number of days, or until the called party answers, whichever comes first. When the called party answers the *I-CALLED* call, the recorded information will be played through twice to ensure the called party hears the information. The called party will also have the opportunity to replay the message if needed. This service is billed to the calling party on a pay per use basis.

NOTICE

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Last Call Return

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

##### Long Distance Alert

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

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

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

#### NO SOLICITATION

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. *NO SOLICITATION* automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily and it may be disabled by the customer at any time. A caller may press one, or stay on the line to complete the call connection. The customer may also add telephone numbers to a Privileged Caller List and calls placed from numbers on that list will be connected to the customer without hearing the message.

#### QWEST Receptionist

Allows the customer to control the disposition of incoming calls while in an off-hook condition via a visual display unit.

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

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Priority Call

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

##### Remote Access Forwarding

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

##### Scheduled Forwarding

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

## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

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

#### SECURITY SCREEN

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number.

Callers placing a call from a private or blocked telephone number to a *SECURITY SCREEN* customer will hear a series of prompts asking them to unblock their line or enter a telephone number for delivery to the called party. Callers placing a call from an unidentified number will be asked to enter a telephone number for identification purposes. The *SECURITY SCREEN* customer will hear a distinctive ring if the calling party input the data passed unless they subscribe to Custom Ringing Service.

Unidentified callers will hear a message indicating that the person they are calling does not accept unidentified calls. The calling party will be told to hang up if they are a solicitor. All other callers will be asked to input the telephone number they are calling from. Once the calling party unblocks their line or enters a telephone number, they will be connected directly to the *SECURITY SCREEN* customer. The Caller ID unit will display one of the following:

- If the call is private or unavailable and the caller enters a ten-digit number from within Qwest's territory that is the same as the calling number, the display will carry the telephone number and the caller's name with an (\*).
- If the call is private or unavailable and the caller enters a private ten-digit number that is different from the calling number, the display will show *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller enters a ten-digit number outside of Qwest's territory, the display will read *SECURITY SCREEN* and the number the caller input.
- If the call is private or unavailable and the caller inputs one to nine digits (e.g. 2345), the display will read *SECURITY SCREEN* and the number the caller input backfilled with zeros (000-000-2345).

A caller who chooses not to unblock their line or enter a number will be advised that their call could not be completed and the call will be terminated.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Selective Call Forwarding

Allows a customer to establish and modify a list of up to fifteen telephone numbers and calls originating from numbers on the list can be forwarded to a predefined local or long distance number selected by the customer. All other calls will be handled normally. Selective Call Forwarding may be activated, deactivated, or changed by the customer.

##### Selective Call Waiting

Includes the Call Waiting or Call Waiting Identification functionality and, in addition, allows the customer to establish and modify a list of up to twenty-five telephone numbers that will trigger the Call Waiting tone when the customer's line is in use. Callers not on the list will receive a busy announcement if the called party is on the line or be forwarded to the customer's Voice Mail.

##### Speed Calling

Allows a customer to dial frequently called numbers by dialing a one or two digit code in place of the entire telephone number. Speed Calling lists are available in an 8 number or 30 number capacity and can include local and long distance telephone numbers. The lists may be established and changed by the customer.

##### Talking Call Waiting

Provides an audible announcement of the listed name information of originating telephone service. The announcement consists of the regular call waiting tone followed immediately by the calling party's name. The customer may hear on some out of state calls, the state name followed by the area code of where the call has originated. Some listing information may not be delivered including, but not limited to, calls from blocked telephone numbers and calls from some networks. Talking Call Waiting is only offered in conjunction with Call Waiting.

##### Three-Way Calling

Allows customers to add a third party to an existing telephone conversation by depressing the switchhook and dialing the third party's telephone number. When the third party answers the customer can conference all of the parties by depressing the switchhook, or speak with the third party privately. Three-Way calling is available on a pay per use basis or a monthly subscription basis.

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## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

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

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

##### Warm Line Service

Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

##### Wireless Extension

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number. If the Wireless Extension customer has Voice Mail Service and the wireless handset is on, and the wireless handset is busy or the call is not answered, the customer can choose to have calls forwarded to the mailbox instead of the wireline number.

## **5. EXCHANGE SERVICES**

### **5.4 PREMIUM EXCHANGE SERVICES**

#### **5.4.3 CUSTOM CALLING SERVICES (Cont'd)**

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

1. Actual operation and performance of Custom Calling Services are subject to operational limitations and restrictions that exist in the equipment types, software releases, terms of interconnection with other networks, industry specification and the like.
2. Call Forwarding-Variable can be provided on business lines under the following conditions:
  - a. Multiple calls can be simultaneously forwarded outside the central office where technically feasible.
  - b. When a business utilizes a Multiline Hunt Group, only the first telephone can be forwarded. In addition, since any station on the system that has access to the central office line can change or remove the activation of Call Forwarding - Variable, the Company is not responsible for any changes to the call forwarded number.
  - c. When a business utilizes a Series Hunt Group, the Call Forwarding - Variable feature can be installed on each telephone number in the group. To activate the feature the station must access the line associated with the specific telephone number.
3. Where any Custom Calling Service is provided on a Measured Service line, usage charges as specified elsewhere will apply to all calls placed by such features, including, but not limited to, those using Call Forwarding features, Call Transfer, Continuous Redial, Last Call Return, and Three-Way Calling.
4. Call Forwarding-Busy Line (external) provides the capability to overflow from one hunt group to another, or to a *MARKET EXPANSION LINE* number.
5. Where any Custom Calling feature causes or permits a call to be placed to a telephone number out of the local calling area, all toll charges will apply at the rates and terms established by the interexchange carrier providing the facilities to carry the call.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

6. Custom Calling Services will be provided where technically and/or economically feasible and are furnished only from central office areas where facilities permit, as determined by the Company. Features may work only within the local calling area, where all central offices that handle the call and all exchanges through which a call is routed are equipped with the necessary technology and compatible signaling and other interconnection agreements with non-Company providers exist. Without limiting the foregoing, these services are subject to, but not limited to, operational limitations and restrictions in equipment types, software releases, terms of interconnection with other networks and industry specifications.
7. The Custom Calling features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Custom Calling features require special central office equipment and are not provided in all central offices. The Company may furnish Custom Calling where there is available central office equipment with the proper program updates, as determined by the Company.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

8. See Section 2, of the Resale of Regulated Telecommunications Services Tariff for services that may be resold.
9. Due to technical limitations, customers may not purchase the following on the same line:
  - One-digit Abbreviated Access service and Speed Call 8.
  - Two-digit Abbreviated Access service and Speed Call 30.
  - More than one Abbreviated Access service.
10. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the Speed Call list. The access line will be restricted from dialing any toll calls billable to the end user.
11. Due to technical limitations, customers who subscribe to Speed Calling 8 number and Call Transfer will only have 6 number capacity available for their use.
12. The connection to the predetermined number associated with Hot Line service cannot be changed except through the issuance of a service order.
13. A line equipped with Hot Line service can be used for incoming calls but, cannot place outgoing calls to any number other than the preprogrammed number. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line service.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

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

14. Where technology permits, the connection to the predetermined number associated with Warm Line service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
15. With Warm Line service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a new service order.
16. Once automatic dialing begins on lines equipped with Warm Line service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the time delay period ends.
17. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
18. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Dial Call Waiting, Directed Call Pick Up, Directed Call Pick Up with Barge-In and Distinctive Alert.
19. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
20. Customers with Caller - ID Number or Caller ID - Name and Number may not publicize or disclose to third parties telephone number information obtained through use of these services without permission of the calling party. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081 (2)(e).

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

C. Terms and Conditions (Cont'd)

21. Last Call Return, Continuous Redial and Three-Way Calling are available on a monthly subscription or pay per use basis. The pay per use basis pricing options will be available where facilities permit. For any month, the total usage billing will not exceed \$6.00 for each service, per line. Customers may request the removal of these services at any time, at no charge. During the first 30 days of availability to the customer, customers who invoke these pay per use services will not be charged.
22. Customer's subscribing to Call Waiting Identification, *CALLER ID WITH PRIVACY +*, Caller Identification - Name and Number and Caller Identification - Number must have a properly connected and operating Caller ID Unit.
23. The Company does not assure the accuracy in the name and/or number delivered to the customer in conjunction with Caller ID or Last Call Return. The Company is not liable to any party for any error, omission, or mistake. The Company will use its best efforts to correct errors over which it has control when notified of such errors in writing but, not where errors are due to databases provided or created by others. Some calls may not display name and/or number information including but not limited to, those from callers who block their information, calls from other networks and calls from certain types of customer provide equipment.
24. Anonymous Call Rejection cannot be added to a line as a stand-alone service. It is offered only in conjunction with Caller ID or with Last Call Return. If the line is equipped with *CALLER ID WITH PRIVACY PLUS* then the line cannot be equipped with Anonymous Call Rejection.
25. Recognizing the potential for misuse associated with Remote Access Forwarding and Scheduled Forwarding, the Company will attempt to verify that requests for this service are being made by the customer of record, not unauthorized parties.
26. The Custom Calling features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Custom Calling features require special central office equipment and are not provided in all central offices. The Company may furnish Custom Calling where there is available central office equipment with the proper program updates, as determined by the Company.

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## 5. EXCHANGE SERVICES

### 5.4 PREMIUM EXCHANGE SERVICES

#### 5.4.3 CUSTOM CALLING SERVICES

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

27. In order for Wireless Extension to work, the customer's wireless carrier must utilize technology that links their network to the Company's network and provides the wireless handset status to the Company upon request. It will be the customer's responsibility to know whether their wireless carrier provides this data.
28. *I-CALLED* service has blocking capabilities. Customers may block originating and/or terminating *I-CALLED* calls. If a customer places an *I-CALLED* call to a blocked number, there will be no charge.
29. *I-CALLED* is not available on the following types of originating services:
  - Public Telephone service;
  - Cellular;
  - Operator assisted.
30. *I-CALLED* is not available on calls to special access numbers, including but not limited to: 800, 888, 900 and N11.
31. *I-CALLED* is limited to certain technologies. In addition, in order for the service to work, the calling party and the called party must either be served from the same central office or served from central offices which are linked by facilities that can send the recorded name and telephone number. *I-CALLED* will only work on intraLATA calls.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES (Cont'd)**

D. Rates and Charges

1. The following nonrecurring charge applies per request on a per line basis to establish or change Custom Calling Service features, a package of Custom Calling Service features or any combination of packages and features.

The nonrecurring charge will apply to change the predetermined telephone number associated with Easy Access.

The nonrecurring charge will not apply to add Easy Access to a line equipped with *CUSTOMCHOICE*.

The nonrecurring charge will not apply to discontinue all custom calling features, or to change from Caller Identification to *CALLER ID WITH PRIVACY* +.

**NONRECURRING  
CHARGE**

- Residence \$ 7.00
- Business 11.00

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

2. The rates and charges following provide special calling features to residence and business individual line service. They are in addition to the applicable service charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
Speed Calling			
• Eight code capacity, each line			
- Residence	ESL	\$ 7.00	\$2.00
- Business	ESL	11.00	2.80
• Thirty code capacity, each line			
- Residence	ESF	7.00	3.00
- Business	ESF	11.00	5.55

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**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

3. Business Custom Calling Services, each line,

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, One-Digit		
- Each shared speed call list	EV5	\$20.00
- Each line arranged	EV4	0.50
• Abbreviated Access, Two-Digit		
- Each shared speed call list	EV9	30.00
- Each line arranged	EV8	0.50
• Call Forwarding		
- Busy Line (expanded)	FBJ	1.00
- Busy Line (external)	EVB	1.00
- Busy Line (overflow)	EVO	2.00
- Busy Line (programmable)	ERB	5.50
- Busy Line/Don't Answer (expanded)	FVJ	2.50
- Busy Line (external)/Don't Answer	EVF	2.50
- Busy Line (overflow)/Don't Answer	EV2	3.50
- Don't Answer	EVD	2.00
- Don't Answer (expanded)	FDJ	2.00
- Don't Answer (programmable)	ERD	4.50
- Variable	ESM	5.00
- Variable, no call completion	FOQ	–

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**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• <i>CALLER ID WITH PRIVACY</i> +	N6S	\$10.95
• Caller Identification-Name & Number	NNK	7.95
• Caller Identification-Number	NSD	7.50
• Call Rejection	NSY	4.50
• Call Transfer	EO3	6.00
• Call Waiting	ESX	7.00
• Call Waiting Identification[1]	N2W	5.00
• Continuous Redial	NSS	3.50

[1] In order to subscribe to Call Waiting Identification, the customer must subscribe to Caller Identification - Number and/or Name and Number.

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**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Dial Call Waiting	WDD	\$2.15
• Dial Lock	OC4	3.95
• Directed Call Pick Up	PUN	1.00
• Directed Call Pick Up With Barge-In	PUQ	1.00
• Distinctive Alert	DHA	1.00
• Do Not Disturb	D7T	3.95
• Easy Access	SQAVX	0.98
• Hot Line	HLA	2.00
• Last Call Return	NSQ	4.00
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call	NSK	3.50

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.3. (Cont'd)

BUSINESS	USOC	MONTHLY RATE
• <i>QWEST</i> Receptionist		
- with Name and Number	EWY2X	\$12.95
- with Number only	EWY20	12.50
- with <i>CALLER ID WITH PRIVACY</i> +	EWY29	15.95
• Remote Access Forwarding	AFD	6.95
• Scheduled Forwarding	ATF	7.95
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	3.50
• Selective Call Waiting	S7W, S7Y	7.00
• Talking Call Waiting[1]	TW1	3.95
• Three-Way Calling	ESC	5.00
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95
- Discounted[2]	—	3.95

[1] The rate for Talking Call Waiting is in addition to the rate for Call Waiting.

[2] Discounted rate applies when this feature is added as part of Obsolete Business *CUSTOMCHOICE*.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

4. Residence Custom Calling Services, each line,

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Abbreviated Access, one-digit - Each line arranged	EV4	\$1.50
• Abbreviated Access, two-digit - Each line arranged	EV8	0.50
• Call Curfew	RCU	3.95
• Call Forwarding		
- Busy Line (expanded)	FBJ	0.45
- Busy Line(overflow)	EVO	0.45
- Busy Line (programmable)	ERB	1.85
- Busy Line (overflow)/Don't Answer	EV2	0.60
- Busy Line/Don't Answer (expanded)	FVJ	0.60
- Don't Answer	EVD	0.75
- Don't Answer (expanded)	FDJ	0.75
- Don't Answer (programmable)	ERD	2.60
- Variable	ESM	3.00
- Variable, no call completion	FOQ	—
• <i>CALLER ID WITH PRIVACY</i> +	N6S	9.95
- Discounted[1]	—	2.95

[1] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D.4. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Caller Identification-Name & Number	NNK	\$7.50
• Caller Identification-Number	NSD	7.50
• Call Rejection	NSY	4.50
• Call Transfer	EO3	6.00
• Call Waiting	ESX	6.00
• Call Waiting Identification[1]	N2W	6.00
• Continuous Redial	NSS	3.50
• Dial Call Waiting	WDD	2.15
• Dial Lock	OC4	3.95
• Directed Call Pick Up	PUN	1.00
• Directed Call Pick Up With Barge-In	PUQ	1.00
• Distinctive Alert	DHA	1.00
• Easy Access	SQAVX	0.98

[1] In order to subscribe to Call Waiting Identification, the customer must subscribe to Caller Identification - Number and/or Name and Number.

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**5.4.3 CUSTOM CALLING SERVICES**

D.4. (Cont'd)

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Do Not Disturb	D7T	\$ 3.95
• Hot Line	HLA	2.00
• Last Call Return	NSQ	3.95
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call	NSK	3.50
• <i>QWEST</i> Receptionist		
- with Name & Number	EWY2X	10.95
- with Number only	EWY2O	10.50
- with <i>CALLER ID WITH PRIVACY</i> +	EWY29	14.95
• Remote Access Forwarding (Call Following)	AFM	5.00
• Scheduled Forwarding	ATF	6.00
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	3.50
• Selective Call Waiting	S7W, S7Y	6.00
• Talking Call Waiting[1]	TW1	2.95
• Three-Way Calling	ESC	3.50
• Warm Line	WLS	2.50
• Wireless Extension	HME	4.95
- Discounted[2]	—	3.95

[1] The rate for Talking Call Waiting is in addition to the rate for Call Waiting.

[2] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.3 CUSTOM CALLING SERVICES**

D. Rates and Charges (Cont'd)

5. Custom Calling Services, per occurrence

	<b>CHARGE</b>
• Call Trace, Pay per use basis per activation[1]	
- Business	\$1.50
- Residence	[2]
• Continuous Redial, Pay per use basis per activation[3]	
- Business	0.75
- Residence	0.75
• <i>I-CALLED</i> , Pay per use basis per activation	
- Business	0.95
- Residence	0.95
• Last Call Return, Pay per use basis per activation[4]	
- Business	0.75
- Residence	0.75
• Three-Way Calling, Pay per use basis per activation[5]	
- Business	0.75
- Residence	0.75

[1] Pay per use charge will not apply if the trace is not successful.

[2] See 5.4.3 of the Exchange and Network Services Tariff.

[3] Pay per use charge applies per activation regardless of whether the call is completed.

[4] Pay per use charge applies per activation regardless if the telephone number is correct or whether a return call can be placed.

[5] Pay per use charge applies per activation regardless if the third party is added to the existing conversation.

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**5. EXCHANGE SERVICES**

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

**5.4.4 MARKET EXPANSION LINE SERVICE**

A. Description

*MARKET EXPANSION LINE* (MEL) for business and residence customers is furnished in central offices where facilities and operating conditions permit. It is an arrangement to automatically forward all incoming calls placed to the remote call forwarding number, to another telephone number.

B. Terms and Conditions

1. Rates for the MEL feature are in addition to applicable rates and charges for the service and equipment used.
2. MEL is not offered where the terminating station is a pay telephone.
3. The Company will not provide identification of the originating telephone number to the MEL customer.
4. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, MEL is not guaranteed for satisfactory transmission of data.
5. A condition of providing MEL Service is that the customer orders sufficient MEL features and facilities to adequately handle calls to the MEL customer without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional MEL are required at the call forwarding location or if facilities are needed at the terminating station, the customer will be required to subscribe to additional MEL features and facilities. Should the customer refuse to subscribe to additional MEL features and/or facilities, the customer's MEL service will be subject to termination.

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE SERVICE**

B. Terms and Conditions (Cont'd)

6. MEL is offered subject to availability of suitable facilities.
7. MEL cannot be used on Centrex, *CENTRAFLEX* or *CENTRON* lines.
8. Any distant exchange that has extended service with the MEL location exchange will be charged the measured MEL facility rate.
9. The message charges applicable to remotely forwarded calls are comprised of two separate charges:
  - a. A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this Section or any other applicable tariff or catalog for the type of call involved.
  - b. A charge for that portion of the call from the Call Forwarding location to the terminating station. This charge will be the charge specified in this Section or any other applicable tariff or catalog for the type of call involved.
10. To change the telephone number at the Call Forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the nonrecurring charge from 2.2.7.
11. One listing in the directory covering the exchange in which Call Forwarding central office is located is provided without additional charge.

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**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.4 MARKET EXPANSION LINE SERVICE (Cont'd)**

C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• The first MEL facility to a distant exchange where a toll charge applies, each	RCF	\$41.00	\$20.00
• Additional MEL facility to a distant exchange where a toll charge applies, each	RCA	41.00	20.00
• The first measured MEL facility to a different telephone number where no toll charge applies, each[1]	RD5	41.00	20.00
• Additional measured MEL facility to a different telephone number where no toll charge applies, each[1]	RCA	41.00	20.00

[1] An additional business usage element charge is applicable on each forwarded call. See 5.2.1.

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## **5. EXCHANGE SERVICES**

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

#### **5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

##### A. Description

###### 1. Improved Transmission Performance (ITP)

This feature will provide transmission performance between 0 and 4dB at 1000 Hz between the network interface on the customer's premises and the serving central office at installation and will provide conformance to the industry standard on long term loss deviation.

###### 2. Transmission Analysis Service

This service provides a onetime check of the line facilities for customers who need to determine if the standard transmission line quality meets the needs of their premises equipment. This will assist customers in their decision of whether to select the ITP option. The Company will determine the transmission loss on the customer's line and recommend the appropriate type of service.

##### B. Terms and Conditions

1. The customer can remove any feature from the line at no charge. Any subsequent request to equip the line with the feature will be done at the specified nonrecurring charge.
2. Rates for changes between ground start and loop start circuits and changes between one-way and two-way service are found in Line Related Charges, in 5.3.C.
3. ITP will be treated as an optional line feature for basic exchange service, regardless of the type of technology used to provide service to the customers.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

B. Terms and Conditions (Cont'd)

4. When the transmission analysis service is performed on a circuit at the customer request, the Company warrants that the transmission characteristics will remain at the levels quoted in the analysis for a period of ninety days from the date upon which the analysis was performed. However, the Company reserves the right to rearrange its facilities as necessary in the normal course of business. If a customer requests transmission analysis on a circuit and subsequently notes that transmission levels on that circuit have deteriorated, and the deterioration is due to the Company facility rearrangement, the Company will place ITP on the circuit for the remainder of the ninety day warranty period at no additional charge to the customer. At the end of the ninety day period, the customer may opt to retain ITP on the circuit, in which case the original transmission analysis charge will be deducted from the ITP installation charge. If the customer declines to subscribe to ITP, it will be removed from the circuit and no further charges will apply.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE[1]</b>	<b>MONTHLY RATE</b>
1. Improved Transmission Performance (ITP), per line	THPVD	\$220.00	\$14.00
Optional Payment Plan, per line	THPVH	530.00	—

[1] For requests of ten or more circuits equipped with ITP on a service order, a 20% discount applies. This discount is calculated against \$220.00 of the nonrecurring charge for the optional payment plan.

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.5 IMPROVED TRANSMISSION PERFORMANCE**

C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
2. Transmission Analysis Service[1,2]		
• Analysis of an existing circuit, per request	THPAE	\$20.00
• Analysis of a new circuit (prior to, installation), per request	THPAN	35.00
• On-site circuit analysis, per request[3]	THPAS	80.00

[1] Nonrecurring charge applies per request, per location regardless of the number of circuits contained in the request.

[2] The transmission analysis charge will be deducted from the ITP nonrecurring charge if ITP is ordered within ninety days of receiving the analysis.

[3] Includes tests for circuit loss, attenuation distortion, C-message noise, C-notched noise and the signaling parameters. The Company technician will provide the customer with a written report stating measurements for these tests.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

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

**5.4.7 INTRACALL SERVICE**

A. Description

*INTRACALL* Service allows customers to use their standard residence or business telephone line to provide an intercom system between their primary telephone and any extension telephone. This is accomplished by the customer dialing an access code, hanging up, letting the telephone ring, and allowing both primary and extension to talk to each other. The ringing supplied to the line is a special ringing circuit which allows the customer to distinguish between a normal incoming call and an intracall. The access code may be the customer's own telephone number or a special three digit code, depending upon the type of central office from which the customer is served. *INTRACALL* Service is not available to lines in a Hunt Group.

B. Rates and Charges

The rates and charges following provide special calling features to residence and business individual line service. They are in addition to the applicable service charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>INTRACALL</i> Service, per line	E1N	\$11.00	\$1.50

**5. EXCHANGE SERVICES**

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

**5.4.9 CALLER IDENTIFICATION-BULK**

A. Description

Caller Identification-Bulk (BCLID) allows a *CENTRON*, Centrex, Multiline Hunt Group (MLHG) or Private Branch Exchange (PBX) customer to receive call-related information on calls that are received from outside the *CENTRON*, Centrex, MLHG or PBX.

The following call-related information is transmitted per incoming call:

- The calling and called directory numbers (DN).
- The time of day the call was placed.
- The busy/idle status of the called DN.
- The calling line type (individual or group).

The Call Data input/output Central Office Facility provides the central office facilities necessary to transmit Call Data information over the Private Line Channel.

B. Terms and Conditions

1. A voice grade 36 (or equivalent) Private Line channel as specified in the Access Service Tariff is required between the customer's serving central office and the customer's premises for the transmission of the call-related data.
2. The customer shall be responsible for the provision of compatible customer premises equipment (CPE) which will receive, translate, display and/or store the transmitted data. The installation, repair and technical capability of that equipment to function in conjunction with the service specified herein is the responsibility of the customer.
3. PBX customers subscribing to this feature must be assigned to a multiline hunt group or subscribe to DID service as described elsewhere.
4. For incoming calls from callers served by PBXs, only the main number of the PBX will be transmitted.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.9 CALLER IDENTIFICATION-BULK**

B. Terms and Conditions (Cont'd)

5. For incoming calls from callers in a multiline hunt group, only the main number of the hunt group will be transmitted.
6. Caller Identification-Bulk will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates and Charges

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the rates and charges for the service with which it is associated.
2. The service and equipment charge specified herein shall be applicable to change the service.
3. Caller Identification-Bulk will be provided at the following rates and charges:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
• Per MLHG, PBX Trunk Group or <i>CENTRON</i> /Centrex system terminating in Call Data Input/Output Central Office Facility	NSE++	50.00	50.00
• Call Data - Incoming, each line or trunk arranged within group	CGL	5.00	5.00

**NOTICE**

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## 5. EXCHANGE SERVICES

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

#### 5.4.10 CUSTOM RINGING SERVICE

##### A. Description

Custom Ringing is a central office based service which provides up to three additional distinctive ringing codes on incoming calls, using one individual exchange access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line.

##### B. Terms and Conditions

1. This service is only provided with individual exchange access lines except where not technically feasible. Custom Ringing numbers are not provided on the following services: Foreign Exchange, Off Premise Extensions, Centrex-Type Services and *MARKET EXPANSION LINE*.
2. Custom Ringing will be billed to the primary exchange access line number. Itemized billing is not available on Custom Ringing numbers.
3. Company intercept service methods and procedures apply to Custom Ringing on a per number basis. In addition, the following regulations will apply:
  - When the exchange access line number remains in service, Custom Ringing numbers can be individually intercepted.
  - When the exchange access line number is intercepted, all Custom Ringing numbers must be intercepted. Exceptions: If another exchange access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.
4. When the customer's exchange access line is equipped with Call Waiting and the line is busy, for each Custom Ringing number incoming calls will generate a distinctive Call Waiting tone at no additional charge.

#### NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.



**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.10 CUSTOM RINGING SERVICE**

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

5. When the customer's exchange access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
  - To have Call Forwarding-Variable only on the exchange access line number, or
  - To have all Custom Ringing numbers forwarded with the exchange access line number.

This choice is made, or changed, at the time the customer places an order for Custom Ringing with the Company. Call Forwarding-Variable rates apply only to the exchange access line number. Distinctive ringing will not be heard at the forwarded location.

**C. Rates and Charges**

1. The nonrecurring charge in a. and b., following, applies to install Custom Ringing and/or to change the ringing pattern associated with the service. Only one nonrecurring charge shall apply per order.
2. When the customer requests additions or changes to the Call Forwarding options, the nonrecurring charges found in 5.4.3 for Custom Calling Services shall apply.
3. When the customer requests a change in a Custom Ringing telephone number, nonrecurring charges as specified herein apply.
4. The charge to convert a Custom Ringing number to the main exchange access line number is the same as the charge to install a new exchange access line, as specified in 5.2.
5. This service is subject to the terms and conditions and rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the services with which it is associated.

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For Informational Purposes Only – Not Subject to WUTC Review

**Qwest Corporation**

Catalog No. 3

Washington

SECTION 5

Original Sheet 120

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 CUSTOM RINGING SERVICE

C.5. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Custom Ringing			
• Business			
- First additional number	RGG1+	\$11.00	\$7.45
- Second additional number	RGG2+	11.00	5.25
- Third additional number	RGG3+	11.00	5.25
• Residence			
- First additional number	RGG1+	7.00	5.00
- Discounted[1]	—	7.00	3.00
- Second additional number	RGG2+	7.00	2.50
- Third additional number	RGG3+	7.00	2.50
b. Change Custom Ringing number	NCK	15.00	—

[1] Discounted rate applies when this feature is added as an additional feature with *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home.

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

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

**5.4.13 ANSWER SUPERVISION - LINE SIDE**

A. Description

Answer Supervision - Line Side provides the capability to deliver "off-hook" supervisory signals from the terminating central office switch to a line side interface at the originating central office switch. These signals indicate when the called station has answered an incoming call.

B. Terms and Conditions

Answer Supervision - Line Side will only be provided where technically and economically feasible and where sufficient demand exists to warrant the provision of the service.

C. Rates and Charges

The rates and charges applicable to Answer Supervision - Line Side are in addition to the rates and charges for the services with which it is associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per Line Arranged	AS8L+	\$15.00	\$1.00

**5. EXCHANGE SERVICES**

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

**5.4.19 NUMBER FORWARDING**

A. Description

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

B. Terms and Conditions

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.19 NUMBER FORWARDING (Cont'd)**

C. Rates and Charges

1. The appropriate nonrecurring charge specified in this Section will apply for the installation of Number Forwarding. Subsequent to the initial establishment of service, the appropriate nonrecurring charge will also apply to change the Number Forwarding number, and to change the number to which the calls are forwarded.
2. The rates and charges are as follows:
  - Per Number Forwarding number

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
- Residence	VTL	\$10.00	\$6.95

**5. EXCHANGE SERVICES**

**5.6 JOINT USER SERVICE**

A. Description

An individual or concern authorized by the Company and the customer to share in the use of the customer's business exchange access service, other than Shared Telecommunications Services, as defined in 5.10.2.

B. Terms and Conditions

1. Joint User Service is a shared service arrangement which allows the shared use of business exchange service when so designated by the customer, to individuals, firms, corporations, companies or associations, not otherwise permitted use of the customer's service.
2. Application for Joint User Service and for changes in service or equipment must be executed by the customer. The customer is responsible for payment of all charges incurred, regardless if the charges are associated with his usage, or that of the joint user(s).
3. A directory listing will be provided for each joint user in accordance with the provisions of 5.7.1, Directory Listings, of the Exchange and Network Services Tariff or Catalog.
4. The rates apply in addition to the rates shown for the facilities and all other service provided.
5. Joint User Service is automatically discontinued upon termination of the customer's telephone service. Charges for Joint User Service may be discontinued at the request of the customer, provided that the joint user no longer utilizes any of the customer's service or equipment, and also that the terms and conditions of the minimum service period have been satisfied.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.6 JOINT USER SERVICE**

B. Terms and Conditions (Cont'd)

6. Joint User Service is provided only on individual business exchange access line, Centrex-type system, or trunk.
7. Joint User Service is not provided in connection with Shared Telecommunications Services in 5.10.2.
8. Joint users of a customer's service must have the option of obtaining service directly from the Company.
9. The total charges for telephone service to the customer and his joint users shall not exceed the charges of the Company to the customer as shown elsewhere in this Catalog.

C. Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Rate for each Joint User[1]	\$5.00	\$2.50

[1] Rates apply to all rate groups.

## **5. EXCHANGE SERVICES**

### **5.7 DIRECTORY SERVICES**

#### **5.7.1 LISTING SERVICES**

##### A. Description

This Section applies to business listings in the alphabetical section of telephone directories in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of service.

##### B. Definitions

The following definitions refer to both business and residence service unless qualified.

##### Additional Listings

A listing provided in addition to the primary or main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Customers may purchase a listing which reverses the order of each individual's name at the regular Additional Listings rate as specified in D., following.

##### Caption Listing

A listing arrangement consisting of a heading or first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following:

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Employees or officers of a firm
- Business listing indented beneath a residence listing when both services carry the same personal name

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## **5. EXCHANGE SERVICES**

### **5.7 DIRECTORY SERVICES**

#### **5.7.1 LISTING SERVICES**

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

##### Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, or affiliation with a professional organization. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

##### Directory Listing

Essential information in the telephone directory or directory assistance records that identifies the telephone number of a listed customer. Each primary business service is furnished a listing in the alphabetical and classified sections of the directory at no additional charge.

##### Informational Listings

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. Informational Listings do not include symbols such as “@”, “#”, “.”, “/”, etc., or internet or website address information.

## **5. EXCHANGE SERVICES**

### **5.7 DIRECTORY SERVICES**

#### **5.7.1 LISTING SERVICES**

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

##### Nonpublished Service

An arrangement, at the customer's request, whereby a customer's telephone number does not appear in either the telephone directory or directory assistance records.

##### Nonlisted Service

An arrangement, at the customer's request, in which a customer's telephone number appears on directory assistance records but is omitted from the telephone directory.

##### Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

- Each primary exchange access service. There is only one primary listing in connection with two or more lines furnished on a line hunting basis. The group of lines will be identified by only one number in the group. That number is used for primary service or Joint User Service listings.
- Each complex system, Centrex system, Group Use Service, and each PBX trunk number out of sequence and not arranged for line hunting. Where PALs are terminated in combination with flat rate trunks on the customer's commercial PBX system, one identified listing will be provided without additional charge to direct calls to client or guests.
- Each order receiving equipment system that is directly connected by trunks with the central office.
- Each Public Automatic Announcement System
- Interexchange Carrier (IC) Radiotelephone Service System connected to the exchange and message toll network of the Company.

**NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.7 DIRECTORY SERVICES**

#### **5.7.1 LISTING SERVICES**

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

##### Secretarial Listings

Business listings for *DID* Service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing directory listings to their clients.

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

##### **1. Primary or Additional Listing**

A primary or additional listing consists of a business name, address and telephone number.

- a. At the customer's request, the address may be omitted from the listing.
- b. A post office box number and post office branch may be listed in lieu of the address or address omission.
- c. If the address is included, it may be the address of the location of the customer or Company provided equipment and/or facilities.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C.1. (Cont'd)

- d. The address in a listing may include one of the following:
  - (1) The street name and number.
  - (2) The name of a building.
  - (3) The customer's choice of street name and number when a building has more than one entrance and different addresses are assigned to each.
  - (4) A corner address.
  - (5) A community name where no street number is available.
  - (6) A community name in addition to a street number when the community is in a different post office district than the exchange.
  - (7) A route number, including box number, if necessary for the proper identification of the customer's service. A post office name may be included if the route number is served from a different post office than the exchange is.
  - (8) A number or suite, room, floor, building number, etc. may be included following the listed address where appropriate.
- e. The name used in a listing will be one of the following:
  - (1) The names of a person known by two given names and/or nicknames, initials or combinations thereof.
  - (2) The name of another business conducted at the same address by the customer.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C.1.e. (Cont'd)

- (3) Departments or branches of a business.
  - (4) The owner or owners of a business.
  - (5) Employees or officers of a firm.
  - (6) A rearrangement of a name or an appearance of a name using a different spelling.
- f. The name under which a customer is conducting business; the following are unacceptable names:
- (1) An assumed name or a "doing business as" name that consists of the name of a commodity or service followed by a term such as agency, shop, works, distributor, representative, dealer, etc., unless the customer is actually conducting business under that name.
  - (2) An assumed name designed to alphabetize a customer's listing ahead of or near a competitor's listing.
  - (3) A name designed to provide geographic locations when the customer does not have telephone service in that area.
  - (4) Listings designed primarily to give publicity to a commodity or service.
- g. When a business service is furnished in a residence, residence additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### C.1. (Cont'd)

- h. Designations or titles acceptable to the Company may be used for business listings.
- i. A telephone number is included with each primary, additional or reference listing.
- j. For primary listings the lead telephone number used for PBX Service is the one assigned to the primary line. The number used for other services is the one assigned to the primary or auxiliary station.
- k. One free directory listing will be provided for 800 Serviceline Option. Additional directory listings will be provided at applicable additional listing rates shown herein.
- l. For additional listings, the telephone number will be the same as that shown in the main listing except:
  - (1) Listings for trunks to be used after business hours may show the telephone number of a separate trunk or group of trunks.
  - (2) Where separate trunks or groups of trunks are used, the telephone number of the separate trunk or trunk group may be used.
  - (3) In Centrex-type systems, the telephone number assigned to a primary or dormitory station may be used.
  - (4) The telephone number of a hunting line may be shown for an additional listing.
  - (5) *DID* telephone numbers for custom PBX services may be used.
  - (6) Listings for patrons of a customer-of-record providing shared tenant service. See Shared Telecommunications Services, 5.10.2 and Resale of Service, 2.2.5.
- m. For reference listings, only the first telephone number in a hunting group of lines may be used.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

2. Telephone numbers of pay telephones will not regularly be listed in the telephone directory. A listing may be provided at the request of the customer.
3. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
4. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer; or unless the customer's service is discontinued.
5. Additional listings may be furnished at the request of customers in the alphabetical list of an exchange other than the one where they would normally be shown.
6. Additional listings may be provided to public agencies without charge where, in the Company's opinion, directory service to the public would be improved.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

7. A Secretarial Bureau (Telephone Answering Service) may subscribe for a secretarial listing on its administrative service or a secretarial listing on its *DID* Service for those patrons of the bureau who do not maintain a place of business in the exchange and who do not have a requirement for service of their own. Such listings will not be provided when the purpose of the listing and the use of the secretarial bureau's administrative service by a patron will result in the resale of service. This regulation is not intended to prohibit a bona fide Joint User Service as provided for in Joint User Service, 5.6.1.
8. Secretarial listings must have the same address as the secretarial answering service's primary listing, unless the address is omitted, and the same telephone number as the primary listing, the telephone number of a separate group of central office lines or a *DID* telephone number.
9. The secretarial answering service subscribing to secretarial listings for its patrons shall not provide telephone facilities, other than pay telephone service, for the use of its patrons; nor shall the patrons be permitted to use the secretarial answering service's administrative lines.
10. The secretarial answering service subscribing to secretarial listings shall be responsible for all charges, including toll, applied to the telephone number listed for the patron except directory advertising charges when a separate contract for directory advertising is made by the patron with the Company.
11. Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, charges begin with the day when charges for the associated service are effective. When additional listings are provided other than in conjunction with exchange facilities, the charges begin with the day following their entry into the directory assistance records.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

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

**12. Nonpublished Listings**

- a. The telephone numbers of Nonpublished Service are not listed under the current customer's name in the telephone directory or in the information records available to the general public.
- b. Nonpublished information will not be disclosed to any person except as defined in D., following.

**D. Nonpublished Telephone Number Service**

A customer may request that the telephone number of the customer'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 customer 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 nonpublished 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 nonpublished numbers, who may be furnished nonpublished numbers only;

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

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

- 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 nonpublished information for other than the provision of telecommunications.
- e. Customers who subscribe to Caller Identification Name and Number and/or Caller Identification Number Service, 5.4.3, when the nonpublished customer elects not to utilize Caller Identification Blocking-Per Call or Per Line, 10.7.
- f. In conformance with the nondisclosure agreement, which will be signed annually, prohibiting the display, storage or disclosure of nonpublished information for the following services:
  - (1) Simplified Message Desk Interface
    - Simplified Message Desk Interface is for use with voice messaging services only.
    - The nondisclosure agreement for Simplified Message Desk Interface related to calling numbers outside a customer's Centrex-type system.
  - (2) Pay-Per-View
  - (3) Message Delivery Service
    - Message Delivery Service is for use with voice messaging services only.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

**E. Liability for Nonpublished Number Information**

1. 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 nondisclosure of said number to any person.
2. If any action of the Company results in the publication of the unauthorized disclosure of a nonpublished number, the Company will, at the customer's request, change the number without charge and refund any nonpublished number charges for the period of time during which the number was disclosed.
3. As used in this Catalog, nonpublished information is defined to include the name, address and telephone number of the nonpublished customers.

**F. Nonlisted Telephone Number Service**

1. A customer may request that the number of the customer's service be published only in the Company records containing such information available to the general public. Information records consist of both forms of directory assistance which are voice assisted Directory Assistance and electronic Directory Assistance. If the customer makes such a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.
2. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES (Cont'd)**

G. Rates and Charges

1. The following rates and charges apply to business customers and the terms and conditions apply to the application of rates and charges for business directory listings:
  - a. No nonrecurring charge applies if listing change is due to annoyance calls.
  - b. Nonrecurring charges and rates apply to changes to or from nonpublished, nonlisted or published service, except as described herein.
  - c. Nonpublished or nonlisted rates and charges do not apply:
    - (1) To FX Service where the customer is also furnished exchange service from the local exchange.
    - (2) To additional service furnished to the same customer at the same address when the primary listing is published.
    - (3) On services where the Company's catalog requires no listing will be provided.
    - (4) Where the customer has other service listed in the same name in the directory for the exchange where the customer is located, provided that both services are of the same class.
    - (5) Where a customer living in a hotel, apartment house, boarding house, or club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 5**

**Original Sheet 139**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

G.1.c. (Cont'd)

- (6) Where service is installed for a temporary period.
- (7) To reverse billing, and on interexchange receiving service.
- (8) On data services where no voice use is contemplated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
<b>2. Business Service Listings</b>			
<ul style="list-style-type: none"><li>• Each listing for an individual, firm, corporation, association, or concern regularly subscribing to exchange business service, patron of a customer-of-record providing shared tenant service or a customer of a Radio-Telephone service system connected to the exchange and message toll network of the Company</li></ul>	CLT	\$5.00	\$2.50
<ul style="list-style-type: none"><li>• Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer</li></ul>	CLT	5.00	2.50

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 5**

**Original Sheet 140**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

G. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. Information Listings			
• Each line of information in addition to a listing			
- Business	XLL	\$ 5.00	\$1.25
4. Secretarial Listing	9FK	5.00	2.50
5. Nonpublished Listing, each	NPU	5.00	1.85
6. Nonlisted Listing, each	NLT	5.00	1.25
7. Each telephone number listed in the white pages of the telephone directory in alpha form, e.g., 622-BOOK[1,2]	RNCAF	20.00	5.00

[1] Charges apply for each directory where the number appears in alpha form.

[2] Nonrecurring charge is not applicable for the first directory when ordered with a new customized number. (See Custom Number Service in 5.7.7 of the Exchange and Network Services Tariff or Catalog).

**NOTICE**  
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## **5. EXCHANGE SERVICES**

### **5.7 DIRECTORY SERVICES (Cont'd)**

#### **5.7.7 CUSTOM NUMBER SERVICE**

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

This service is applicable to business customer requests for specific telephone number assignments.

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

1. Customers of the Company may request assignment of "special" or "desirable" telephone numbers. If the telephone number or numbers requested by the customer is available, the Company may assign the number to the customer.
2. The Company reserves and retains the right:
  - To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the General Regulations of the Company. If this should occur within a one year period following assignment, the Custom Number nonrecurring charge will be refunded to the customer.
  - To reject any request for "special" or "desirable" telephone numbers.
  - Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another.
3. The Custom Number nonrecurring charge applies whenever a customer:
  - Requests a telephone number other than the next available number from the assignment list.
  - Requests a number change from their present number to a customized telephone number.
  - Requests specific numbers to be in a rotary hunt situation. A charge will apply per each additional number in the hunt group.

#### **NOTICE**

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.7 CUSTOM NUMBER SERVICE**

B. Terms and Conditions (Cont'd)

4. The Company shall in no event be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for Custom Number Service.

C. Rates and Charges

The following charges for Custom Number Service apply in addition to all other rates and charges applicable to the associated telephone service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Each customized telephone number requested and placed into service		
- Business	RNCSP	\$250.00

**NOTICE**

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## **5. EXCHANGE SERVICES**

### **5.9 PACKAGED SERVICES**

#### **5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

##### *A. QWEST CHOICE Business*

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

*QWEST CHOICE Business* is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services/features from the following list in their package.

###### **a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

##### A.1. (Cont'd)

- b. In addition to choosing three services or features from the list in 5.9.1.A.1.a., preceding, a customer may also select one or more additional services or features from the list in 5.9.1.A.1.a. at monthly rates specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.
- c. A customer may select up to two optional Add-A-Line packages per location, for every *QWEST CHOICE* Business package. For each Add-A-Line package the customer may select one feature listed below:
  - Series Hunting or,
  - Call Forwarding Busy or,
  - Call Forwarding Don't Answer or
  - Call Forwarding Busy/Don't Answer.
- d. A customer may also select one or more additional services or features for use with the Add-a-line package at rates and charges specified elsewhere.

#### 2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

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

- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may place six calls to Qwest 411 service.

### 3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of this Catalog.
- b. Existing *QWEST CHOICE* Business customers cannot take advantage of promotions for *QWEST CHOICE* Business or any of the services/features specified in 5.9.1.A.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.3. (Cont'd)

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4 of the this Catalog apply where *QWEST CHOICE* Business or Add-A-Line is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.A.1.a. may be added to or changed in the *QWEST CHOICE* Business package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service in the *QWEST CHOICE* Business package not specified 5.9.1.A.1.a.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.A.1.c.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. *QWEST CHOICE* Business will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate business line	PGOQL	\$39.99
• Add-A-Line	PGOQN	25.00

## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

##### A. *QWEST CHOICE* Business (Cont'd)

#### 4. Term Discount Pricing

- a. A discount of 15% will be applied to the monthly rates specified in 5.9.1.A.3.i., when a customer agrees to subscribe to one or more packages for a period of 24 months and maintains three or more of the qualifying lines and/or packages listed below. The 15% discount will apply to any combination of the packages, *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line.
- b. Qualifying lines and/or packages include the following:
  - Flat Rate Business Lines (1FB)
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - *QWEST CHOICE* Business Add-A-Line
  - Obsolete *QWEST CHOICE* Business[1]
  - Obsolete *QWEST CHOICE* Two-line Business (counts as 2 lines)[1]
  - Obsolete Business *CUSTOMCHOICE*[1]
  - Obsolete *QWEST BUSINESS LINE PLUS*[1]
  - Obsolete *UTILITY LINE*[1]
- c. The discount will appear as a credit(s) on the customer's bill. No partial month's credit(s) can be provided.
- d. All qualifying lines and/or packages meeting the three lines and/or packages minimum requirement must be at the same location, for the same customer, on the same billing number.

[1] Obsolete Packages described in Section 105.

## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

##### A.4. (Cont'd)

- e. Any qualifying package added after establishment of the initial discount period will be entitled to the discount only for the remaining months of the initial period. For example, a customer who adds a package in month seven of the initial period will only be entitled to the discount for the remaining 17 months of the initial discount period for the additional package.
- f. Customers who opt out of the term pricing prior to the expiration of the 24 months will forfeit any discount provided from the start of the discount period to the date the customer opts out of term pricing. In the event the customer opts out of the arrangement, the forfeited discounts will appear as debits on the customer's bill.
- g. Customers may initiate a renewal of the term pricing at the conclusion of the initial 24 month term period.
- h. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The discount will then apply to the rate of the appropriate package for the remainder of the term period.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**B. QWEST CHOICE Business Plus**

**1. Description**

*QWEST CHOICE* Business Plus is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

**a. Standard Features**

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.1. (Cont'd)

- b. In addition to choosing services or features from the list in 5.9.1.B.1.a., preceding, a customer may also select services or features at monthly rates specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.
- c. A customer may select up to two optional Add-A-Line packages per location, for every *QWEST CHOICE* Business Plus package. For each Add-A-Line package the customer may select one feature listed below:
  - Series Hunting or,
  - Call Forwarding Busy or,
  - Call Forwarding Don't Answer or
  - Call Forwarding Busy/Don't Answer.
- d. A customer may also select one or more additional services or features for use with the Add-a-line package at rates and charges specified elsewhere.

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



## 5. EXCHANGE SERVICES

### 5.9 PACKAGED SERVICES

#### 5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

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

- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their five selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. Customers selecting Directory Assistance may place six calls to Qwest 411 service.

### 3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of the this Catalog.
- b. Existing *QWEST CHOICE* Business Plus customers cannot take advantage of promotions for *QWEST CHOICE* Business Plus or any of the services/features specified in 5.9.1.B.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.3. (Cont'd)

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4 of this Catalog apply where *QWEST CHOICE* Business Plus or Add-A-Line is provided in association with the installation of a new business individual or additional flat rate line or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.B.1.a. may be added to or changed in the package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.B.1.a., when added to the *QWEST CHOICE* Business Plus service.
- f. Recurring rates and nonrecurring charges specified elsewhere apply to add any feature or service to the Add-A-Line not specified 5.9.1.B.1.c.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply to Add-A-Line under the same terms as a flat rate business line.
- h. *QWEST CHOICE* Business Plus will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate business line	PGOQM	\$49.99
• Add-A-Line	PGOQN	25.00

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B. *QWEST CHOICE* Business Plus (Cont'd)

4. Term Discount Pricing

- a. A discount of 15% will be applied to the monthly rates specified in 5.9.1.B.3.i., when a customer agrees to subscribe to one or more packages for a period of 24 months and maintains three or more of the qualifying lines and/or packages listed below. The 15% discount will apply to any combination of the packages, *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line.
- b. Qualifying lines and/or packages include the following:
  - Flat Rate Business Lines (1FB)
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - *QWEST CHOICE* Business Add-A-Line
  - Obsolete *QWEST CHOICE* Business[1]
  - Obsolete *QWEST CHOICE* Two-line Business (counts as 2 lines)[1]
  - Obsolete Business *CUSTOMCHOICE*[1]
  - Obsolete *QWEST BUSINESS LINE PLUS*[1]
  - Obsolete *UTILITY LINE*[1]
- c. The discount will appear as a credit(s) on the customer's bill. No partial month's credit(s) can be provided.
- d. All qualifying lines and/or packages meeting the three lines and/or packages minimum requirement must be at the same location, for the same customer, on the same billing number.

[1] Obsolete Packages described in Section 105.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.4. (Cont'd)

- e. Any qualifying package added after establishment of the initial discount period will be entitled to the discount only for the remaining months of the initial period. For example, a customer who adds a package in month seven of the initial period will only be entitled to the discount for the remaining 17 months of the initial discount period for the additional package.
- f. Customers who opt out of the term pricing prior to the expiration of the 24 months will forfeit any discount provided from the start of the discount period to the date the customer opts out of term pricing. In the event the customer opts out of the arrangement, the forfeited discounts will appear as debits on the customer's bill.
- g. Customers may initiate a renewal of the term pricing at the conclusion of the initial 24 month term period.
- h. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The discount will then apply to the rate of the appropriate package for the remainder of the term period.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

C. *QWEST CHOICE* Business Prime

1. Description

*QWEST CHOICE* Business Prime is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package are entitled to choose three services/features from the following list in their package.

a. Standard features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 Calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**C.1. (Cont'd)**

- b. In addition to choosing three services or features from the list in 5.9.1.C.1.a., preceding, a customer may also select one or more additional services or features from the list in 5.9.1.C.1.a., at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.
2. Terms and Conditions
- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
  - b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
  - c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
  - d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

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

- e. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- f. Customers selecting Directory Assistance may place six calls to Qwest 411 service.
- g. A customer who wishes to add either Qwest Voice Messaging Service or another provider's Voice Messaging Service, beyond their three selections of features/services, will be provided with Call Forwarding Busy Line, or Call Forwarding Busy Line/Don't Answer, or Call Forwarding Don't Answer, Easy Access and Message Waiting Indication without additional charge and it will not be counted as one of their three selections of features/services.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

C. QWEST CHOICE Business Prime (Cont'd)

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of this Catalog.
- b. Existing QWEST CHOICE Business Prime customers cannot take advantage of promotions for QWEST CHOICE Business Prime or any of the services/features specified in 5.9.1.C.1.a., unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line as specified in Section 3 of this Catalog apply where QWEST CHOICE Business Prime is provided in association with the installation of a new business individual or additional flat rate line, or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.C.1.a. may be added or changed in the QWEST CHOICE Business Prime package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.9.1.C.1.a., preceding.
- f. QWEST CHOICE Business Prime will be provided at the following rate:

	USOC	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Per individual or additional flat rate business line, (month to month rates)</li> </ul>	PGOQT	\$34.00



**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C. *QWEST CHOICE* Business Prime (Cont'd)

4. Term Agreement Pricing

- a. A discount of 10% will be applied to the monthly rates specified in 5.9.1.C.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 12 months. A discount of 15% will be applied to the monthly rates specified in 5.9.1.C.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 24 months. A discount of 20% will be applied to the monthly rates specified in 5.9.1.C.3.f., when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Prime packages for a period of 36 months.
- b. The discount will appear as a credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.C.4.a., apply for each *QWEST CHOICE* Business Prime package subscribed to by the customer under the term agreement pricing plan.
- c. Any *QWEST CHOICE* Business Prime package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- d. Customers may initiate a renewal of the term agreement either prior to or at the conclusion of the initial term period. If initiated prior to the conclusion of the initial term period, the new term must be equal to or greater than the initial term period. For example, a customer who originally opted for a 12 month term may renew for 12 months or may renew for 24 or 36 months.
- e. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay termination fees. The termination fee for the 12 month period is \$100.00, the termination fee for the 24 month period is \$200.00 and the termination fee for the 36 month period is \$300.00

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C.4. (Cont'd)

- f. The termination fee applies to each *QWEST CHOICE* Business Prime package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- g. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan for the first 30 days after the initial installation of the package or packages.
- h. A termination fee will be waived for a customer that enters into a contract for similar Qwest services where the contract value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business Prime package term agreement.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

D. *QWEST CHOICE* Home

1. Description

*QWEST CHOICE* Home is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- *LINE-BACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D.1. (Cont'd)

- b. In addition to choosing three services or features from the list in 5.9.1.D.1., preceding, a customer may select additional services or features at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
- c. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.
- d. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. *QWEST* Receptionist counts as two of a customer's feature selections, Call Waiting and Caller ID.
- g. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

D. QWEST CHOICE Home (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing QWEST CHOICE Home customers cannot take advantage of promotions for QWEST CHOICE Home or any of the service/feature specified in 5.9.1.D.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line apply where QWEST CHOICE Home is provided in association with the installation of a new residence individual or additional flat rate line or the move of a residence individual or additional flat rate line.
- d. Services or features specified in 5.9.1.D.1. may be added or changed without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.D.1.
- f. QWEST CHOICE Home will be provided at the following rates:

	USOC	MONTHLY RATE[1]
• Per individual or additional flat rate residence line with three features	PGO1H	\$16.49

[1] The rates shown are in addition to the rates identified in 5.9.1.D.3.a. and 5.9.1.D.3.c. above.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

E. *QWEST CHOICE* Two-line Home

1. Description

*QWEST CHOICE* Two-line Home is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**E.1. (Cont'd)**

- b. In addition to choosing three services or features from the list in 5.9.1.E.1., preceding, a customer may select additional services or features at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature.
2. Terms and Conditions
- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
  - b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
  - c. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.
  - d. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

E.2. (Cont'd)

- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- f. *QWEST* Receptionist counts as two of a customer's feature selections, Call Waiting and Caller ID.
- g. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- h. The three features selected in the package must be provided on the same line. Customers may subscribe to other features or services on the individual or additional line at the appropriate rates. Customers wishing to have *QWEST CHOICE* Home on both lines must subscribe to *QWEST CHOICE* Home on both lines at the rates specified in 5.9.1.D.

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

E. *QWEST CHOICE* Two-line Home (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing *QWEST CHOICE* Two-line Home customers cannot take advantage of promotions for *QWEST CHOICE* Two-line Home or any of the service/feature specified in 5.9.1.E.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the lines as specified in 5.2.4 of the Exchange and Network Services Tariff apply where *QWEST CHOICE* Two-line Home is provided in association with the installation of a new residence individual and additional flat rate line or the move of a residence individual and additional flat rate line.
- d. Services or features specified in 5.9.1.E.1. may be added or changed without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.E.1.
- f. *QWEST CHOICE* Two-line Home will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual and additional flat rate residence line with three features	PGO2H	\$12.99

[1] The rates shown are in addition to the rates identified in 5.9.1.E.3.a. and 5.9.1.E.3.c. above.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

F. *QWEST CHOICE* Home Plus

1. Description

*QWEST CHOICE* Home Plus is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- *LINE-BACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

F.1. *QWEST CHOICE* Home Plus (Cont'd)

- b. In addition to choosing services or features from the list in 5.9.1.F.1., preceding, a customer may select additional services or features at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature outside of the *QWEST CHOICE* Home Plus package.

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
- c. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.
- d. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 5**

**Original Sheet 170**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

F.2. (Cont'd)

- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their ten selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

F. *QWEST CHOICE* Home Plus (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *QWEST CHOICE* Home Plus customers cannot take advantage of promotions for *QWEST CHOICE* Home Plus or any of the service/feature specified in 5.9.1.F.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line apply where *QWEST CHOICE* Home Plus is provided in association with the installation of a new residence individual or additional flat rate line or the move of a residence individual or additional flat rate line.
- d. Services or features specified in 5.9.1.F.1. may be added or changed without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.F.1.
- f. *QWEST CHOICE* Home Plus will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual and additional flat rate residence line	PGO1P	\$21.49

[1] The rates shown are in addition to the rates identified in 5.9.1.F.3.a. and 5.9.1.F.3.c. above.

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

G. *QWEST CHOICE* Two-line Home Plus

1. Description

*QWEST CHOICE* Two-line Home Plus is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified below:

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing (first Custom Ringing number only)
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

**NOTICE**

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**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

G.1. (Cont'd)

- b. In addition to choosing services or features from the list in 5.9.1.G.1., preceding, a customer may select additional services or features at rates and charges specified elsewhere. Directory Assistance cannot be selected as an additional service or feature outside of the *QWEST CHOICE* Two-line Home Plus package.

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
- c. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.
- d. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.

**NOTICE**

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 5**

**Original Sheet 174**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**5. EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

G.2. (Cont'd)

- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their ten selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. The features selected as part of the package must be provided on the same line. Customers may subscribe to other features or services on the individual or additional line at the appropriate rates. Customers wishing to have *QWEST CHOICE* Home Plus on both lines must subscribe to *QWEST CHOICE* Home Plus on both lines at the rates specified in 5.9.1.F.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

G. QWEST CHOICE Two-line Home Plus (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing QWEST CHOICE Two-line Home Plus customers cannot take advantage of promotions for QWEST CHOICE Two-line Home Plus or any of the service/feature specified in 5.9.1.G.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the lines as specified in 5.2.4 of the Exchange and Network Services Tariff apply where QWEST CHOICE Two-line Home Plus is provided in association with the installation of a new residence individual and additional flat rate line or the move of a residence individual and additional flat rate line.
- d. Services or features specified in 5.9.1.G.1. may be added or changed without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 5.9.1.G.1.
- f. QWEST CHOICE Two-line Home Plus will be provided at the following rates:

	USOC	MONTHLY RATE[1]
• Per individual and additional flat rate residence line	PGO2P	\$17.99

[1] The rates shown are in addition to the rates identified in 5.9.1.G.3.a. and 5.9.1.G.3.c. above.

## 5. EXCHANGE SERVICES

### 5.10 RESALE/SHARING

#### 5.10.2 SHARED TELECOMMUNICATIONS SERVICES

##### A. Description

Private shared tenant services are defined in RCW 80.04.010 to include the provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses, or high-rise buildings, by a commercial shared services provider or by a user association, through privately owned customer premises equipment and associated data processing and information management services and includes the provision of connections to the facilities of local exchange and to interexchange telecommunications companies.

For the provision of local exchange, service other than Shared Telecommunications Services as described above, see Resale of Service in 2.2.5, Joint User Service in 5.6. and other applicable exchange access lines found in this Section.

##### B. Definitions

###### Customer-of-Record

The customer (person or entity) who resells or shares exchange services.

###### Patron

The customer of a service which is provided to a customer-of-record. The term "patron" means the same and may be used interchangeably with "client".

**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING**

**5.10.2 SHARED TELECOMMUNICATIONS SERVICES (Cont'd)**

**C. Terms and Conditions**

1. Application for service on a resale basis as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the customer-of-record.
2. All charges will be billed to the customer-of-record only. In addition, the customer-of-record must provide the necessary security to the Company to adequately secure their account.
3. The Company is not responsible for the allocation of usage or charges for resale services. The customer-of-record is responsible for allocation of the charges for resale of services.
4. It will be the responsibility of the customer-of-record to handle arrangements with the Company for directory listings requested by patrons. The customer-of-record will be charged for patrons directory listings.
5. The Company will only be responsible for transmission quality and maintenance of Company provided facilities and not for transmission quality or maintenance of customer-of-record provided facilities. The Company charges for visits by the Company to any premises of the customer-of-record where a service difficulty or trouble report results from customer-provided equipment or facilities.
6. The Company will not be responsible for providing intercept service directly to a patron of the customer-of-record.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**5. EXCHANGE SERVICES**

**5.10 RESALE/SHARING**

**5.10.2 SHARED TELECOMMUNICATIONS SERVICES**

C. Terms and Conditions (Cont'd)

7. Whenever notice to the Company's customers is required, the Company will not be responsible to give notice other than to the customer-of-record and occupants directly served by the Company. The patron's source of notification will be the customer-of-record.
8. Wiring facilities provided by the customer-of-record which are connected to the Company's facilities must be installed in accordance with FCC Part 68, Rules and Regulations.
9. The Company retains the right to directly serve occupants of a building or commercial development where resale of service exists upon the request from such customers.
10. In the event provisions shown elsewhere in this Catalog are in conflict with the terms of this Section, the terms of this Section shall apply to Shared Telecommunications Services.
11. Shared tenant service will be provided only over business flat lines.
12. Joint User charges will not apply for shared tenant services.
13. Secretarial listing charges apply for additional directory listings. See 5.7.1, of this Catalog, Directory Listings.

D. Rates

See 5.2 for business line rates and charges.

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 6

Original Index Sheet 1

**EXCHANGE AND  
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Effective: December 1, 2007

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**NOTICE**  
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## **6. MESSAGE TELECOMMUNICATION SERVICE**

### **6.1 GENERAL**

#### **6.1.1 APPLICATION**

- A. Message Telecommunication Service (MTS) applies to all toll calls made between two or more rate centers within a Local Access and Transport Area (LATA).
- B. MTS provides telecommunications beyond the local calling area. MTS charges cover the service furnished between the calling and called stations.
- C. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

#### **6.1.2 TERMS AND CONDITIONS**

##### **A. Priority of Service**

- 1. The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 13 of the Access Service Tariff.

Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, MTS will be established before all other services.

The rates and charges for TSP are in Section 13 of the Access Service Tariff.

- 2. Service is furnished subject to the availability of the service components required. The Company will determine which of those components shall be used and make modifications to those components at its option.
- 3. When connections are made to communications systems at a premises where the customer does not originate or terminate communications, the Company may require that the exchange telephone service be furnished from a Company central office(s) different than the central office(s) designated by the Company to service that premises.

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**Washington**

**SECTION 6**

**Original Sheet 2**

**EXCHANGE AND  
NETWORK SERVICES**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.2 TERMS AND CONDITIONS (Cont'd)**

**B. Company Liability**

1. In view of the fact that the customer has exclusive control of communications over the facilities furnished him by the Company, and because of unavailability of errors incident to the services and to the use of the facilities of the Company, the services and facilities furnished by the Company are subject to the terms, conditions, and limitations specified.
2. The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Catalog as an allowance for interruptions.
3. When the lines of other companies are used in establishing connections to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies.

**C. Use of Service**

1. The Company shall refuse to establish service for any applicant, and it shall discontinue and disconnect service to a customer, whenever it has reasonable cause to believe that the use made or to be made of the service, or the furnishing of service to the premises of the applicant or customer, is prohibited under any law, ordinance, regulation, or other legal requirement, or is being or is to be used as an instrumentality, directly or indirectly, to violate or to aid and abet the violation of the law. A written notice to the Company from any official charged with the enforcement of the law stating that the service is being used or will be used as an instrumentality to violate or to aid and abet the violation of the law is sufficient to constitute reasonable cause.
2. Service is provided for use by the customer and may be used by others, when so authorized by the customer, providing that use shall be subject to the provisions as stated.

**NOTICE**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.1 GENERAL**

**6.1.2 TERMS AND CONDITIONS (Cont'd)**

**D. Limited Conversation**

The Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

**E. Obligation of Customer**

1. The calling party shall establish his identity in the course of any communication as often as may be necessary.
2. The calling party shall be solely responsible for establishing the identity of the person or persons with whom connection is made at the called station.

**F. Termination of Service For Cause**

The Company has the right to refuse telephone service to any premises and at any time to discontinue telephone service without notice if it finds it necessary to do so to protect itself against abuse or fraud. Abuse or fraudulent use of service includes, without limiting the generality of the foregoing, 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 a message toll charge or an exchange charge.

Should the customer make immediate payment for the estimated amount of service as had been fraudulently taken and all costs resulting from fraudulent obtaining or use, service shall be continued. This shall not relieve the customer or other person of civil or criminal responsibility.

**G. Method of Placing a Call**

A customer normally uses an access code (usually 1 or 0) + 7 digits to place an intraLATA call pursuant to this Catalog. Upon imminent exhaustion of prefixes within an area code, or to be consistent with the Interchangeable Numbering Plan Area, the Company will require the use of an access code + area code + 7 digits for placing an intraLATA toll call.



## **6. MESSAGE TELECOMMUNICATION SERVICE**

### **6.2 STANDARD SERVICE OFFERINGS**

#### **6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]**

##### **A. Class of Calls**

Charges apply according to the class of call the calling person selects as defined below:

##### **1. Dial Station-to-Station**

Applies when the calling person dials the desired telephone number without the assistance of an operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment. Dial Station-to-Station also applies when the operator:

- Records the calling telephone number for areas without recording equipment.
- Reaches the called telephone number because of trouble on the network or because dial completion is not available.
- Places a call for a calling person who is identified as being disabled and is unable to dial the call because of that disability.
- Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

##### **2. Customer-Dialed Calling Card (Mechanized)**

Applies to Station-to-Station calls where equipment is available and the calling person dials zero, the telephone number desired, and the calling card or special billing number without the assistance of an operator. This also applies to calls placed from PALs.

##### **3. Customer-Dialed Calling Card (Partially-Assisted)**

Applies to Station-to-Station calls where equipment is available and the calling person dials zero, the telephone number desired, and operator assistance is limited to the operator entering the calling card. This also applies to calls placed from PALs.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]**

A. Class of Calls (Cont'd)

4. Operator-Assisted Station-to-Station

Partially-Assisted

Applies when the customer dials the terminating number and calls are completed with the assistance of an operator. Examples of these calls include collect, billed to another telephone number, and operator-assisted calling card. This also applies to calls placed from PALs.

Fully-Assisted

Applies when the customer elects to have the operator place the entire station-to-station call for them. This also applies to calls placed from PALs.

5. Operator-Assisted Person-to-Person

Partially-Assisted

Applies when the customer dials the terminating number and names the particular party to be reached, or agrees to speak to someone else. The party may be a person, station, department or office reached through a PBX attendant. This also applies to calls placed from PALs.

Fully-Assisted

Applies when the customer elects to have the operator place the entire person-to-person call for them. This also applies to calls placed from PALs.

6. Payphone - Dial Station-to-Station

Applies to MTS cash calls placed from pay telephones, utilizing Smart PAL, when station-to-station calls are dialed and paid by the calling person with no assistance from the operator.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1] (Cont'd)**

**B. Timing of Calls**

1. On Dial Station-to-Station, Customer-Dialed Calling Card (Mechanized) and Operator-Assisted Station-to-Station, the timing of a call begins when the calling and called stations are connected.
2. On Person-to-Person calls, the timing of a call begins when the calling person is connected to a specified person, station or an agreed upon alternate.
3. The timing for all calls ends when the calling person hangs up the telephone. If the called person hangs up, but the calling person does not, the timing of the call ends when the automatic timing equipment or the company operator releases the network connection.
4. When exchange telephone service used for MTS is directly connected, i.e., not connected through a multiline terminating system, at a customer's premises to a communications system, chargeable time for all classes of calls begins when a call from the telecommunications network terminated in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the exchange telephone service so that chargeable time may begin.
5. The per minute rates shown in E., following, are timed in terms of initial and additional minutes.
  - a. The initial minute is the first minute or any fraction after connection is made.
  - b. The additional minute is billed in tenth of a minute increments. Any fraction is rounded up to the nearest tenth.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]**

**B. Timing of Calls (Cont'd)**

6. The timing of a call does not include time lost because of service faults or defects that are reported to the Company.
7. For MTS rated calls, the time of day at the calling party rate center determines whether day or evening/night/weekend rates apply.
8. In cases where a basic MTS message begins in one rate period and ends in another, the rate in effect in each rate period applies to the portion of the message occurring within that rate period. In the event that a minute of use is split between two rate periods, the rate in effect at the start of that minute applies.
9. Payphone-Dial Station-to-Station rates are quoted in terms of initial and additional periods. The initial period of the call is for four minutes or any fraction thereof. The additional period of the call is for each minute or any fraction thereof.

**C. Collection of Charges**

1. Charges for basic MTS calls are billed to the calling party, except where the calls are billed to:
  - The called party as a collect call and the charge is accepted by the called party.
  - A third telephone number, unless restricted from accepting this call type.
  - An authorized calling card or special billing number.
2. Charges for Payphone - Dial Station-to-Station calls are charged to the calling person on a sent-paid basis.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1] (Cont'd)**

**D. Payment Arrangements**

The customer is responsible for payment of all charges for services furnished, due on receipt of the bill. This responsibility includes charges for all:

- Calls originated at the customer's station.
- Calls accepted at the customer's station.
- Authorized calls billed to the customer's station.
- Authorized calls billed to the customer's calling card.

**E. Charge Determination**

1. The charge for MTS is determined by the following:
  - Time of day and day of week
  - Duration of call
  - Class of call

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]**

E. Charge Determination (Cont'd)

2. Basic MTS Rate Schedule

- **RESIDENCE** - Applies to customer-dialed station-to-station calls.

<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
\$0.25	\$0.25

- **BUSINESS** - Applies to customer-dialed station-to-station calls.

<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
\$0.30	\$0.30

- **MISCELLANEOUS** - Applies to operator-assisted calls (including mechanized calling card) and all alternately billed calls. This charge also applies where billing capabilities do not exist to separately identify customer-dialed station-to-station calls.

	<b>DAY RATE PER MINUTE</b>	<b>EVENING/NIGHT/WEEKEND RATE PER MINUTE</b>
Residence and Correctional Facilities	\$0.16	\$0.10
Business, Aggregators and Payphones	0.50	0.50

- **PAYPHONE - DIAL STATION-TO-STATION RATE SCHEDULE**

	<b>RATE PERIOD</b>	
	<b>INITIAL (4 MINUTES)</b>	<b>ADDITIONAL (1 MINUTE)</b>

- Per call
- |  |        |        |
|--|--------|--------|
|  | \$1.00 | \$0.25 |
|--|--------|--------|

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.



6. MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]

E. Charge Determination (Cont'd)

4. Rates and Charges

a. Residence and Correctional Facilities– Operator Service Charges

The MTS rate for Dial Station-to-Station calls is the sum of the first minute charge plus the additional minute(s) that are billed in tenth of a minute increments. For other than Dial Station-to-Station calls, the following charges apply to long distance calls in addition to the applicable MTS rates. For exceptions see A.1., preceding. Refer to A., preceding, for the description and application of charges. Local operator surcharges are specified in 5.8.2 of the Exchange and Network Services Tariff. Because of the unique telephone requirements of correctional facilities, where calls generally must be placed as non-sent paid collect, operator surcharges may be less than the rates referenced below.

	<b>CHARGE</b>
• Customer-Dialed Calling Card (Mechanized)	\$4.99
• Customer-Dialed Calling Card (Partially-Assisted)	5.50
• Operator-Assisted Station-to-Station	
- Partially-Assisted[2]	4.99
- Fully-Assisted	5.50
• Operator-Assisted Person-to-Person	
- Partially-Assisted	9.48
- Fully-Assisted	9.99

b. Payphone Surcharge

Applies to all local and toll Company carried non-coin calls placed from correctional facilities. This charge is in addition to all other applicable charges.

	<b>CHARGE</b>
• Payphone Surcharge	\$0.55

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

[2] Applies to Operator-Assisted Station-to-Station calls to Directory Assistance.



**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1]**

E.4. (Cont'd)

c. Business, Aggregator Locations and Payphones

Operator Service Charges from businesses, aggregator locations, and payphones, except from correctional facilities, the MTS rate for Dial Station-to-Station calls is the sum of the first minute charge plus the additional minute(s) that are billed in tenth of minute increments. For other than Dial Station-to-Station calls the following charges apply to long distance calls in addition to the applicable MTS rates. For exceptions see A.1., preceding. Refer to A., preceding, for the description and application of charges. Local operator surcharges are specified in 5.8.2 of the Exchange and Network Services Tariff.

	<b>CHARGE</b>
• Customer-Dialed Calling Card (Mechanized)	\$0.50
• Customer-Dialed Calling Card (Partially-Assisted)	0.50
• Operator-Assisted Station-to-Station	
- Partially-Assisted[2]	0.50
- Fully-Assisted	0.50
• Operator-Assisted Person-to-Person	
- Partially-Assisted	0.50
- Fully-Assisted	0.50

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

[2] Applies to Operator-Assisted Station-to-Station calls to Directory Assistance.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.1 TWO-POINT MESSAGE TELECOMMUNICATION SERVICE[1] (Cont'd)**

F. Rates Applicable For Hearing or Speech Impaired Persons

1. Application

Persons who have been certified in writing by a licensed physician, audiologist, speech pathologist, or appropriate state or federal agency as having a hearing or speech impairment which precludes oral communications and who have and use a telecommunications device for visual communications, will receive an adjustment on station-customer dialed service calls which do not require the intervention of an operator. The adjustment is applied to station-customer dialed message toll service. This adjustment is not applicable to other Company optional calling plans.

All calls will be charged the evening/night/weekend rate.

2. Certification

The written certification of the speech or hearing impairment must be presented to the Company business office which serves the residence of the certified person.

The Company business office, upon request, will provide a certification form for use by the applicant.

3. Limitations

The adjustment is provided for use by the speech or hearing impaired customer. It is only applicable to station-customer dialed charges for calls originated from and billed to the telephone exchange service of the residence of the certified hearing or speech impaired person. The adjustment is applicable to only one residence telephone exchange service.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.3 1-800 CALLING SERVICE**

A. Description

1-800 Calling Service provides the customer access to an interactive voice response platform via a 1-800 number. The customer will be able to select one or more features. Two pricing options are available.

B. Terms and Conditions

1. This service can be used to select one or more of the following features and one billing option.

Alternately Billed IntraLATA Calling

Billing Option 1 allows the customer to use the 1-800 number to place alternately billed intraLATA calls at a special rate that is not sensitive to distance, time of day, or day of week. Operator service charges specified in C., following, apply.

Billing Option 2 allows the customer to use the 1-800 number to place alternately billed intraLATA calls at special rates that are not sensitive to distance, time of day, or day of week. Billing Option 2 differs from Billing Option 1 in that the customer elects a higher per minute rate, in lieu of paying an operator service charge for non-operator assisted calls.

Directory Assistance

Allows the customer to use the 1-800 number to place mechanized calling card calls to access directory assistance (1-NPA-555-1212).

## **6. MESSAGE TELECOMMUNICATION SERVICE**

### **6.2 STANDARD SERVICE OFFERINGS**

#### **6.2.3 1-800 CALLING SERVICE**

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

#### **2. Operator Service Charges**

Charges for the following services may apply in addition to the 1-800 number MTS, local or optional feature charge, as specified in C., following. These charges apply according to the type of call the customer places and the pricing option they choose.

##### Mechanized Station-to-Station

Applies when the customer chooses Option 1 and dials the 1-800 number to place an entirely mechanized calling card call which requires no operator assistance. This also applies to calls placed from pay telephones.

##### Operator Assisted

- **Partially-Assisted Station-to-Station**

Applies when the customer dials the 1-800 number, the terminating number and calls are completed with the assistance of an operator. Examples of these calls include collect, billed to another telephone number, and operator-assisted calling card. This also applies to calls placed from pay telephones.

- **Fully-Assisted Station-to-Station**

Applies when the customer dials the 1-800 number and elects to have the operator place the entire call for them. This also applies to calls placed from pay telephones.

- **Operator-Assisted Person-to-Person**

Applies when the customer dials the 1-800 number and names the particular party to be reached by an operator. This also applies to calls placed from pay telephones. The party may be a person, station, department or office reached through a PBX attendant.

Person-to-Person also applies when the calling party cannot speak to the intended person or station but agrees to speak to someone else or requests an operator to make arrangements with a person to receive a call at a specified time.

#### **NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.3 1-800 CALLING SERVICE**

B. Terms and Conditions (Cont'd)

3. The 1-800 number MTS rates are for a connection of one minute or any fraction thereof. The initial period of the call is billed at the full minute rate and each additional period is billed in 60 second increments.
4. Customers may use the 1-800 number for local calls at the flat rate specified in C. If operator assistance is required, the partially-assisted, fully-assisted or person-to-person service charge applies, in addition to the local message charge.
5. Directory Assistance charges specified in 6.2.4, do not apply to customers obtaining Directory Assistance through 1-800 Calling Service.
6. The class of calls in 6.2.1.A. do not apply to calls placed using 1-800 Calling Service in this Section.
7. Pay Telephone Charge

The Pay Telephone Charge applies to all calls placed from pay telephones. This charge is in addition to all other applicable 1-800 Calling Service charges.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.3 1-800 CALLING SERVICE (Cont'd)**

C. Charges

1. MTS Charge

	<b>RATE PERIOD</b>	
	<b>INITIAL (60 SEC.)</b>	<b>ADD'L. (60 SEC.)</b>
• Option 1, per call[1]	\$0.20	\$0.20
• Option 2, per call		
- Mechanized Station-to-Station call		
- Business	0.25	0.25
- Residence	0.30	0.30
- Operator Assisted call	[2]	[2]

2. Local Message Charge[3]

	<b>CHARGE</b>
• Per call	\$0.50

[1] The mechanized service charge also applies. If operator assistance is required, appropriate operator service charges apply in lieu of the mechanized service charge.

[2] Option 1 charges apply.

[3] If operator assistance is required, the appropriate operator service charge applies, in addition to the local message charge.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 6**

**Original Sheet 18**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.3 1-800 CALLING SERVICE**

C. Charges (Cont'd)

3. Directory Assistance[1]	<b>CHARGE</b>
• Per call	\$0.95
4. Operator Service Charges	
• Mechanized Station-to-Station	
- Option 1	0.80
- Option 2	—
• Operator Assisted	
- Partially-Assisted Station-to-Station	1.25
- Fully-Assisted Station-to-Station	2.25
- Operator-Assisted Person-to-Person	3.00
5. Pay Telephone Charge	
• Per completed call[2]	0.26

[1] The mechanized service charge also applies.

[2] This charge is in addition to all other applicable charges listed for 1-800 Calling Service.

**NOTICE  
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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.4 DIRECTORY ASSISTANCE SERVICE[1]**

**A. Directory Assistance Service**

**1. Description**

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers within or outside this state.

**2. Terms and Conditions**

- a. If a customer abuses or fraudulently uses Directory Assistance Service, the appropriate Directory Assistance charges may be assessed on that customer's account.
- b. A caller may request a maximum of two telephone numbers for each call to Directory Assistance.
- c. For Directory Assistance Service call allowance and charge exemptions see the Exchange and Network Services Tariff 6.2.4.
- d. Call completion is provided without additional charge for calls within the LATA. However, intraLATA long distance or local message charges apply if applicable. Call completion is provided on Public Access Lines where facilities permit.
- e. The charges specified in A.3.b., following, apply to each call placed to Directory Assistance, including calls placed for information not contained within the description in A.1., above.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE[1]**

A. Directory Assistance Service (Cont'd)

3. Charges

- a. In locations (including Public Access Lines) where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a customer-dialed calling card or operator-assisted station-to-station call, the appropriate charge applies as specified in 6.2.1.
- b. Charges also apply to each call placed to Directory Assistance from a Public Access Line.

	<b>CHARGE</b>
• Each additional residential call over the call allowance, and each business call to Directory Assistance	\$1.25
• Each call placed from Public Access Lines	
- Direct Dial	0.60
- Alternately Billed	1.25
• Each call placed from Qwest Payphones	
- Direct Dial	0.75
- Alternately Billed	1.25

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS**

**6.2.4 DIRECTORY ASSISTANCE SERVICE (Cont'd)**

B. National Directory Assistance Service

1. Description

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

2. Terms and Conditions

- a. There are no call allowances or exemptions for National Directory Assistance Service customers.
- b. If a customer dials Directory Assistance for the purpose of obtaining a National Directory Assistance listing and also asks for a listing within their local directory Assistance service area, the appropriate charge applies as specified in 6.2.4 of this Catalog.
- c. A maximum of two requested telephone numbers are allowed per call.
- d. This service may be alternately billed. Appropriate service charges listed in 6.2.1 apply in addition to the National Directory Assistance Charge.
- e. Charges will not be incurred for requests originating from telephone services the Company has determined are used on a continuing basis by a person(s) certified incapable of using a published telephone directory.

3. Rates and Charges

- a. Charges apply to each call placed to National Directory Assistance from a Public Access line.
- b. In locations, including (including Public Access Line) where the customer has the capability to direct-dial National Directory Assistance, but chooses to place a call to the National Directory Assistance service attendant via an operator, the operator handled services charges apply as specified in 6.2.1 of this Catalog.

**CHARGE**

- Each call dialed directly by the customer \$1.25

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.2 STANDARD SERVICE OFFERINGS (Cont'd)**

**6.2.12 MESSAGE TELECOMMUNICATION SERVICE (MTS)  
BUSINESS COMPETITIVE RESPONSE PROGRAM**

**A. Description**

The MTS Competitive Response Program is an offering for business customers who return to the Company after changing to another local long distance telecommunications provider.

**B. Terms and Conditions**

1. This competitive response offering will only be offered to Business customers returning to the Company from a competing local long distance telecommunications provider.
2. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentive(s) in similar circumstances.
3. Customers returning to the Company's intraLATA toll service will receive credits in increments up to but not to exceed \$100.00 per customer, per year, based on prior usage including past revenue or minutes of use, or up to 60 free minutes per month for up to two consecutive months, based on potential billed revenue. Customers who receive a one time credit of \$50.00 or greater are required to sign a minimum 12 month contract.
4. The Company reserves the right to discontinue this offer, without further proceedings or approvals, upon notice to the Washington Utilities and Transportation Commission.

**NOTICE**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 PRIME SAVER SERVICE**

A. Description

Prime Saver Service provides customers the opportunity to contract for intraLATA calls at a discounted rate. The customer selects a monthly usage level and is guaranteed a rate per minute associated with that level. The customer will pay for at least the monthly minimum charge associated with the selected usage level, plus additional usage above the selected minimum usage level.

B. Terms and Conditions

1. Prime Saver rates apply only to dial station-to-station calls as defined in this Catalog.
2. Prime Saver rates apply only to intraLATA Message Telecommunication Service (MTS) calls originating and terminating within the same state. Interstate IntraLATA calls are excluded.
3. Prime Saver rates do not apply to calls included in any Company optional MTS calling plan.
4. Usage that has not been converted to MTS from Wide Area Telecommunications Service (WATS), 800, Foreign Exchange (FX) and Feature Group A (FGA) does not qualify for accumulation of Prime Saver Service hours.
5. Usage on residential service does not qualify for Prime Saver Service.
6. Time of day and day of week discounts do not apply to Prime Saver messages.

**NOTICE**

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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 PRIME SAVER SERVICE**

B. Terms and Conditions (Cont'd)

7. The customer's selection of a usage level and a term, shown in C.4., following, remains in effect unless the customer notifies the Company of their intent to change.

One term and minimum usage level will apply to all billed accounts for all of a Prime Saver customer's Washington locations. Selected usage levels will remain effective for a minimum of sixty days.

8. Prime Saver Service is provided in connection with a signed contract.

C. Rates and Charges

1. The charge for Prime Saver Service will be determined by the:
  - Rate per minute associated with a given term for actual hours used by all billed accounts included in the plan for each customer; or
  - The minimum charge, if the customer's actual hours of calling are below the subscribed minimum hours of usage.

**NOTICE**

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**EXCHANGE AND  
NETWORK SERVICES**  
Effective: December 1, 2007

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 PRIME SAVER SERVICE**

C. Rates and Charges (Cont'd)

				<b>USOC</b>
				<b>HTA</b>
<b>TERM</b>	<b>MINIMUM HOURS OF USE</b>	<b>RATE PER INITIAL MINUTE</b>	<b>EACH ADDL. ONE-TENTH MINUTE</b>	<b>MONTHLY MINIMUM CHARGE</b>
One Year	100	\$0.115	\$0.0115	\$ 690.00
	150	0.110	0.0110	990.00
	300	0.105	0.0105	1,890.00
	600	0.100	0.0100	3,600.00
Two Year	100	0.110	0.0110	660.00
	150	0.105	0.0105	945.00
	300	0.100	0.0100	1,800.00
	600	0.095	0.0095	3,420.00
Three Year	100	0.105	0.0105	630.00
	150	0.100	0.0100	900.00
	300	0.095	0.0095	1,710.00
	600	0.090	0.0090	3,240.00

**NOTICE**  
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**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 PRIME SAVER SERVICE (Cont'd)**

D. Application of Rates

1. The Prime Saver charge is calculated by multiplying the rate per minute by the total minutes of Prime Saver usage. If customer's usage is below the minimum monthly usage level of the selected term, the rate difference between the price for the hours used and the minimum hour requirement will be charged to the customer's main billing number.
2. Total charges to each billed account will be rounded to the nearest cent.
3. All actual usage over the minimum usage level will be rated at the associated rate per minute for the usage level and term selected.
4. Messages will accumulate toward the minimum in the month they are billed notwithstanding the date the message was placed.
5. Initial Prime Saver Service Month

The customer's minimum usage requirement will be waived for the month in which the customer initially subscribes to Prime Saver Service. The customer's bills during that month may contain messages rated at both Prime Saver and regular MTS rates.



**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.17 PRIME SAVER SERVICE**

D. Application of Rates (Cont'd)

6. Changes in Minimum Usage Levels and/or Terms
  - a. The customer may change usage levels or terms by notifying the Company. If the request is received on or before the fifteenth of the month, Prime Saver messages for bill periods dated from the first of the next month will be rated under the new usage level and the customer will then be responsible for the new minimum usage level under the appropriate term.
  - b. If the request is received after the fifteenth of the month, Prime Saver messages for bill periods dated from the first of the month following the next month will be rated under the new usage level and the customer will then be responsible for the new minimum level under the appropriate term.
  - c. An increase or decrease in duration of term and/or usage level will require an addendum to the contract.

7. Termination

The customer may discontinue Prime Saver Service with a minimum of two weeks notice to the Company. The effective month will be determined by the effective date of the service order. The customer will be required to pay the Company a termination fee of 10% of the difference between what would have been paid for MTS, absent Prime Saver, and what has been paid under Prime Saver, not to exceed \$3,000.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS (Cont'd)**

**6.3.18 CALLING CONNECTION PLANS**

A. Description

MTS Calling Connection Plans (hereafter referred to as the Plans) are optional toll calling discount plans. These Plans are defined below:

*SUPER SAVINGS* Calling Plan

*SUPER SAVINGS* Calling Plan customers will be charged a special rate, specified in C., following, for their intrastate/intraLATA dial station-to-station long distance calls, as described in 6.2.1. The *SUPER SAVINGS* Calling Plan is available to residence and business service customers.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.18 CALLING CONNECTION PLANS (Cont'd)**

**B. Terms and Conditions**

1. These Plans are not available with the following:
  - Directory Assistance Service
  - Operator Verification/Interrupt Service
  - Other Company optional calling plans
  - Toll-only accounts
  - Hearing or speech impaired discount
2. When the customer initially subscribes to or disconnects this service, if a partial month is billed, the customer's minutes and monthly rate will be prorated.
3. These Plans are available on an account level basis, where one or more lines are billed to the same account.
4. These Plans apply to all intrastate intraLATA direct dial station, calling card and operator handled calls (where the call is billed to the customer's telephone number) placed in the state of Washington, unless specified otherwise.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.18 CALLING CONNECTION PLANS**

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

5. These Plans are available to all business, residence and Public Access Line accounts where terms and conditions permit, with the restrictions and limitations set forth in other provisions of this Catalog.
6. The rates and charges for this service are in addition to the rates and charges for the exchange access service with which it is associated.
7. The minimum service period is one month.
8. Unless otherwise specified herein, all Operator Service charges apply.
9. These Plans are available only in Independent Company territories where billing capabilities exist.

**6. MESSAGE TELECOMMUNICATION SERVICE**

**6.3 OPTIONAL SERVICE OFFERINGS**

**6.3.18 CALLING CONNECTION PLANS (Cont'd)**

C. Rates and Charges

The following rates and charges apply to residence, business and Public Access Line accounts.

- *SUPER SAVINGS* Calling Plan

		NON- RECURRING CHARGE[1]	RATE PERIOD		
	USOC		INITIAL (30 SEC.)	ADD'L. (6 SEC.)	INITIAL MIN OR ADD'L MIN[2]
- Business	OLGFX	—	\$0.07	\$0.014	—
- Residence	OLGVX	\$3.00	—	—	\$0.14

[1] The nonrecurring charge does not apply to existing residential customers who subscribe to *CUSTOMCHOICE*, *CUSTOMCHOICE-COMPLETE*, *POPULAR-CHOICE*, *SELECTPAK*, or *VALUECHOICE* packages found in 105.9.1 of the Exchange and Network Services Tariff.

[2] Partial minutes are treated as full minutes for billing purposes.

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**Qwest Corporation**

**Catalog No. 3  
Washington**

**SECTION 7  
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**EXCHANGE AND  
NETWORK SERVICES**  
Effective: December 1, 2007

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

<b>SUBJECT</b>	<b>SHEET</b>
800 Service .....	1
Rates and Charges.....	23

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

A. Description

1. Wide Area Telecommunications Service (WATS) provides for dial-type communications between a WATS termination and other exchanges within a Local Access and Transport Area (LATA) and in accordance with the regulations and schedules of charges specified in this Catalog.
2. The Washington LATAs covered by this Catalog are delineated in the National Exchange Carrier Association Tariff, F.C.C. No. 4.
3. A WATS access line is a transmission path between the WATS first standard network interface (provided by the Company) or the WATS customer's premises and the Company central office.
4. WATS is provided in this service arrangement: 800 Service (shared).
  - a. The 800 Service customer is furnished a WATS access line arranged for inward calling only and a telephone number which begins with the special service area code 8XX (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available). 800 Service, in conjunction with an IC, provides for dial-type calling to a WATS termination by way of the WATS access line and the public switched network from other locations within the LATA in the State.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

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

5. 800 Service will be provided jointly by the Company and the IC on a shared basis. For a shared WATS access line, the Company provides the WATS access line, transports the intraLATA traffic and bills both the WATS access line and intraLATA usage to the end user as set forth in this Catalog. The IC transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The IC shall order Switched Access Service under the terms and conditions of the Company's Access Service Tariff.
6. Interstate interLATA 800 Service will be provided by the IC.
7. Customers cannot purchase 800 Service (shared) for intraLATA use only. InterLATA intrastate 800 Service is available in conjunction with an IC.
8. WATS is furnished only if the necessary service components are available.
9. A minimum of two access lines may be required for each 800 Service group, and the two access lines must be available within a service group for completion of a given call. Fifteen hours of usage each month will be the basis on which a second line will be required. Customers whose usage exceeds this can request the Company to conduct usage studies to test for network blockage in order to seek waiver of the two line requirement.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

B. Definitions

800 Service (Shared)

A WATS access line arranged for 800 Service allows customers to receive and pay for incoming long distance calls by use of a telephone number which begins with the special service area code, 8XX (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available). 800 Service is provided on a shared WATS basis. The service is considered shared when the Company provides the WATS access line and transports the intraLATA traffic. The Interexchange Carrier (IC) provides the interLATA traffic. Both companies bill usage to the end user at their applicable charges. IntraLATA only 800 Service will not be provided. (For intraLATA only 800 Service, see 800 Serviceline Option as described in Section 107.1.) IntraLATA usage is bulk billed as defined in 7.1.2.A.2., following.

Communications Systems

As used in this Section, channels and other facilities which are capable, when not connected to Wide Area Telecommunications Service, of communications between customer-provided equipment or Company stations. When used in connection with communication systems provided by an IC, denotes channels and other facilities.

Hunting Arrangement

As used in this Section, a grouping of access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

B. Definitions (Cont'd)

Interexchange Carrier (IC)

A person or entity engaged for hire in interstate, intrastate interLATA, or foreign communications with or without wires. Services of ICs are normally provided to end users.

Interexchange Channel

A path for electrical communication which interconnects exchanges (or locations outside of exchanges) in which WATS stations are located.

Multiline Terminating System

Switching equipment (e.g., PBX, Centrex, Automatic Call Distribution, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, WATS access line, private line service or communications system.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

B. Definitions (Cont'd)

Quick Call

A rate plan for intraLATA 800 Service customers whose 800 Service messages average thirty seconds or less.

Service Group

When used in connection with 800 Service, denotes the access lines arranged in central office equipment furnished by the Company as part of a given hunting arrangement.

Service Terminating Arrangement

Company-provided equipment which terminates WATS at a customer's premises. The service terminating arrangement provides a clear delineated interface which facilitates the design, isolation, and testing of WATS. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.

Shared WATS Service

A service is considered shared when the Company provides and bills for a dedicated access line and the associated intraLATA usage and the IC provides and bills the interLATA usage.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

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

Switching Equipment

Equipment which performs the functions of establishing and releasing connections between two or more Company-provided services, or Company-provided service or services and a communications system or systems provided by the customer, or IC.

Usage Sensitive Tapered Schedule

A rate schedule which applies hourly rates for each additional hour of use. Rates decrease at defined levels of use, called taper points.

WATS Access Line

The transmission path between a WATS termination and the point in a Company central office where access to the switched network is obtained for the purpose of completing WATS calls and consists of all facilities, including outside plant facilities, from the Company serving central office equipment to the Standard Network Interface on the customer's premises.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

**C. WATS Terminations**

1. The terminating point of a WATS access line is a Standard Network Interface (SNI) (See B., preceding). The first termination is the WATS access line, and all other terminations on the same line are WATS access line extensions.
2. The WATS access line may terminate in one of the following:
  - a. Terminal equipment, e.g., multiline terminating systems or a communication system on the customer's premises, on the customer's side of the SNI.
  - b. Switching equipment in the Company central office.
  - c. Interexchange Carrier Central Office Connecting Facility channels in the Company central office.

**D. Terms and Conditions**

**1. Dial-Type Service**

- a. WATS calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a Company operator.
- b. WATS does not include person-to-person service, collect, conference, or other calls requiring operator handling except where facilities are not available for dial completion.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

D. Terms and Conditions (Cont'd)

2. Area of Service

- a. All WATS access lines and access line extensions must be located within the LATA.
- b. WATS access lines can be utilized to originate and terminate intrastate interLATA calls of an IC by subscribing to an IC's service, where facilities are available.
- c. All existing 800 Service access lines will continue to provide full intrastate 800 Service, with the participation of AT&T, until technical facilities allow sharing 800 Service with other ICs.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

D. Terms and Conditions (Cont'd)

3. Transmission Quality

- a. Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or services.
- b. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
- c. The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations within the LATA. Connections of a communications system provided by the customer or IC to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on connections.
- d. The Company's undertaking to provide facilities is made only to those carriers which comply with the Rules and Regulations of the Washington Utilities and Transportation Commission for communication carriers within the State of Washington.

4. Connection to Other Services

- a. WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.
- b. All arrangements concerning the IC services will be made by the customer with that carrier.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

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

**5. Priority of Service**

The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in the Access Service Tariff, Section 13.

Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, Message Telecommunication Service will be established before all other services.

The rates and charges for TSP are in the Access Service Tariff, 13.3.2.

The Company will allow resale of a service only after the parties seeking this service have prior authorization from the Washington Utilities and Transportation Commission to resell the service.

**6. Company Liability**

- a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of the facilities of the Company, the service and facilities furnished by the Company are subject to the terms, conditions and limitations specified.
- b. The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions of D.6.c. through D.6.h., following, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the 800 Service number, whichever is appropriate for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Catalog as an allowance for interruptions.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**D.6. (Cont'd)**

- c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use of; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus any systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.
- d. No carrier participating in this service shall be liable for any act or omission of any other carrier also participating in the service.
- e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of the equipment provided.

The Company may require each customer to sign an agreement for the furnishing of the equipment as a condition precedent to furnishing the equipment.

The customer shall furnish, install and maintain sealed conduit with explosion proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

- f. The Company shall not be responsible to the customer, if changes in facilities, equipment, operations or procedures of the Company require that the WATS telephone number be changed.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

D.6. (Cont'd)

- g. The Company will not be liable for any act or fraud of any customer.
- h. The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on the premises or by the installation or removal of, when the defacement or damage is not the result of negligence of the agents or employees of the Company.

7. Completion of 800 Service messages

An 800 Service customer must subscribe to and make use of adequate facilities so that use of the service does not interfere with another customer's service or proper operation of the public switched network. The Company, without incurring any liability, may terminate or refuse to furnish 800 Service to any customer who fails to comply with the conditions, provided that, in case of a termination of service, at least five working days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for cause.

8. Use of Service

WATS may be used by the customer or an authorized representative of the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 7**

**Original Sheet 13**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

D. Terms and Conditions (Cont'd)

9. Abuse or Fraudulent Use

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The placing or acceptance of a WATS call by a WATS customer, his agent, employee or representative, in response to an uncompleted Message Telecommunication Service call, which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or through any other fraudulent means or device, with intent to avoid the payment, in whole or in part, of the regular rates and/or charges for the service;
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

10. Maintenance and Repairs

The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any network facilities installed by the Company except upon the written consent of the Company.

11. Pay Telephone Charge

The Pay Telephone Charge applies to all calls placed from pay telephones. This charge is in addition to all other applicable 800 Service rates and charges.

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

E. Application of Monthly Rates and Usage

1. Rate Structure

- a. WATS usage rates are for telecommunications between the WATS termination and another location within the LATA.
- b. WATS usage rates in this Catalog apply only to those messages originating and terminating within the same LATA.
- c. WATS usage rates are based on the average hours of use per access line for 800 Service.

2. Service Group

See definition in 7.1.B., preceding.

3. Minimum Average Time Requirement and Quick Call for 800 Service.

- a. All messages completed in one billing period in a service group must average at least one minute in duration.
- b. If the average duration of all the messages is less than one minute, the total use for the service group equals the number of messages multiplied by one minute.
- c. 800 Service customers whose 800 Service messages average thirty seconds or less, qualify for Quick Call. Each current bill for qualifying customers will be adjusted to reflect the Quick Call rate applied to the previous month's calls.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

**E. Application of Monthly Rates and Usage (Cont'd)**

**4. Timing of Calls**

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station.
- b. Chargeable time ends when the caller hangs up thereby releasing the network connection. If the called party hangs up but the caller does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When 800 Service is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Service so that the chargeable time may begin.

**5. Minimum Service Period**

The minimum service period for WATS is one day.

**6. Fractional Periods**

- a. The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.
- b. For the purpose of administering this condition with respect to the determination of the charge for a fractional part of a month, every month is considered to have thirty days.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E. Application of Monthly Rates and Usage (Cont'd)

7. Method of Determining Usage Charges for 800 Service including Quick Call
  - a. Note the total number of messages for the service group.
  - b. Determine the equivalent hours used by applying the minimum average time requirement of one minute (one message = one minute).
  - c. Note the total actual hours used for the service group.
  - d. Determine the chargeable hours, the greater of b. or c., preceding, rounded to the nearest tenth (one decimal place).
  - e. Determine the number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty days. The result is rounded to the nearest hundredth (two decimal places).
  - f. Determine the average use per line in the service group by dividing the chargeable hours in d., preceding, by the number of access lines in e., preceding.
  - g. Determine the usage charge per line by multiplying the hourly rate for the appropriate taper(s) by the number of hours used in each taper and then totaling these charges.
  - h. Determine the total usage charge for the service group by multiplying the usage charge per access line in g., preceding, by the number of access lines shown in e., preceding.
  - i. IntraLATA 800 Service customers whose 800 Service messages average thirty seconds or less, qualify for Quick Call. Quick Call provides a discounted rate for each short duration call as shown in 16., following.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E. Application of Monthly Rates and Usage (Cont'd)

8. Advance Payments

- a. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment, if applicable, at the time of application. The amount of the advance payment will be determined by the Company as stated in 2.3.3, preceding.
- b. The amount of the advance payment is credited to the customer's account as applying to an indebtedness for the service furnished.

9. Payment of Charges

The customer is responsible for payment of all charges for service furnished the customer. When, for technical or mechanical reasons, it is necessary for the Company to activate or connect WATS line(s) prior to the date requested and the customer uses the service during that period, and/or in instances where service cannot be disconnected on the date requested and the customer uses the service beyond that date, charges are applicable for the entire period during which the service was used. Connection charges from the appropriate Company's tariffs are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except additional hourly charges, which are payable upon rendition of a bill by the Company.

10. Billing Period

The billing period is calculated as follows:

- a. The period billing includes the first day usage appears.
- b. The period billed includes the last day usage appears after the requested disconnect date. For example: A customer requests a WATS service disconnect to be effective on the 15th of the month and the Company disconnects the line(s) on the 20th. The customer does not use the line on the 16th or 17th but does use it on the 18th, the charges are then calculated based on eighteen days usage.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E. Application of Monthly Rates and Usage (Cont'd)

11. Deposits

The applicant or customer for service may be required to make a deposit with the Company as shown in 2.3.3, preceding.

The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation. Where the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded.

Upon establishment of a satisfactory credit rating, a deposit will be refunded or credited to the customer at any time prior to termination of the service.

12. Cancellation of Application For Service For 800 Service

- a. Where an application for service is cancelled by the applicant prior to the start of any design work or installation of facilities, no charge applies.
- b. Where installation of facilities has been started prior to the cancellation, appropriate connection charges as shown in the Company's tariffs will apply.
- c. If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company and the Company may collect a charge equal to the estimated costs incurred in the installation, less estimated net salvage.
- d. Installation is considered to have been started when the Company incurs any expense in connection with, or in preparation for, provision of service which would not otherwise have been incurred, provided:
  - The customer has advised the Company to proceed with the installation, and
  - The Company has accepted the order.
- e. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.

**NOTICE**

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**Washington**

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**Original Sheet 19**

**EXCHANGE AND  
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Effective: December 1, 2007

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E. Application of Monthly Rates and Usage (Cont'd)

13. Minimum Contract Period

The minimum contract period is one day and applies separately for 800 Service.

14. Termination of Service For Cause

Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, without incurring any liability, discontinue furnishing the service, upon proper written notice.

15. Allowance For Interruptions

Allowances for interruptions apply to each WATS access line shown in 15.a. through 15.f., following:

- a. When the WATS access line is interrupted for a period of less than two hours, no credit applies.
- b. When the WATS access line is interrupted for a period of two to twenty-four hours, the following credit applies.

**CREDIT  
ALLOWANCE**

- Allowance \$25.40

- c. When the WATS access line is interrupted for a period of more than twenty-four hours, the following credit applies for each twenty-four hour period or any fraction thereof.

**CREDIT  
ALLOWANCE**

- Allowance \$25.40

- d. The credit in 15.b. and 15.c., preceding, includes all credit to be applied for an interruption.

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E.15. (Cont'd)

- e. No credit allowances will be made for:
  - Non-completion of WATS messages due to busy network conditions.
  - Interruption of the service due to customer-provided equipment or systems.
  - Interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated.
  - Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangements.
  - Interruption of service due to negligence of the customer.
- f. Message toll service furnished a customer when WATS is interrupted is charged for at the message toll service rates contained in Section 6.

**16. Minimum Average Time Requirement for 800 Service and Quick Call**

- a. All messages completed in one billing period in a service group must average at least one minute duration.
- b. If the average duration of all messages is less than one minute, the total use for the service group equals the number of messages multiplied by one minute.
- c. Quick Call

If the average length of a customer's 800 Service calls is thirty seconds or less, the following rate applies:

	<b>CHARGE</b>
<ul style="list-style-type: none"><li>• Each call</li></ul>	\$0.12

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

E. Application of Monthly Rates and Usage (Cont'd)

17. Rate Conditions

- a. The rates and charges shown apply only between Company rate centers, and rate centers of connecting companies within a LATA which participate in the service, and between rate centers of connecting companies who are participating in the service but do not have an effective intraLATA WATS tariff filed.
- b. Calls placed over WATS access lines to rate centers of connecting companies within a LATA which do not participate in WATS will be furnished at message toll service rates as shown in Section 6.
- c. The usage rate structure for 800 Service is a usage sensitive tapered schedule.
- d. Monthly usage charges for a service group are computed on an average usage per line basis according to a tapered schedule for 800 Service. There is no minimum monthly usage requirement. Hourly rates for each additional hour of use decrease at defined levels of use called taper points. The WATS schedule reflects four taper points. The minimum average time requirement is applied as described in 7.1.E.3., preceding.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE**

- E. Application of Monthly Rates and Usage (Cont'd)
- 18. Directory Assistance - See 6.2.4, Directory Assistance Service, of the Exchange and Network Services Tariff and/or Catalog.
- 19. Directory Listings
  - a. Directory listings for inward service (800 Service) lines will be provided at charges and rates applicable for business additional listings. (See 5.7.1, Directory Listings.)
- 20. Customers may retain the same 800 Service telephone number when moving to another location.
- 21. Other Charges

All other charges and rates will be those shown in this Catalog covering the exchange where the WATS access line is located.

**7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**7.1 800 SERVICE (Cont'd)**

**7.1.2 800 SERVICE**

A. Rates and Charges

1. 800 Service Access Line

	<b>USOC</b>	<b>MONTHLY RATE</b>
• 800 Service-shared with AT&T (minimum of two lines required), each line	8L9	\$40.00
• 800 Service-shared with IC other than AT&T, (minimum of two lines required), each line	8Q9++	40.00
• 800 Service-shared, IC bills own interLATA usage, (minimum of two lines required), each line	8J9++	40.00
		<b>NONRECURRING CHARGE</b>
• Install or connect new		\$48.00
• Change of IC		15.00
• Change of inward telephone number		[1]

2. The hourly rates for 800 Service apply to the average use for each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

	<b>CHARGE</b>
• Usage rate per access line, per hour	
- First 10 hours	\$10.35
- Next 20 hours	9.00
- Next 30 hours	7.65
- Over 60 hours	6.30

[1] See 2.2.7 of this Catalog.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 8**

**Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

<b>SUBJECT</b>	<b>SHEET</b>
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**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS**

A. General

Equipment (including protective circuitry), communications systems and premises wiring connected to telecommunications services furnished by the Company are generally subject to Part 68 of the Federal Communications Commission (FCC) Rules and Regulations, CFR Part 68 (commonly known as the FCC's Registration Program).

Equipment and systems not subject to Part 68 of the FCC Rules and Regulations which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in Part 68 of the FCC Rules and Regulations.

B. Customer Responsibility

1. The customer is responsible for the installation, operation and maintenance of any Customer Provided Equipment (CPE) or system. No combinations of CPE or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a CPE or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a maintenance of service charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of CPE or system.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS (Cont'd)**

**C. Company Responsibility**

1. Telecommunications services provided by the Company are not represented as adapted to the use of Customer Provided Equipment (CPE) or systems. Where CPE or systems are used with telecommunications services, the responsibility of the Company is limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for:
  - The through transmission of signals generated by the CPE or systems or for the quality of, or defects in, such transmission.
  - The reception of signals by CPE or systems, or
  - Address signaling where such signaling is performed by CPE signaling equipment.
2. The Company will, at the customers' request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit CPE to operate in a manner compatible with telecommunications services.
3. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC's Rules and Regulations. If such changes can be reasonably expected to render any customer's equipment or system incompatible with telecommunications services, or require modification or alteration of such CPE or systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.



**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS (Cont'd)**

**D. Recording Of Two-Way Telephone Conversations**

Customer provided voice recording equipment may be connected with telecommunications services, as follows:

1. Customer recording equipment may be connected to the telecommunications network provided that, when such connections are made the voice recording equipment shall be so arranged that, at the will of the user, it can be activated and deactivated. In addition, one of the following conditions must apply.
  - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
  - b. The recording party to the telephone conversation must notify the other party to the telephone conversation that it intends to record the conversation, and this notification must be part of and obtained at the start of the recording, or
  - c. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of the recording equipment; or customer registered or grandfathered protective circuitry; or a grandfathered Company connecting arrangement.
  - d. In the case of municipal fire and police departments which have central office lines used exclusively for the receipt of local or intrastate fire or police emergency calls and are attended at all times for such purposes, recorder connector equipment without the automatic tone device may be furnished for use provided that the proper municipal authority certifies that these conditions will be observed.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS**

D.1. (Cont'd)

- e. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
  - The licensee informs each party to the call of its intent to broadcast the conversation; or
  - Each party to the call is aware of the licensee's intent to broadcast the call; or
  - Such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
2. The FCC has established the following exceptions to the foregoing requirements:
  - a. Recordings made of incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:
    - Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to MTS, WATS or local exchange service, and
    - Recordings made by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its operations center for recording of two-way telephone conversations.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS**

D.2. (Cont'd)

- b. Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:
    - Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
  - c. Legally obtained recordings of calls made by federal, state or local law enforcement authorities, or federal intelligence authorities.
3. Acoustic or Inductive Connections

Customer provided voice or data terminal equipment may be acoustically or inductively connected to Company provided terminal, provided the connection is made external to the terminal equipment. Such connections are subject to the Minimum Protection Criteria specified in Part 68 of the FCC's Rules and Regulations.

Customer provided tone type address signaling is permitted through such connections; however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE**

**8.1.1 GENERAL PROVISIONS**

**D. Recording Of Two-Way Telephone Conversations (Cont'd)**

**4. Violation of Regulations**

When any customer provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in these regulations, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation.

The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO  
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES  
WIRE (Cont'd)**

**8.1.2 CONNECTIONS OF REGISTERED EQUIPMENT**

**A. Extension Station Lines And Private Branch Exchange Station Lines**

1. The following is the maximum number of main and extension stations equipped with bells per exchange access line which may be allowed in connection with business or residence flat rate, basic measured, party line and Private Branch Extension (PBX) service.

- Individual line ..... 5

2. Bells and/or signals connected to the same exchange access line cannot exceed the allowable maximum ringer equivalence of five or as otherwise determined by the Company.

- Two-party line..... 4
- Four-party line ..... 2
- Suburban line ..... 2
- PBX station line ..... 3

3. The maximum number of bells on an exchange access line may be further limited where other signals are connected to that line.

**9. CENTRAL OFFICE SERVICES**

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## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.3 CENTRAFLEX SYSTEM 2**

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

1. The *CENTRAFLEX* System 2 (CS2) provides optional Custom Calling features to exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system. CS2 service can be provided on business exchange access lines in the categories of Basic Measured, Simple Flat and Complex Flat.
2. Three basic feature packages, Softpak I, Softpak II, and Softpak III, are available to the CS2 subscriber. All lines in the system must be the same Softpak. The following standard features are included in the CS2 Softpak rates and charges:
  - a. Softpak I
    - Attendant Call Transfer
    - DID/DOD
    - Intragroup/Intercom Dialing
    - Station Toll Billing
    - Touch-Tone
  - b. Softpak II
    - Softpak I features, plus:
      - Add-on
      - Call Hold
      - Call Transfer
  - c. Softpak III
    - Softpak I and Softpak II features, plus:
      - Station Call Transfer - Outside

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.3 CENTRALFLEX SYSTEM 2**

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

3. The following selection of optional line features are available to the CS2 customer:
  - Automatic Call Back Calling
  - Automatic Call Transfer
  - Automatic Line
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Forwarding - Variable
  - Call Park
  - Call Pickup
  - Call Waiting - Originating
  - Call Waiting - Terminating
  - Conference Calling
  - Custom Restriction
  - Data Call Protection
  - Data Set Interface
  - Deny Terminating
  - Dial Call Waiting
  - Dial 9 Restriction
  - Electronic Set Service
  - Group Intercom
  - Make Set Busy
  - Message Waiting
  - Speed Calling

**NOTICE**

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## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.3 CENTRAFLEX SYSTEM 2**

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

4. The following selection of optional group features are available to the CS2 customer:

- Attendant Service
- Automatic Route Selection (ARS)
- Distinctive Ringing
- Electronic Tandem Switching (ETS)
- Facility Terminations
- Intercept
- Multiple Position Hunt
- Multiple Systems
- Simplified Message Desk Interface
- Single Digit Feature Access Code
- Station Message Detail Recording (SMDR)
- Trunk Answer Any Station
- Uniform Call Distribution (UCD)

##### B. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.
2. A customer may choose to combine access lines terminating at different locations into a single CS2.
3. The CS2 is not available on trunks, remote switching systems (RSS), Centrex service, Public Communications Service or multiparty service.
4. *CENTRAFLEX* 2 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.3 CENTRAFLEX SYSTEM 2**

B. Terms and Conditions (Cont'd)

5. The customer may elect to subscribe to CS2 service on a month-to-month basis or under a Term Pricing Agreement which ensures exemption from Company initiated rate increases on those items covered under the Agreement. The customer may choose a 3-, 4-, or 5-year agreement period. An agreement assures rate stability for the agreement period on the Common Equipment and Softpak monthly rates, as well as all CS2 Optional Line and Group Features excluding Call Forwarding - Busy Line. In addition, a 5% discount is applicable to all CS2 Optional Line and Group Features. In exchange for the Company's guarantee of stabilized rates, the customer must agree to retain CS2 service for the entire agreement period. The Termination Liability/Waiver Policy, as set forth in this Catalog, Section 2, applies to the Term Pricing Agreement. If the customer disconnects before the agreement period expires, a termination charge will apply.
  - a. The termination amount will be calculated as specified in the Termination Liability/Waiver Policy, set forth in this Catalog.
  - b. Cancellation of Service

Should the customer terminate this Agreement, prior to the commencement of service, the customer shall reimburse the Company for non-recoverable expenses incurred.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.3 CENTRAFLEX SYSTEM 2**

B. Terms and Conditions (Cont'd)

6. Subscriber "Location"

- a. Subscriber primary location is that subscriber location within the area of their current serving central office designated on the customer's billing record. Any subsequent changes to the primary location are subject to the conditions specified in this Section.
- b. Subscriber secondary location is a subscriber location other than the primary location served by one or more basic access lines of the *CENTRAFLEX 2* system.

7. Mileage

The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.

- a. Feature Group A (FGA) cannot be used as a basic *CENTRAFLEX 2* access line. It can, however, be arranged for use as a Foreign Exchange (FX).
- b. A trunk from another exchange can be connected to the *CENTRAFLEX 2* system. It would be accessed by a 1XX code by the *CENTRAFLEX 2* user and by a seven digit telephone number in the originating exchange. The following charges would apply:
  - (1) Trunk charges from 5.1.4, Foreign Exchange Service, of this Catalog or Section 6, Access Service (FGA), of the Access Service Tariff, apply.
  - (2) Interexchange mileage charges apply as specified in 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the FX charges above.
  - (3) For each FX or FGA terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FX or FGA on an outgoing call. If the FX or FGA is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge.
  - (4) If features are required on the line, additional feature charges apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.3 CENTRAFLEX SYSTEM 2

##### B.7. (Cont'd)

- c. A *CENTRAFLEX 2* line with a telephone number access on the *CENTRAFLEX 2* system that terminates in a set in another exchange has the following charges.
  - (1) Line charges specified in 5.1.4, Foreign Exchange Service, of this Catalog, apply.
  - (2) Interexchange mileage charges apply from 5.1.4, Foreign Exchange Service, of this Catalog, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.
- d. A *CENTRAFLEX 2* line with telephone number access on the *CENTRAFLEX 2* system that terminates in a set in another central office in the same exchange has the following charges:
  - (1) *CENTRAFLEX 2* station line charges, as specified in 5.2.4 of this Catalog, apply.
  - (2) Transport mileage charges from the Private Line Transport Services Catalog, apply, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.
- e. A *CENTRAFLEX 2* line with a telephone number access on the *CENTRAFLEX 2* system that terminates in a set in another LATA or in another State has the following charges:
  - (1) Line charges as specified in the Private Line Transport Services Catalog, or Qwest Corporation F.C.C. No. 1 (hereafter in this Section referred to as F.C.C. No. 1), apply.
  - (2) Basic private line termination charges apply for each private line terminated.
  - (3) If features are required on the line, additional feature charges apply.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 9**

Original Sheet 7

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

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

C. Rates and Charges

1. The rates and charges following are for *CENTRAFLEX* System 2 (CS2) only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
a. Common Equipment, per system	ELX	\$350.00	\$60.00	\$20.00
b. Basic Packages				
• Softpak I, per line	ELXO1	3.25	4.25	3.25
• Softpak II, per line	ELXO2	3.25	6.25	5.25
• Softpak III, per line	ELXO3	3.25	7.25	6.25
				<b>NONRECURRING CHARGE</b>
c. Miscellaneous Charges				
• Change in System Code, per system				\$15.00
• Change in Line Code, per line				15.00

**NOTICE**  
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## **9. CENTRAL OFFICE SERVICES**

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

#### **9.1.9 CENTRAFLEX SYSTEM SINGLE LINE**

##### A. Description

*CENTRAFLEX* System Single Line (CS-SL) service provides optional Custom Calling Services features to residence exchange access lines in the category of residence flat and basic measured.

The CS-SL offering will provide a package of features on a single central office line. The billing record of toll calls on lines using CS-SL service will not be affected by the application of the features of this service.

##### 1. Standard Features

The following standard features are included in the CS-SL package:

##### Call Hold

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

##### Touch-Tone

The CS-SL will be equipped with Touch-Tone service. With such equipment, the CS-SL user must use a tone signaling set. Touch-Tone provides access codes for features using \* and # buttons.

##### User Transfer/Outside

A CS-SL user can transfer an established call to another line.

##### Three-Way Calling/Conference Calling

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

## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.9 CENTRAFLEX SYSTEM SINGLE LINE**

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

##### 2. Optional Features

The following selection of optional features are available to CS-SL customers:

##### Call Waiting

Provides a tone burst alert to a CS-SL user on an existing call of another incoming call.

##### Call Forwarding-Variable

Automatically transfers all calls made to the subscribing line to a different line.

##### Speed Calling 6 Number List

Allows a CS-SL user to dial a code and a single number to reach up to six frequently called numbers.

##### Speed Calling 30 Number List

Allows a CS-SL user to dial a code and two digits to reach up to thirty frequently called numbers.

##### B. Terms and Conditions

1. The quality of transmission may vary when calls are forwarded or connected via conferencing depending on the distance and routing involved.
2. The CS-SL features available, their operation and their interaction with other features, may differ dependent upon the type of central office equipment providing service.
3. The CS-SL requires special central office equipment and is not provided in all central offices. The Company may furnish CS-SL where there is available central office equipment with the proper program updates, as determined by the Company.

#### **NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.9 CENTRAFLEX SYSTEM SINGLE LINE**

B. Terms and Conditions (Cont'd)

4. CS-SL is not available on trunks, Remote Switching Systems, Centrex systems, Public Communications Service, or multiparty services.
5. Touch-Tone signaling is required on each access line.
6. Other Custom Calling Service or Centrex-Type services are not compatible with the CS-SL.
7. Features from other catalog schedules are not available on CS-SL.

C. Rates and Charges

The following residence rates and charges are for the CS-SL only and are in addition to the applicable monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. CS-SL, per line	C9S	\$11.00	\$5.00
2. Optional Features			
• Speed Calling, per line			
- 6 number list	ESTC1	11.00	2.50
- 30 number list	ESFC3	11.00	5.25
• Call Waiting, per line arranged	MVPCW	3.25	2.15
• Call Forwarding-Variable, per line arranged	MVPCF	3.25	1.25

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



## **9. CENTRAL OFFICE SERVICES**

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

#### **9.1.10 OPTIONAL FEATURES[1]**

##### **A. Customer Dialed Account Recording (CDAR)**

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

This feature allows a customer to add an account number (up to eight digits) to the record of the Station Message Detail Recording - Basic (SMDR-B) call as it is being placed. The CDAR number does not affect the charging of the call but may be used by the customer for identification or internal allocation of the customer's services.

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

- a. CDAR will only be furnished in conjunction with SMDR, where facilities permit and where the Company's message billing process has been arranged to provide this optional feature.
- b. CDAR may be furnished only in conjunction with SMDR-B subject to the availability of facilities and where the Company's message billing process has been arranged to provide the CDAR optional feature.
- c. The nonrecurring charge does not apply if installed at the same time as Common Equipment for SMDR-B.
- d. A maximum of eight CDAR digits may appear in the SMDR-B record. The number of digits will be pre-designated by the customer and must be constant for all CDAR calls made by the customer. The CDAR entry will be in addition to the details as provided for SMDR-B.

EXCEPTION: On inward calls extended by the attendant, the SMDR-B is limited to an entry code, the called station number or called tie line access code, time of day, date and duration of call after attendant processing. Calls to stations or tie lines found busy are ordinarily not recorded.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.10 OPTIONAL FEATURES[1]**

A.2. (Cont'd)

- e. When CDAR common equipment is installed separately from SMDR Common Equipment, a per-facility-group nonrecurring charge as specified in SMDR applies to each private facility group previously terminated in the SMDR-B arrangement.
- f. Special test tapes, program re-runs, or program modifications, if requested by the customer, will be provided only if facilities and operating conditions permit and at estimated costs.

3. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Common Equipment, per serving central, office	CMD	\$600.00	\$50.00
• Message Detail Charges, per message		—	0.01
• Inward CDAR	CMW	100.00	10.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

## **9. CENTRAL OFFICE SERVICES**

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

#### **9.1.12 CENTRAFLEX SYSTEM 1**

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

*CENTRAFLEX* System 1 (CS1) Service provides optional Custom Calling features to residence exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system. The CS1 is offered in two categories. The CS1-Six Pack provides a system of features on two to six central office lines. The CS1-Bell Pack provides a system of features on two to thirty central office lines.

CS1 Service can be provided on residence exchange access lines in the category of residence flat and basic measured. A CS1 system may contain both residence and business lines; however, only one residence line is permitted, and a business line must be the first line on the system. Flat rate and measured-type lines may not be mixed on the same CS1 system.

1. The following standard features are included in the basic CS1 package:

- Call Hold
- Call Transfer - Outside
- Intercom Calling
- Three Way Calling
- Touch-Tone

2. The following optional features are available to the CS1 customer:

- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- Call Forwarding - Variable
- Call Pickup
- Call Waiting - Terminating
- Distinctive Ringing
- Speed Calling

**NOTICE**

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## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

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

##### **B. Features Description**

###### Call Forwarding - Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The number to which calls are transferred is specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

###### Call Forwarding - Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

###### Call Forwarding - Variable

Provides for the automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant. The attendant or station user may establish the transfer by dialing a code. The quality of transmission for calls utilizing this feature may vary depending on the distance and routing involved.

###### Call Hold

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

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.12 CENTRAFLEX SYSTEM 1

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

##### Call Pickup

Permits a station user of a designated pick up group to answer a call directed to another station in the group by dialing a code.

##### Call Transfer - Individual All Calls

Allows a station to transfer any call to another station in the system without the aid of an attendant. Also allows a station to hold any call, originate a call to another station inside or outside the system for consultation and add-on to the call for a three-party conference. One person on the final connection must still be within the system.

##### Call Waiting - Terminating

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

##### Distinctive Ringing/Call Waiting Tone

Allows the customer to distinguish between incoming and Intercom calls by providing distinctive ringing patterns. Station lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and Intercom calls which are waiting.

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

- Type A - Intra-system
- Type B - DID, Attendant completed, Tie Lines

##### Intercom Dialing

A CS1-Six Pack line can dial up to five other lines in the same CS1 group by dialing an access code followed by a single digit. A customer utilizing a measured type of line will not be billed a measured rate for Intercom calls originating from a CS1 line.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.12 CENTRAFLEX SYSTEM 1**

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

##### Speed Calling - Six Pack

Allows a user of a Six Pack line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to thirty preprogrammed numbers. The CS1 Six Pack can only subscribe to one 30-number Speed Calling list and all lines in the group share access to that list. One customer specified line has the ability to reprogram the list.

##### Three Way Calling

The station user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the station user may choose to add on the previously held call into a three way conference. The quality of transmission may vary when calls are forwarded or connected via Three Way Calling depending on the distance and routing involved.

##### Touch-Tone

Touch-tone signaling is included as part of the Centrex-type line. Although telephone sets not equipped with tone signaling may terminate in the system, no guarantee of feature capability will be made in respect to those sets. Touch-tone provides access codes for features using \* and # buttons.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

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

C. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.
2. A CS1 system may be served by Foreign Exchange lines, provided that those lines all originate in the same central office entity.
3. CS1 is not available on trunks, remote switching systems (RSS), Centrex systems, Public Communications Service or multiparty service.
4. All access lines terminating in a system must be served by the same central office entity.
5. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
6. *CENTRAFLEX* 1 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.
7. Features from other Tariff/Catalog sections are not available on CS1.
8. When a CS1 system contains both residence and business lines, Hunting and Call Forwarding-Busy Line features are not permitted between the business and residence lines. If a telephone number change is required to combine a residence line and a business line in one system, no change of telephone number charge is applicable.
9. The Call Forwarding and Call Waiting features are not permitted on the same line. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

**NOTICE**

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**EXCHANGE AND  
NETWORK SERVICES**  
Effective: December 1, 2007

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

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

D. Rates and Charges

The residence rates and charges following are for *CENTRAFLEX* System 1 (CS1) only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. CS1-Six Pack			
• CS1-Six Pack, first exchange line terminating	MVP	\$11.00	\$5.00
• CS1-Six Pack, each additional line terminating	MVPAL	11.00	4.00
• CS1 Speed Calling, 30 number list			
- Per list	MVPCD	11.00	5.25
- Per line sharing list	ESH	—	—

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 9

Original Sheet 19

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.12 CENTRAFLEX SYSTEM 1**

D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
2. Optional Features			
• Call Waiting, per line arranged	MVPCW	\$3.25	\$2.15
• Call Forwarding - Variable, per line arranged	MVPCF	3.25	1.25
• Call Forwarding - Busy Line, per line arranged			
- Incoming only	MVPBL	3.25	0.20
- All calls	MVPBC	3.25	0.10
• Call Forwarding - Don't Answer, per line arranged			
- Incoming only	MVPDA	3.25	2.45
- All calls	MVPDC	3.25	1.25
• Distinctive Ringing, per line arranged	MVPDR	3.25	1.00
• Call Pickup Basic, per line arranged	E3P	3.25	1.00
- Directed, Barge In	DPG	3.25	1.00
- Directed, Non-Barge In	E6D	3.25	1.00

NOTICE

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**9. CENTRAL OFFICE SERVICES**

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

**9.1.18 CENTREX *PRIME* SERVICE**

A. Description

1. Centrex *PRIME* Service is a switched business communications service furnishing connections between a central office based switching system and the network interface which serves end user customer terminals. Centrex *PRIME* Service is a multi-media platform which delivers integrated Video, Voice, Image and Data services to customers.
2. Centrex *PRIME* Service includes analog and/or digital station lines which may be provided utilizing various technological designs. The arrangements of these station lines will vary for each customer depending on the number of connections to a location, the desired technology, available technology, operating limitations, e.g. distance from a serving central office. A group of station lines is translated for an individual common block and is provided common access to a predetermined group of system features. Optional features are also available.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

A. Description (Cont'd)

3. Customers select Centrex *PRIME* station lines based upon an Analog and/or ISDN alternative. The standard set of features provided varies depending on the alternative selected, and the available central office technology. A list of standard features for each alternative and central office technology is available on a separate list provided by the Company.
4. The ISDN alternative consists of three distinct channels per station line: one or two B (Bearer) channels and one D (Delta) channel (2B+D). ISDN is also available in a 2B+S configuration. The ISDN alternative may be provisioned as either Custom[1] or National. The ISDN alternative conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

[1] Custom ISDN is only available from a 5ESS Central Office.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

A. Description (Cont'd)

5. Centrex *PRIME* standard features are packaged as follows. The station lines include the standard feature package selected by the customer, and applies on a per station basis.

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Primary DN	X	X	X
• Secondary DN	–	X	X
• Multiple Shared Call Appearances of a DN	–	X	X
• Automatic Callback	X	X	X
• Call Drop	–	X	X
• Call Exclusion	–	X	X
• Call Forwarding - Busy Line	X	X	X
• Call Forwarding - Don't Answer	X	X	X
• Call Forwarding - Variable	X	X	X
• Call Hold	X	X	–
• Call Park	X	–	–
• Call Pickup	X	X	X
• Call Transfer	X	X	X
• Call Waiting	X	–	–
• Caller Identification Name and Number	X	–	–
• Calling Identity Delivery on Call Waiting - Number	X	–	–
• Centrex Management System[1]	X	X	X
• Conference Calling			
- 3-Way	X	X	X
- 6-Way	X	X	X
- Meet Me	X	–	–
- Preset	X	–	–
• Data Call Protection	X	–	–
• Direct Dialing/Originating Terminating	X	X	X
• Display	–	X	X

[1] Although a standard feature, selection of this feature could result in additional nonrecurring charges.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

A.5. (Cont'd)

FEATURE	BASIC	CUSTOM ISDN	NATIONAL ISDN
• Distinctive Ringing/ Distinctive Call Waiting Tone	X	–	–
• Directed Call Pickup			
- Barge-in	X	X	X
- Non Barge-in	X	X	X
• Executive Busy Override	X	–	–
• Hunting	X	X	X
• Individual Line Billing	X	X	X
• Intercept	X	X	X
• Inspect	–	X	–
• Incoming Calling Identification	–	X	X
• Intrasystem Calling	X	X	X
• Intercom			
- 1, 2 digit	X	X	X
- Automatic	–	X	X
• Last Number Redial	X	–	–
• Make Set Busy	X	–	–
• Message Waiting Service			
- Attendant Activation	–	X	–
- Audible	X	X	X
- Visual	X	X	X
• Multiple Appearance Directory Number (MADN)	X	–	X
• Network Speed Call	X	–	–
• Night Service (Trunk Answer any Station)	X	X	X
• Outgoing Calling Line ID	–	X	X
• Outgoing Trunk Queuing	X	X	X
• Priority Calling			
- Incoming	–	X	–
• Ringing Option			
- Abbreviated	–	X	X
- Delayed	–	X	X
- Normal	–	X	X

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

A.5. (Cont'd)

<b>FEATURE</b>	<b>BASIC</b>	<b>CUSTOM ISDN</b>	<b>NATIONAL ISDN</b>
• Speed Calling			
- 1 & 2 digit list	X	X	X
• Standard Config. Group	-	X	X
• Station Message Detail Recording (SMDR)[1]	X	X	X
• Subaddress Reservation			
- Origination	-	X	-
- Termination	-	X	-
• Terminal Group Line Restrictions	X	X	X
• Terminal Management	-	X	-
• Touch-Tone	X	X	X

[1] Although a standard feature, selection of this feature could result in additional nonrecurring charges.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

A. Description (Cont'd)

6. Centrex *PRIME* Optional Service Features

- Account Codes
- Additional Secondary DN
- Additional X.25 Port Options
  - Closed User Group
  - Incoming Calls Barred
  - Additional Logical Channel
  - Outgoing Calls Barred
  - Permanent Virtual Circuit
  - Reverse Charge Acceptance
  - Reverse Charge Option
- Analog Call Appearance
- Attendant Access Line Service
- Authorization Codes
- Automatic Route Selection (ARS)
  - Expensive Route Warning Tone
  - Facility Restriction Level
  - Time of Day Control
- B-Channel Packet Switching
- Call Exclusion - Automatic
- Call Forward Don't Answer/Call Forward Busy Customer Programmable
- Call Forwarding via Private Facilities
- Custom Calling Services
  - Continuous Redial
  - Call Trace
  - Selective Call Forwarding
  - Priority Call
  - Last Call Return
  - Selective Call Rejection
- Digital Facility Interface
- Direct Inward System Access (DISA)

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

A.6. (Cont'd)

- Electronic Key Set Option Package[1]
  - Auto Answer Back
  - Automatic Dial
  - Automatic Line
  - Business Set Call Forward Per Key
  - Business Set Inspect Key
  - Call Forward Reason Display
  - Caller Identification - Name
  - Direct Station Selection/Busy Lamp Field
  - Display Called Number
  - Display Calling Number
  - Executive Message Waiting
  - Fast Transfer
  - Group Intercom
  - Group Intercom All Calls
  - Key Short Hunt
  - Last Number Redial Set
  - MADN (Multiple Appearance Directory Number)
  - Message Center
  - Message Waiting Set
  - Music on Hold - Electronic Set
  - Originating/Terminating Line Select
  - Privacy Release
  - Query Time
  - Station Camp-On
- Hot Line (Direct Connect)[2]
- Loudspeaker Paging (Trunk Access)
- Message Waiting Visual
- Music on Hold
- Music on Hold System
- Nonstandard Configuration Group
- Time of Day NCOS (Network Class of Service) Update
- Time of Day Routing
- Trunk Verification From Designated Station
- Uniform Call Distribution
- Uniform Call Distribution Hunt for Circuit Switched Data

[1] Available only from a DMS-100 Central Office. Rates and charges for this option are in addition to the rates and charges for the Basic station lines.

[2] Available on Basic station lines only.



## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

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

##### B. Definitions

###### Feature Packages

A basic package is provided universally and an Electronic Key Set Option is available in DMS-100 switches. All offices where ISDN is available, will offer a standard National ISDN package. A Custom ISDN package is available in 5ESS switches only. Feature packages and optional features are on a per station basis unless otherwise noted.

###### Customer Location

For service connection purposes, location is defined as the site where the Company's facilities meet with the customer's facilities.

The term "primary location" means the continuous property of the customer which contains the attendant position or positions and the termination of the station lines associated with the primary listing. The term "secondary location" means each continuous property location which is noncontiguous with the primary location but is served by the same Centrex *PRIME* system as the primary location.

Property is considered continuous where it is all owned or leased by the customer and not separated by property occupied by others. Where a public thoroughfare, river, or railroad rights-of-way intersects or divides the property, it is considered continuous only if the customer provides a connecting passageway or conduit acceptable to the Company for its cables or wires.

###### System

A Centrex *PRIME* system is made up of one customer group. This customer group supplies the dialing pattern, code access, dialing plan and features to be accessed by the customer's station lines. The customer group supports direct inward dialed calls, originating calls, private network access, voice grade access, and equal access long distance calls via the carrier of the customer's choice.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

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

C. Terms and Conditions

1. Centrex *PRIME* Service is available as a business system for resale by certified resellers.
2. Each customer system with blocked access is equipped with a number of Network Access Registers based on a standard Poisson Capacity Table. This table provides the number of Network Access Registers for the number of analog station lines and digital ISDN channels in the system. These Network Access Registers provide a standard level of usage for the customer system. This standard usage level is included in the station line rate. If additional Network Access Registers are required beyond the standard level, additional Network Access Registers may be obtained from 5.3.6 of this Catalog.
3. An Unblocked Usage Adder is required in lieu of Network Access Registers. Should the customer's usage exceed an average of 8 CCS (hundred call seconds) per station line, the customer will be converted to blocked service with the appropriate number of Network Access Registers.
4. End User Common Line charges will be assessed on network access which is the NAR in a blocked system and the basic station line in a non-blocked system.

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

C. Terms and Conditions (Cont'd)

5. Centrex *PRIME* Service requires special central office equipment and is not provided in all central offices. The Company may furnish Centrex *PRIME* where there is available facilities and central office equipment, with the proper program updates, as determined by the Company. For the ISDN station lines, service is generally considered "available" for loops of 18 kilofeet or less in length. Loops greater than 18 kilofeet in length must meet extension technology design requirements. Service will be considered available if ISDN compatible pair gain systems or single line loop extension equipment are in place, or planned to serve the area. If the loop is greater than 18 kilofeet in length, the ISDN Loop Extension Charge applies.
6. Centrex *PRIME* ISDN service is established on the switch which is equipped to provide ISDN for the given exchange. This may be the local switch or this may be provided by a remote switch/terminal device located on the customer's premises and served by another host central office.
7. If a remote switch/terminal device services the central office, the customer group will be located in the host switch for Basic and ISDN services.
8. The name of the ISDN feature package indicates the type of ISDN Service provided to the customer. The Custom ISDN feature package is available in 5ESS ISDN-equipped digital central offices.
9. Customer request for temporary suspension, either full or partial, of Centrex *PRIME* Service is not permitted. Seasonal disconnects are not allowed.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

C. Terms and Conditions (Cont'd)

10. Where a Centrex/*CENTRON* type service customer elects to convert to Centrex *PRIME* Service, nonrecurring charges do not apply to in-service station lines, terminating arrangements, and optional service features provided that:
  - The customer's system continues to be served by the same switching equipment,
  - There is no interruption of service,
  - There are no moves, changes or additions of such in service station lines, arrangements and features, and
  - There is a like-for-like conversion.
11. The optional feature Message Waiting Visual, offered from a DMS-100 Central Office will only be offered to existing Centrex/*CENTRON*/Centrex Plus customers converting to Centrex *PRIME* Service.
12. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex *PRIME* Service.
13. The rates and charges specified for Centrex *PRIME* are in addition to the regular rates and charges for the services with which the Centrex *PRIME* is associated, e.g., WATS and Voice Grade circuits.
14. One primary directory listing is furnished without charge for each Centrex *PRIME* system. Directory listings of main station lines may be provided at the regular business additional listing rate as specified in 5.7.1 of this Catalog.
15. Intercept Service will be provided on the main listed directory number for a total system disconnect only.
16. Customers not wishing to change their listed directory number to be part of a total system may keep their existing number(s); however, there would be a Centrex *PRIME* chip-in charge for translating listed directory numbers from outside the Centrex *PRIME* customer group. Centrex *PRIME* Service chip-in occurs when a non-sequential telephone number or block of numbers is added to a new or existing sequential Centrex *PRIME* number arrangement.
17. Centrex *PRIME* telephone numbers may be sequential or non-sequential. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

C. Terms and Conditions (Cont'd)

18. Customers may reserve additional telephone numbers for future use at the rates specified in 5.3.4 of this Catalog.
19. A Rate Stability Plan (RSP) is available to Centrex *PRIME* customers. The RSP is an optional payment arrangement, offered under contract between the Company and the customer. The RSP allows a customer to pay a guaranteed fixed monthly rate for Centrex *PRIME* service over a 12 to 60 month period and receive discounted monthly rates and in some cases discounted nonrecurring charges. Each customer will be required to sign a contractual agreement for the furnishing of services on a rate stabilized basis.
20. If a customer terminates the agreement before the established service date, in whole or in part, the customer will pay cancellation charges as defined under the Termination Liability/Waiver Policy as set forth in 2.2.14 of this Catalog.

After the service date, if a customer with a fixed-period rate plan removes, in whole or in part, station lines to a level less than 60% of the initial number of Station Lines, a termination charge may apply. The Termination Liability/Waiver Policy is in 2.2.14 of this Catalog.

21. The customer may substitute the Centrex *PRIME* Service with another Company service that functionally replaces Centrex *PRIME* Service and provides equivalent or greater feature functionality provided:
  - The parties negotiate for the upgraded service with a service term that is equivalent or greater than the remaining term under the current Rate Stability Plan;
  - The upgraded service is legally, technically, and commercially available;
  - The customer pays all charges assessed for the upgrade of service including, but not limited to, all non-recoverable costs for equipment and facilities and all nonrecurring charges incurred in the provision of service under this Rate Stability Plan but not yet recovered. In the event that service provided under this Rate Stability Plan is substituted with an upgraded service, the termination charge shall not apply.
22. Nonrecurring charges can be spread over the life of the contract at the present cost of money to the Company. Customer will be required to pay these charges if service is terminated early.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

C. Terms and Conditions (Cont'd)

23. The customer may move the physical location of all or part of Centrex *PRIME* to another location within the same Company serving area provided the following conditions for the move are met:
  - The new Centrex *PRIME* Service is provided to the customer by the Company;
  - The customer advises the Company that the requested Centrex *PRIME* Service replaces the existing Service;
  - The customer's request for the disconnection of the existing Centrex *PRIME* Service and the installation of the new Centrex *PRIME* Service are received by the Company on the same date;
  - The customer requests the Company to install the new Centrex *PRIME* Service on or prior to the disconnection date of the existing Centrex *PRIME* Service;
  - The customer agrees to sign the appropriate agreements and to pay all then monthly rates and nonrecurring charges related to the new Centrex *PRIME* Service.
24. The customer may move Centrex *PRIME* Service to either a new location in the same building or to a different location within the same serving area. When the move is within the same building, the customer shall pay one-half of the nonrecurring charges for the station lines affected. When the move is to a different building, all associated monthly rates and nonrecurring charges will apply, plus any other applicable charges, including but not limited to, construction charges, the transfer of existing equipment. Construction charges will be paid in advance of the move.
25. The customer may add additional Centrex *PRIME* Service at existing or new locations during the term of the agreement under the following conditions:
  - The Company commercially offers such additions and necessary facilities are technically available;
  - The rates and charges for additional service at new locations will be the rates and charges specified in the agreement, and which correspond to the terms and conditions of the agreement;
  - The Company and the customer agree that such additions shall be coterminous with the original agreement.
26. Centrex *PRIME* Service is not available on Public Communications Service or multiparty service.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

C. Terms and Conditions (Cont'd)

27. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, data/line conditioning is available at appropriate rates and charges as found in 5.4.5 of this Catalog.
28. Loop Diversity, Avoidance defined in the Access Service Tariff is available with Centrex *PRIME* Service.
29. Alternative Access of Basic Centrex *PRIME* Service over the Company's DS1 transport is permitted. In addition to Centrex *PRIME* Alternate Access station line rates, DS1 rates and charges as defined in the Private Line Transport Services Catalog apply.
30. If the customer is provided service from a Centrex *PRIME* Service "host" central office which is not the customer's normal serving office, the local calling area for the customer's Centrex *PRIME* Service will be that of the designated "host" central office. Changes to calling areas may affect customer telephone numbers.
31. Miscellaneous facility terminations are those lines and trunks which are not a basic part of the Centrex *PRIME* system, e.g., Voice Grade circuits, and WATS, but which require Centrex *PRIME* switching capabilities in order to function with Centrex *PRIME* Service. Each miscellaneous line that is terminated in a Centrex *PRIME* system requires a termination arrangement.
32. Split service common equipment is required when a Centrex *PRIME* customer desires to segregate the Centrex *PRIME* station lines into separate groups, thereby enabling each group to have a different set of system common features.
33. Caller Identification Blocking - Per Call and Caller Identification Blocking - Per Line as defined in 10.7 of this Catalog is available with Centrex *PRIME* Service.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

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

##### D. Standard Service Feature - Description

###### Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more than two terminals are attached to an ISDN station line, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

###### Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

###### Multiple Shared Call Appearances of a Directory Number[2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1] Customers may choose from any of the existing standard configuration groups for their system.

[2] On a DMS-100 Central Office, this feature requires MADN as well.



## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Automatic Callback

Provides an arrangement that permits a line user, when attempting an intercom (i.e., within the customer group) call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

###### Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

###### Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

###### Call Forwarding Busy Line[1]

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

###### Call Forwarding Don't Answer[1]

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

###### Call Forwarding-Variable[1]

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

###### Call Hold

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

[1] These features are also available for circuit-switched data calls at no additional charge.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Call Park[1]

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

###### Call Pick-Up

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

###### Call Transfer with Three-Way Calling/Consultation Hold

User can connect a third line to an established connection. A user can depress the switchhook, or ISDN set feature button, and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Centrex *PRIME* System.

###### Call Waiting

- Dial Originating
  - Provides the ability for the originating station to invoke call waiting tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to be call waited.
- Originating
  - Allows a calling station to direct a call waiting tone toward a busy called station within the same system.
- Terminating
  - Allows for a Centrex *PRIME* station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting on an "incoming only" or "all" calls basis.
- Cancel Call Waiting
  - Allows a user with Call Waiting Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

[1] Only available as a standard feature from a DMS-100 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Caller Identification - Name and Number[1,2]

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

###### Calling Identity Delivery on Call Waiting - Number[1,3]

Provides calling number delivery following the call waiting tone.

###### Centrex Management System (CMS)

- Description

CMS is a computer software program that provides the customer access to their database for the purpose of general database inquiry, or to move, add, delete and change features. In addition, CMS enables the customer to move and change stations lines and generate Basic Management Reports.

CMS is generally available in 1AESS, 5ESS, and DMS100 central offices. CMS is activated on a per Centrex central office basis. When CMS is installed, a customer specific database is created. Each database is assigned a distinct customer identification name (Customer ID). This ID corresponds to the customer's specific Centrex *PRIME* customer group. However, customers may request a single ID for multiple customer groups within the same central office.

[1] Requires CPE that has a display.

[2] See 5.4.3 of this Catalog for Terms and Conditions.

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

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Feature List

- Standard Features

##### Basic Management Reports

The ability to generate management reports regarding the customer's system. These reports vary by switch type and may change with software updates. The report function gathers current data only. CMS does not keep a past history log.

##### Bulk Change

Allows customers to request the same feature change to be applied to multiple lines simultaneously.

##### Database Synchronization

The ability to update the CMS database station line information to agree with the information in the switch.

9. CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

9.1.18 CENTREX PRIME SERVICE

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

Feature Move, Add and Change

The ability to perform station number changes and to move, add, or change most features on the system from customer-provided equipment located on the customer's premises.

Transactions will either be put in a batch or priority transmission status. A batch transmission constitutes transactions scheduled for the current day or some future date. Priority functionality is described in standard features.

CMS will process batch change requests, which have accumulated throughout the day during off-peak load hours, overnight, or at a customer-specified future date.

Change request transactions can be created for station line numbers, authorization codes, automatic route selection, packet telephone numbers, and telephone number swaps. Depending on the type of change request, CMS will display different screens. CMS customers may manipulate most features and options displayed on a given screen. When the customer submits the changes, a pending record is created and CMS counts this change request as one single transaction. All change request transactions are cumulative; CMS tallies all daily transactions and will not process any transactions that exceed batch or priority parameter limits.

The number of batch change request transactions that a customer can enter per effective date will be determined by the number of Centrex lines per database. Refer to the following table. Up to 60 pairs of telephone numbers can be swapped per day. These changes take place overnight or at some future date as determined by the customer.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	100	10
2001 - 4000	110	15
4001 - 6000	120	20
6001 - 8000	130	25
8001 - 10000	140	30
10001+	150	35

NOTICE THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

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

Inquiry

The ability to access a database to review the status of station lines and features on the customer's system.

Network Manipulation

Dependent on central office switching technology, customers can manage a range of network features:

- 1AESS - can change the Facilities Restriction Level (FRL) on Electronic Tandem Service (ETS) station numbers.
- 5ESS - Automatic Route Selection (ARS) Active Pattern Group modifications, as well as Time of Day Routing, FRL, and Expensive Route Warning Tone.
- DMS100 - Network Class of Service (NCOS) modifications, as well as Time of Day Routing and Expensive Route Warning Tone.

Telephone Number Swaps

The ability to exchange all service option assignments and features from one station line to another.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

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

Priority Service

Allows customers to request priority transmission of transactions which are then processed in the serving central office. This may be defined as same-day service. The number of priority change transactions a customer may enter per day will be determined by the number of Centrex lines per database. Refer to the following table. Up to 5 pairs of telephone numbers can be swapped per day.

The Company does not guarantee specific time frames for completion of priority transactions.

<b>NUMBER OF LINES PER DATABASE</b>	<b>NUMBER OF BATCH</b>	<b>NUMBER OF BATCH DBSYNCHS</b>
1 - 2000	20	10
2001 - 4000	30	15
4001 - 6000	40	20
6001 - 8000	50	25
8001 - 10000	60	30
10001+	70	35

**NOTICE**

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### - Optional Features

The following optional features carry an additional one-time establishment charge.

###### Custom Reports

Customers can request Company personnel to create customized report formats for various aspects of their system. Once created, the custom report is stored in the customer's database and can be utilized at any time.

###### Packet Control Capability

Gives Centrex customers with ISDN, the ability to manage their packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.

###### System Partitioning

The Company, upon the customer's request, can partition the Centrex customer group into separate databases representing different customer groups. Each partition is assigned a distinct customer identification name (Customer ID), and can be arranged to be accessible only to certain users designated by the customer.



## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Terms and Conditions

The Company will furnish and maintain CMS software for use by the customer and will be offered only where facilities permit.

The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal will not be furnished by the Company. A business exchange access line or Centrex *PRIME* station line is also required, which is in addition to the rates and charges for CMS.

CMS is available for access by the customer 23 hours a day, seven days a week. A Company technician will be available Monday-Friday 7:00-5:00 to assist CMS customers with their problems and questions.

The Company reserves all rights to take the CMS computer down for software updates or maintenance as required. When possible, software updates will be done during off-peak hours and customers will be warned in advance. Maintenance routines will be done the third weekend of every month.

The Company does not implicitly warrant CMS from any unforeseen software or hardware problems where an entire customer database is lost. The Company will re-establish the database if lost.

All normal and emergency central office functions have priority over customer requested changes. The Company assumes no responsibility for change requests delayed by such Company functions.

The Company will provide the customer a CMS User Handbook and training at the time of initial installation. The Company reserves the right to upgrade or change CMS at anytime. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

New connects and disconnects of station lines are not permitted through CMS.

**NOTICE**

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## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.18 CENTREX *PRIME* SERVICE**

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

The customer assumes full responsibility for the features managed by CMS. The Company will not maintain a separate record of which features are activated on each station line.

CMS software allows the customer to move and change station numbers within their system, the customer will be responsible for labeling the Network Interface when number changes occur. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, as specified in Section 13. The Trouble Isolation Charge will not apply to lines equipped with *UNISTAR* Service or Repair Coordination Service.

All nonrecurring charges for CMS will be applied on a per customer ID basis. Nonrecurring Charges, found elsewhere, do not apply when the customer moves, activates, deactivates, changes features and moves or changes lines through CMS.

An initial Service Establishment Charge will be applied to the first Customer ID. A subsequent System Establishment Charge will be applied to succeeding Customer ID's providing the customer manages all CMS changes from only one central location.

Features added through CMS carry the same recurring rates, nonrecurring charges and system charges as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

If CMS is disconnected, Nonrecurring Charges, as specified elsewhere, will apply per line for all changes or rearrangements to system features.

If the customer moves their Centrex *PRIME* system from one CO to another, and station line number changes are involved, a subsequent installation charge to reestablish the CMS database will apply.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Conference Calling

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

- Meet Me[1]

Up to six participants dial a conference number at a specified time and are connected together via a conference bridge. A confirmation tone sounds as each participant is added to, or dropped off of the call.

- Preset[1]

A participant dials a predetermined seven digit software number and the system automatically dials other preset conferee telephone numbers.

##### Data Call Protection[1]

Provides a no double connect option to the line, protecting data calls from interruption.

##### Direct Dialing/Originating Terminating

Allows station users to place or receive calls bypassing the attendant.

##### Display

Identifies incoming internal (i.e., intrasystem-system) calls by phone number and call type (e.g., internal, external, forwarded). This feature identifies why calls have forwarded from a specific number (e.g., busy, no answer). Requires electronic set equipped with appropriate alphanumeric LCD.

[1] Available only from a DMS-100 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Distinctive Ringing/Distinctive Call Waiting Tone

Enables a station user to determine the source of an incoming call.

###### Directed Call Pickup

- With Barge-in

Permits a user to dial a code and a station number and pick up a call that has been answered or is ringing at another station.

- Non Barge-in

Permits a user to answer a call that is ringing at another station within the same customer group. Once the call is picked up, this feature will not allow the call to be barged in upon. The call being answered must be in a pickup group.

###### Executive Busy Override[1]

Allows a station user to gain access to a busy station.

[1] Available only from a DMS-100 and AXE-10 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

##### D. Standard Service Features - Description (Cont'd)

#### Hunting

- Automatically re-routes incoming circuit-switched voice and/or data calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.
  - Multiline Hunt Group (MLHG) - provides a sequential hunt over the members in the Multiline Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.
  - Circular Hunting - allows all lines in a multiline hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multiline Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multiline Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
  - Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

#### Individual Line Billing

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

#### Intercept

Disconnected or unassigned lines can be forwarded to a common announcement.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Inspect

This feature retrieves and displays call related information about any call appearance that has a call associated with it. This can be an active call, a call on hold or an alerting call. The data that can be displayed includes call appearance identification, called or calling directory number, ISDN call identified call type and called or calling party name.

###### Incoming Calling Identification[1]

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

###### Intrasystem Calling

A user can dial other lines on the system on a two digit to five digit basis depending on the number of lines within the system.

###### Intercom[2]

Provides automatic or one/two-digit privacy and priority access to other group intercom members, providing special ringing. Under the Basic package, Automatic Intercom is not available.

###### Last Number Redial[3]

This feature is for analog sets, it allows users to redial the last number called. A feature button activates this capability on Electronic Business Sets.

###### Make Set Busy[3]

Allows directory number appearances and call terminations to be made busy to incoming calls.

[1] Requires CPE that has a display.

[2] Under the basic feature package, only 1-2 digit intercom is available, and only from a DMS-100 Central Office.

[3] Available only from a DMS-100 Central Office. When used in conjunction with Centrex *PRIME*'s basic feature package, an industry standard 2500 series set or Meridian Business Set must be selected.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Message Waiting Service

- Attendant Activation - message waiting lamp on a user's station set can be activated from another electronic set.[1]
- Audible Waiting Indication - when a user goes off hook a stutter dial tone is provided to indicate a message is waiting.[2]
- Visual Waiting Indication - provides a message waiting indication on an electronic set via a message waiting lamp.[3]

###### Multiple Appearance Directory Number (MADN)[4]

A directory number assigned to more than one electronic and/or ISDN station set.

###### Network Speed Call[4]

Allows each station user access to a single list of 1,000 preprogrammed numbers which can be shared by all stations in the system (not customer changeable).

###### Night Service (Trunk Answer Any Station)

Allows any line in the Night Answer Group to be picked up by any other line of the system.

###### Outgoing Calling Line Identification[5]

Provides user with visual feedback concerning the called number when the electronic set is equipped with appropriate alphanumeric LCD.

[1] Available only in the Custom ISDN Feature Package from a 5ESS Central Office.

[2] Audible Waiting Indication is not available on ISDN lines served from a DMS -100 Central Office.

[3] Visual indication available with proprietary CPE on Basic.

[4] Available only from a DMS-100 Central Office.

[5] Requires CPE that has a display.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Outgoing Trunk Queuing

Provides efficient usage of private facilities by queuing individual station calls and providing a maximum time limit for a call to remain on queue before possible overflow to the direct distance dialing network.

##### Priority Calling - Incoming[1]

Allows incoming calls from outside the terminal group to terminate on a Call Appearance reserved for originating and priority terminations only. This feature must be used with the Call Waiting feature.

##### Ringling Option[2]

- Abbreviated - ringing begins immediately for an incoming call and stops ringing after "N" seconds.
- Delayed - ringing begins only after a delay of "N" seconds
- Normal - ringing begins immediately for an incoming call

##### Speed Calling (1&2 Digit Lists)

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

##### Standard Configuration Group

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

[1] Available only from a 5ESS Central Office.

[2] On a DMS-100 Central Office, this feature requires MADN as well.



## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.18 CENTREX *PRIME* SERVICE**

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

###### Station Message Detail Recording (SMDR)

- Description

SMDR provides detail on calls that originate from a Centrex *PRIME* customer group(s). Call detail may include: date, time, call duration, station line from which calls originated, called number and carrier selected. SMDR call detail is provided on originating Toll, Outward WATS, Voice Grade channels, Foreign Exchange Service and Directory Assistance calls.

A customer may use SMDR call detail for identifying, analyzing, and resolving internal network usage issues. The company does not represent SMDR call detail to be valid for billing purposes.

The type of call detail and the method by which it is obtained is dependent upon the type of SMDR technology deployed in the central office serving the customer. Two methods of receiving SMDR are, SMDR to Premises SMDR-P and SMDR Regional Accounting Office SMDR-RAO.

SMDR-P allows customers to obtain daily call detail on their outgoing chargeable calls. The customer's call detail records are stored by the SMDR-P equipment and delivered directly over an access line to the customer's premises. The detail is collected by a customer provided call detail recorder which is usually a customer's personal computer using call accounting software. Through the use of the call accounting package, customers are able to process the call details and generate management reports.

SMDR-RAO allows customers to receive call detail on a monthly basis via magnetic tape. The tape is offered within four categories: Miscellaneous SMDR, Large User Toll, Directory Assistance and WATS. Customers could receive up to four different tapes for their accumulated call detail. Magnetic tape records are in a standard industry-wide format called Exchange Message Record (EMR). A customer's in-house data processing equipment or outside data processor must be able to read this tape as to physical size as well as format.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

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

- Terms and Conditions

The terms and conditions specified herein are in addition to applicable terms and conditions specified elsewhere.

The customer is responsible for providing the necessary computer hardware and software for processing SMDR data. SMDR data delivered to customers by way of SMDR-P or SMDR-RAO is an electronic listing of call detail.

SMDR content is not represented as an image of a bill and is not a valid challenge to the accuracy of the bill.

Temporary suspension, either full or partial, of SMDR is not permitted.

The Company does not implicitly warrant SMDR from any unforeseen software or hardware problems where call detail records may be lost.

Customers not able to obtain SMDR-P may subscribe to SMDR-RAO.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, Centrex *PRIME* station line, or Voice Grade Channel is required to provide SMDR.

The standard call data delivery interval for SMDR-P is once daily. Customers must specify the time-of-day interval when they wish to retrieve or have the Company deliver their call detail.

SMDR-P has two delivery options: modem to modem or File Transfer Protocol (FTP). The customer's data may be forwarded at a customer specified time.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

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

Call data remains on disk for five calendar days after the initial distribution of data to the customer. During this time, customers may request one resend of previously sent data at no charge. After five days, the call data is transferred to magnetic tape. Each customer's daily call detail will be stored on tape and archived for 30 days. This archived information will be made available for retransmission to the customer. A nonrecurring charge will apply for the retrieval of this archived data.

The Company reserves all rights to take SMDR-P down for a four and one half hour period every night to run backups and perform maintenance routines.

For SMDR-RAO the magnetic tape(s) will be sent to the customer once a month based on the Company's bill period date.

SMDR-RAO call data is available only for the previous month. An additional nonrecurring charge will be applied if the customer requests a resend of a previously delivered tape.

All nonrecurring charges for SMDR will be applied on a per customer group basis.

A Service Establishment Charge will be applied when all working and non-working station numbers in the customer's Centrex *PRIME* customer group are loaded into the SMDR database at the time of initial installation of the system.

A retransmission of archived SMDR call detail charge, will be applied if a SMDR-P customer desires a resend of call detail originally transmitted within the previous 30 days.

Requests for SMDR call detail in a manner other than described herein will be considered non-standard. Non-standard provisioning of SMDR may include customer requests for local call detail, or hourly delivery of call data for SMDR-P customers.

**NOTICE**

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Subaddress Reservation (Call Appearance Reservation)[1]

- This feature restricts the use of a Call Appearance by assigning reservations as follows:
  - Termination Only - any attempt to originate a call on a Call Appearance that is reserved for terminating only services is denied.
  - Origination Only - call attempts on a Call Appearance reserved for origination only can only originate calls.

###### Terminal Group Line Restrictions[1]

Provides the ability to restrict privileges of station users. Various line restrictions are available such as toll facility and various originating and terminating restrictions.

[1] Available only from a 5ESS Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Terminal Management[1]

- This feature operates for the ISDN station. The following capabilities are included:
  - One-Touch - automatically selects an idle call appearance and turns on the speakerphone at the station set for feature activation.
  - Automatic Hold/Drop Preference - provides auto hold or drop capability.
  - Call Appearance Selection for Implicit Conference & Transfer - automatically selects an idle call appearance.
  - Display for Ringing Call Appearances Only - activates display on a set for ringing call appearances only.
  - Idle Call Appearance Preference - automatically selects an idle call appearance if available when a station set with multiple Call Appearances goes off-hook.
  - Ringing Call Appearance Preference - automatically selects the call appearance that has been alerting the longest when the user goes off-hook at a station set with multiple Call Appearances being alerted.
  - Time and Date Display - provides user with display of time and date.
  - Feature Button Inspect - provides users who have display stations with a method of determining the features and call appearances that are assigned to the buttons on a station set

###### Touch-Tone

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

[1] Requires CPE that has a display and speakerphone.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

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

##### E. Optional Service Feature - Description

###### Account Codes

Allows a user to dial an account code for bill back purposes before placing a call.

###### Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN terminal.

###### Additional X.25 Port Options - Per D- or B-Channel

- Closed User Group
  - This feature allows users to establish subnetworks within for members of the closed user group to communicate. Communication with users who are external to the closed user group is not permitted. A user can belong to multiple closed user groups.
- Incoming Calls Barred
  - This feature prohibits a station from an incoming call.
- Additional Logical Channels
  - This feature allows a user to specify some number of the logical channels to be used only for calls that are originated.
- Outgoing Calls Barred
  - This feature prohibits a station from originating outgoing virtual calls.
- Permanent Virtual Circuit
  - This feature allows packet-switching to implement over a dedicated logical channel without call setup or clearing.

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Reverse Charge Acceptance
  - This feature permits the data communications equipment to transmit incoming calls requesting reverse charging to the user.
- Reverse Charge Option
  - This feature allows a user to assign billing charges to the called party, rather than the calling party.

##### Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's ISDN station set. All Analog Call Appearances must be provisioned from the Centrex *PRIME* central office that is providing the ISDN services. One appearance, per number, per terminal is allowed.

##### Attendant Access Line Service

Allows a Centrex *PRIME* Attendant Line to receive dial "zero" calls.

##### Authorization Codes

Requires a user to dial an authorization code before using system facilities.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

#### Automatic Route Selection (ARS)

- Description

ARS is an optional feature, available where facilities permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities subscribed for by the customer, is also provided. This arrangement is available for use with FX, WATS and MTS Network.

ARS is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to two private routes. If no route is available, the call will route to the selected long distance carrier or overflow tone at the customer's option.

The routing may be based on a number plan area (NPA) or specific central office codes within an NPA as designated by the customer.

- Terms and Conditions

All rates and charges specified for ARS are in addition to the rates and charges for the associated facilities.

Preferred routes and alternate routing patterns will be specified by the customer.

The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes. The maximum number of patterns is two.

A pattern may have either the selected carrier or overflow tone as a final route. Dial 9 may be used as an access code only if the patterns accessed have the selected carrier as a final route.

A route cannot be used more than once in the same pattern.

The customer is responsible for notifying the Company whenever any additions or changes of routes or patterns are required.

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Explanation of Terms

##### Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points.

##### Route Selection

The automatic selection of the preferred route as predetermined by the customer, upon dialing of an access code by the station user.

##### Pattern

A group of routes arranged to be selected in a sequence specified by the customer.

##### Expensive Route Warning Tone

Provides a warning tone to indicate the selection of an expensive route.

##### Facility Restriction Level[1]

Determines calling privilege level associated with each station line.

##### Time of Day Control for ARS

Provides a method for automatically changing the routing parameter according to a prespecified schedule.

[1] Available only from a 5ESS Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### B-Channel Packet Switching

This feature equips an ISDN B-channel with 64 kbit/s packet capability.

- X.25 Port Options included with each B-channel.[1]

- X.25 Fast Select

This feature allows a sending data terminal to forward up to 128 bytes of data along with call setup and clearing packets.

- X.25 Fast Select Acceptance

This feature transmits incoming call packets with the fast select facility to a designated station that has this feature.

- X.25 Flow Control Parameter Negotiation

This feature negotiates on a per-call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

- X.25 Throughput Class Negotiation

This feature allows the calling station to request specific throughput classes in the call request packet for both directions of data transmission.

- X.25 Logical Channel Allocation; One-Way Outgoing, One-Way Incoming, Two-Way

This feature allows a user to restrict the use of a specified logical channel to originate out going calls only, to terminate incoming calls only or to allow both originating and terminating calls.

- X.25 Recognized Private Operating Agency

This feature allows an ISDN user to specify an interLATA carrier for packet-switching on a per call basis. Route selection based on this feature is part of the routing capability.

[1] These features are also included with the D-channel of a 2B+D station line at no additional charge.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Call Exclusion - Automatic

Automatically restricts shared call appearances from picking up a call on hold or bridging onto an active call.

###### Call Forward Don't Answer/Call Forward Busy Customer Programmable

Enables users to activate, deactivate and re-direct the Call Forward Busy and Call Forward Don't Answer features from their stations by using dialed feature access codes.

###### Call Forwarding via Private Facilities

- Description

A telephone number equipped with the Call Forwarding via Private Facilities feature provides for the automatic routing of incoming calls to a specific private facility which is terminated in that main station line user's system. As used herein, the term "private facility" applies to Enhanced Private Switching Communication System (EPSCS), Electronic Tandem Switching (ETS), Wide Area Telephone Service (WATS), Foreign Exchange (FX), and Voice Grade Circuits arranged for senderized operation, and the local and toll message network.

- Terms and Conditions

Incoming local and toll message network and INWATS calls to telephone numbers arranged for Call Forwarding via Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and WATS are subject to the appropriate charges for such calls.

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Custom Calling Services

Custom Calling Services are made possible through the technology of Signaling System 7 (SS7). SS7 is a telephone network architecture in which voice and data are sent through separate paths in the telephone network before arriving simultaneously at the customer's premises.

The following are descriptions available on Basic and ISDN station lines offered under Centrex *PRIME* Service.

- Continuous Redial (Automatic Callback Calling)

Enables a calling user to automatically place a call to the last called directory number from outside a Centrex *PRIME* customer group.

- Call Trace

Allows a user to request a trace of the last incoming call. The results of the call go to an authorized agency.

- Selective Call Forwarding

This feature allows users to preselect calls that will forward based on the telephone number of the calling party.

- Priority Call (Selective Distinctive Alert)

This feature allows a user to preselect which calls receive distinctive alerting treatment based on the telephone number of the calling party.

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## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Last Call Return

Enables a user to automatically place a call to the last incoming calling directory number.

- Selective Call Rejection

This feature allows a user to reject calls from parties identified on an individual Selective Call Rejection List.

##### Digital Facility Interface

- Description

This termination provides a digital interface for a high capacity (1.544 Mbit/s) facility which terminates to a customer's central office based switching system. This service provides for the connectivity of 24 circuits within the Centrex *PRIME* system.

- Terms and Conditions

The rates and charges for the Digital Facility Interface are in addition to the rates and charges applicable for the appropriate high capacity facility. All current rules and terms and conditions, including Federal terms and conditions apply to the application of the high capacity facility.[1]

##### Direct Inward System Access (DISA)[2]

Allows a Customer to dial access to the system from an outside line and receive access to features and facilities of that system.

[1] The High Capacity facility as found elsewhere should be rated as if it terminates to an end user's premises. The Centrex *PRIME* central office in this case is the end user's premises.

[2] Available only from a DMS-100 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Electronic Key Set Service Feature Package[1]

- Description

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

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

- Terms and Conditions

Electronic Set Service will be provided only where facilities permit.

Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface card is required.

Electronic Set Service is subject to a 1.5 mile limitation from the central office.

Electronic Set Service is only available on Centrex *PRIME* station lines served from a DMS-100 Central Office. Station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station lines can appear as a secondary appearance of a primary directory number on other main station lines.

- Explanation of Terms

##### Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic and/or ISDN station set.

[1] Available only from a DMS-100 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Software Numbers

Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

###### Primary Appearance

The first appearance of a software number on a key.

###### Secondary Appearance

The second appearance of a software number on a key. The secondary software number can be on the same station or a different station.

###### Single Appearance

A software number that appears only on one station and one key.

- Standard Feature Package Description

###### Auto Answer Back

Allows any incoming calls to the primary directory number of the set to be automatically answered after four seconds.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

###### Automatic Dial

The automatic dial feature allows an electronic set user to call a frequently dialed number by pressing an assigned key. The user is permitted to change the number stored against the assigned key.

###### Automatic Line

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

###### Call Forward Reason Display

Provides an electronic set user with the reason the intrasystem call has forwarded. Electronic set must be equipped with display.

###### Display Called Number

Provides user with visual feedback concerning the called number when the electronic set is equipped with appropriate alphanumeric LCD.

###### Display Calling Number

Provides user with visual feedback concerning the intrasystem calling number when the electronic set is equipped with appropriate alphanumeric LCD.

###### Fast Transfer

Provides the capability for the electronic set user to transfer a call without first having to conference a called party.



## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Group Intercom

Provides the ability to directly terminate on a predesignated button on another electronic station set by depressing an intercom key.

##### Last Number Redial Set

It allows users to redial the last number called. A feature button activates this capability on electronic business sets.

##### Key Short Hunt (KSH)

Provides the capability for incoming calls to hunt over a set in search of an idle DN on which to terminate. KSH can be assigned to the PDN, or the primary appearance of a MADN and work with all DNs on a set.

##### Message Waiting Set

This feature provides a message waiting indication on an electronic set via a message waiting lamp.

##### Privacy Release

Permits a user to establish a conference call among MADN members and an outside party by pressing an assigned key or dialing a code.

##### Query Time

This feature provides the current time and date on an electronic set display.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

- Standard Deluxe Feature Package Description

##### Business Set Call Forward Per Key

Enables each directory number assigned to be forwarded to a different directory number.

##### Business Set Inspect Key

Provides display equipped electronic set users with information regarding features and directory numbers that are assigned to their set as well as incoming call information on an intrasystem basis only.

##### Executive Message Waiting

Provides multiple message waiting indications per directory number.

##### Group Intercom All Calls

Enables an electronic set user to simultaneously intercom and page up to 29 predefined group intercom members. Group members hear the page over their set's built in speaker.

##### Music on Hold - Electronic Set[1]

Provides the electronic set with access to system Music on Hold.

##### Originating/Terminating Line Select

Automatically selects the line when a user answers a call and automatically connects the user to an idle line on outgoing calls.

- Optional Feature Description

##### Direct Station Selection/Busy Lamp Field

Adds improved answering-position functions to the electronic set by providing busy lamp status and direct station selection.

[1] Requires Music on Hold System, following.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Message Center

Provides message center functionality to the electronic set. System users access the message center via dialing a code.

##### Station Camp-On

Allows the electronic set user to call a busy line and place the caller on hold/camp against the busy party's line until they are free.

All rates and charges specified for Electronic Set Service are in addition to the rates and charges associated with the basic station lines, all associated facilities and optional service features.

The Nonrecurring Charges to rearrange primary directory numbers and/or software directory numbers on Electronic Set Service is the same as to install new.

##### Hot Line (Direct Connect)[1]

Allows equipped station lines the ability to automatically place a call to a pre-assigned number by going off-hook.

##### Loudspeaker Paging (Trunk Access)

Trunk side allows access to Loudspeaker Paging by dialing an access code.

##### Message Waiting Visual[2]

Provides the ability to light a lamp on customer provided equipment.

[1] Available on basic station lines only.

[2] Available only from a DMS-100 Central Office on a basic station line.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

#### 9.1.18 CENTREX *PRIME* SERVICE

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

##### Music On Hold[1,2]

Provides Music on Hold to all stations excluding Electronic Set Service.

##### Music On Hold System[1,3]

Provides Music on Hold capability to the system.

##### Nonstandard Configuration Group

Allows Customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

##### Time of Day NCOS (Network Class of Service) Update[2]

Allows normal NCOS values to be mapped on to new values that are based on time of day, day of the week, or day of the year.

##### Time of Day Routing[2]

Enables efficient use of facilities by allowing or denying route choices based on time of day.

[1] Requires a voice grade circuit to the customer's music source, as specified in the Private Line Transport Services Catalog.

[2] Available only from a DMS-100 Central Office.

[3] Available only from a 5ESS Central Office.

## **9. CENTRAL OFFICE SERVICES**

### **9.1 DIAL SWITCHING SYSTEMS**

#### **9.1.18 CENTREX *PRIME* SERVICE**

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

##### Trunk Verification From Designated Station[1]

Allows end users audible transmission level testing from selected trunks within a trunk group, limit of ten stations per system.

##### Uniform Call Distribution

This feature is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group.

##### Uniform Call Distribution Hunt for Circuit Switched Data

This feature establishes a uniform call distribution type multiline hunt group which evenly distributes incoming circuit switched data calls to idle members or devices.

[1] Available only from a DMS-100 Central Office.

## 9. CENTRAL OFFICE SERVICES

### 9.1 DIAL SWITCHING SYSTEMS

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

##### F. Rates and Charges - General

1. Each Centrex *PRIME* station line will include an exchange access station line and a standard station feature package. Each station line will be equipped with intrasystem calling. The remaining standard features may be selected on a station line-by-station line basis as determined jointly by the customer and the Company. An ISDN Arrangement Charge will be added to each station line equipped with ISDN functionality.
2. Rates and charges for station lines will be charged according to the number of station lines per location. Customers may add station lines to a Centrex *PRIME* system at the rates and charges in effect at the time the customer signed the Rate Stability Plan agreement.
3. Facilities and equipment utilized by the Company to provide service shall remain the property of the Company.
4. Centrex *PRIME* Service chip-in occurs when a non-sequential telephone number or block of numbers is added to an existing sequential Centrex *PRIME* number arrangement.
  - A nonrecurring chip-in charge will be applicable when a Centrex *PRIME* customer places an order where a non-sequential telephone number or block of numbers is added to the existing Centrex *PRIME* number arrangement. This change will be applied upon the ordering of Centrex *PRIME* station line(s) that require the chip-in of between one and twenty telephone numbers when the activity is scheduled at the same time.
5. EAS is assessed on each Centrex *PRIME* basic station line and each B channel of an ISDN station line. EAS rates are specified in 5.1.1 of this Catalog as Centrex/Centrex Plus Line.
6. Individual Case Based (ICB) pricing may be used if terms, conditions, or prices differ from the catalog.

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**SECTION 9**

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

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

G. Rates and Charges - Common Switching Elements

1. Centrex PRIME up to 300 station lines

	<b>USOC</b>	
	<b>BLOCKED</b>	<b>NON BLOCKED</b>
• Month-to-Month		
- Basic station line	NJCAx	NJ7Ax
- ISDN station line		
- 2B+S	NJCBx	NJ7Bx
- 2B+D	NJCCx	NJ7Cx
- 0B+D	NJCDx	NJ7Dx
- Basic Extension station line	NJXBx	NJXNx
• Rate Stabilized		
- Basic station line	NSCAx	NS7Ax
- ISDN station line		
- 2B+S	NSCBx	NS7Bx
- 2B+D	NSCCx	NS7Cx
- 0B+D	NSCDx	NS7Dx
- Basic Extension station line	NEXBx	NEXNx

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
- 1-20 station lines	\$50.00	\$37.00
- 21-50 station lines	50.00	26.00
- 51-100 station lines	50.00	18.75
- 101-300 station lines	50.00	18.25

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

G. Rates and Charges - Common Switching Elements

1. Centrex *PRIME* up to 300 station lines (Cont'd)

	<b>NONRECURRING CHARGE</b>	<b>12 TO 36 MONTHS</b>
• 1-20 station lines	\$25.00	\$32.75
• 21-50 station lines	25.00	23.25
• 51-100 station lines	25.00	16.50
• 101-300 station lines	25.00	16.00
	<b>NONRECURRING CHARGE</b>	<b>37 TO 60 MONTHS</b>
• 1-20 station lines	—	\$30.75
• 21-50 station lines	—	21.75
• 51-100 station lines	—	15.50
• 101-300 station lines	—	15.00

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

2. Centrex PRIME over 300 station lines

	<b>BLOCKED</b>	<b>USOC NON BLOCKED</b>
• Month-to-Month		
- Basic station line	NJCEX	NJ7EX
- ISDN station line		
- 2B+S	NJCFX	NJ7FX
- 2B+D	NJCGX	NJ7GX
- Basic Extension station line	NJXB2	NJXN2
• Rate Stabilized		
- Basic station line	NSCEX	NS7EX
- ISDN station line		
- 2B+S	NSCFX	NS7FX
- 2B+D	NSCGX	NS7GX
- Basic Extension station line	NEXB2	NEXN2

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• 301 or more station lines	\$50.00	\$16.00
	<b>NONRECURRING CHARGE</b>	<b>12 TO 36 MONTHS</b>
• 301 or more station lines	\$25.00	\$15.00
	<b>NONRECURRING CHARGE</b>	<b>37-60 MONTHS</b>
• 301 or more station lines	—	\$14.75

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

3. Centrex *PRIME* station line with Alternate Access

	<b>BLOCKED</b>	<b>USOC NON BLOCKED</b>
• Month-to-Month Alternate Access Basic station line	XPM	R8H
• Rate Stabilized Alternate Access Basic station line	XPN	R8R
	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	\$40.00	\$7.00
	<b>NONRECURRING CHARGE</b>	<b>12 TO 36 MONTHS</b>
• Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	\$20.00	\$6.00
	<b>NONRECURRING CHARGE</b>	<b>37 TO 60 MONTHS</b>
• Centrex <i>PRIME</i> station lines, with Alternate Access, each[1]	—	\$5.50

[1] The DS1 Channel Termination Facilities and Multiplexers are also required as found in the Private Line Transport Services Catalog.

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

4. ISDN Arrangement[1]

**USOC**

- |                        |       |
|------------------------|-------|
| • 2B+S Month-to-Month  | EJ1BV |
| • 2B+S Rate Stabilized | ET1BV |
| • 2B+D Month-to-Month  | EJ1BX |
| • 2B+D Rate Stabilized | ET1BX |
| • 0B+D Month-to-Month  | EJ1BD |
| • 0B+D Rate Stabilized | ET1BD |
| • ISDN Loop Extension  | NJT   |

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>
• ISDN Loop Extension, per station line	\$200.00	\$12.50	\$11.00	\$10.25

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• 2B+S, per station line	\$30.00	\$12.50
• 2B+D, per station line	30.00	18.00

	<b>NONRECURRING CHARGE</b>	<b>12 TO 36 MONTHS</b>
• 2B+S, per station line	15.00	\$11.00
• 2B+D, per station line	15.00	16.50

	<b>NONRECURRING CHARGE</b>	<b>37 TO 60 MONTHS</b>
• 2B+S, per station line	—	\$10.25
• 2B+D, per station line	—	15.00

[1] The ISDN Arrangement is in addition to the Centrex PRIME station line rate.

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

5. Non Blocked Usage Adder, per system,  
per station line

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• 1-20 station lines	UGXPS	—	\$5.00
• 21-50 station lines	UGXPS	—	5.00
• 51 or more station lines	UGXPS	—	1.00

6. Common Equipment

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Centrex <i>PRIME</i> Common Equipment, per system	HYE		
- Month to Month		\$160.00	\$30.00
- Rate Stabilized 12 to 36 Months		80.00	30.00
- Rate Stabilized 37 to 60 Months		—	30.00
• Split Service Common Equipment, each	HYS		
- Month to Month		160.00	30.00
- Rate Stabilized 12 to 36 Months		80.00	30.00
- Rate Stabilized 37 to 60 Months		—	30.00

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

7. Miscellaneous Charges

- Nonrecurring charges apply, per station line USOC, per customer group.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
- Adding a Basic Rate Access Feature Package or changing between Basic Rate Access Feature Packages, per station line[1]	REAJN	\$20.00
- Feature Activation/Deactivation within a Standard Feature Package of a station line	REAFM	5.00
- When changing a standard station line feature at the same time as adding or rearranging hunting	REAKA	20.00
- Change charge, per activity, per station line changed	NRC62	8.00
- Customer initiated changes to the customer group (common block), per change	REAJO	75.00

[1] To change from a basic feature package to a Basic Rate Access feature package requires a disconnect of the analog station line and new installation of a Basic Rate Access station line and customer selection of the appropriate standard feature package.

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

G. Rates and Charges - Common Switching Elements

7. Miscellaneous Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Change from blocking to non-blocking, per station line	NR9CH	\$20.00
• Centrex <i>PRIME</i> Service Chip-in, per station line	REAJP	13.50
• Conversion Charge, per each line converted from a Centrex type Service to Centrex <i>PRIME</i>	NR9CE	9.00
• Separate Department Billing, per each bill other than main bill processed	RCEDB	20.00

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

8. Miscellaneous Facility Arrangements[1]

Provides for termination of special facilities into the system.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Voice Grade Circuit, each			
- Per group	FACPG	\$130.00	—
- Each facility in group	FAC	—	\$10.00
• FX/FCO Circuit			
- Per trunk group	FANPG	130.00	—
- Each facility in group	FAN	—	10.00
• WATS (outgoing), each	FAO	40.00	1.00
• 800 Service Circuit, each terminated to basic station line[2]	FA8	40.00	1.00

[1] Where a Centrex *PRIME* main station line is extended as a Voice Grade Circuit to another switching system, the rates and charges specified for a Centrex *PRIME* basic station line apply in addition to the rates and charges specified for Centrex *PRIME* Voice Grade Circuit termination arrangement.

[2] In the event an incoming 800 service call is transferred outside the system, transmission performance cannot be guaranteed.

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**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

G. Rates and Charges - Common Switching Elements (Cont'd)

9. Centrex Management System (CMS)

	USOC	NONRECURRING CHARGE
• Service Establishment		
- Initial Installation	MB5XX	\$1,000.00
- Subsequent Installation for an associated system	CPVWO	500.00
• Optional Features		
- System Partitioning	PD8XX	500.00
- Packet Control Capability, per system	PTGPS	1,500.00
10. Station Message Detail Recording (SMDR)		
• Service Establishment Charge, initial installation, per customer group		
- SMDR-P	SEPSP	340.00
- SMDR-RAO	SEPSR	240.00
• Retransmission of archived call detail, per request[1]		
- SMDR-P	REHIX	300.00

[1] A request shall not exceed 7 consecutive calendar days.

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**9.1 DIAL SWITCHING SYSTEMS**

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

H. Rates and Charges - Optional Service Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Account Codes			
• Per system	AZ8PS	\$75.00	\$30.00
2. Additional Secondary Directory Number (SDN)			
• Per station	A6QPN	10.00	0.50
3. Additional X.25 Port Options - Per D or B Channel[1]			
• Closed User Group			
- Per channel	GXM	15.00	5.00
• Incoming Calls Barred			
- Per channel	GXJ	10.00	—
• Additional Logical Channels			
- Per channel	NW9AL	10.00	3.00
• Outgoing Calls Barred			
- Per channel	GXN	10.00	—
• Permanent Virtual Circuit			
- Per channel	GXP	15.00	5.00

[1] Available only on ISDN 2B+D Service.

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features

3. Additional X.25 Port Options - Per D or B Channel[1] (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Reverse Charge Acceptance			
- Per channel	GXT	\$ 10.00	—
• Reverse Charge Option			
- Per channel	GXQ	10.00	\$ 2.50
4. Analog Call Appearance			
• Per station	MAZ	10.00	0.50
5. Attendant Access Line Service			
• Per station line	DZR	10.00	8.00
6. Authorization Codes			
• Per system	AFYPS	85.00	30.00
• Subsequent additions, or changes to, Authorization Codes, per group of 50	REAJQ	170.00	—

[1] Available only on ISDN 2B+D Service.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
7. Automatic Route Selection			
• Automatic Route Selection[1] - Common Equipment, per customer group	F5GPG	\$2,200.00	\$50.00
• Changes and rearrangements of Patterns and Routes[2] - Per change, each[3]	READO	75.00	—
• Facility Restriction Level, per system[4]	FRKPS	125.00	—
• Time of Day Control for ARS - Per system	ATBPS	125.00	—
- Change of schedule, per occurrence	RCHAS	100.00	—
• Expensive Route Warning Tone, per system	AQWPS	90.00	—

[1] Each WATS Band is treated as a separate route.

[2] Where a toll restricted station line accesses a pattern whose final route is the MTS, overflow to MTS will not occur.

[3] Applicable when a change is required to a pattern route sequence or the pattern assigned to an area code or a prefix.

[4] Available only from a 5ESS Central Office.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
8. Call Exclusion - Automatic			
• Per station	NXB	\$ 10.00	\$1.50
9. Call Forward Don't Answer/Call Forward Busy Customer Programmable			
• Service Establishment	SEPFA	50.00	—
• Per telephone number	FSW	10.00	0.35
10. Call Forwarding via Private Facilities			
• Common Equipment, per system	PF3PS	700.00	—
• Per telephone number[1]	PFY	8.00	0.25

[1] Nonrecurring Charge applies for subsequent installation only.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
11. Custom Calling Services			
• Continuous Redial			
- Per telephone number	NSS	\$10.00	\$2.00
• Call Trace			
- Per telephone number	[1]	[1]	[1]
• Selective Call Forwarding			
- Per telephone number	NCE	10.00	2.00
• Priority Call			
- Per telephone number	NSK	10.00	2.00
• Last Call Return			
- Per telephone number	NSQ	10.00	1.00
• Selective Call Rejection			
- Per telephone number	NSY	10.00	3.00

[1] Refer to 5.4.3 of this Catalog for usage charges.

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE
12. Digital Facility Interface			
• Common equipment			
- Per Digital Interface Unit, per 1.544 Mbit/s facility	D1E1X	\$650.00	\$125.00
• Circuit connections			
- Blocked System			
- Centrex PRIME to Centrex PRIME, per circuit end[2]	M5P	15.00	7.50
- Centrex PRIME to PBX/Key, per circuit[3]	M62	15.00	13.00
- Centrex PRIME to Interexchange Carrier, per circuit	M63	15.00	7.50

[1] Applies on initial and subsequent activity.

[2] For Centrex PRIME to Centrex PRIME connections, two Digital Facility Interfaces will be required, one at each end.

[3] Blocked Centrex PRIME customers require the use of a Network Access Register and a Centrex PRIME basic station line for each M62 circuit connection.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX *PRIME* SERVICE**

H.12. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE[1]</b>	<b>MONTHLY RATE</b>
- Non Blocked System			
- Centrex <i>PRIME</i> to Centrex <i>PRIME</i> , PBX/Key, or Interexchange Carrier, per circuit[2,3]	EJ9	\$15.00	\$24.00
- Centrex <i>PRIME</i> direct inward numbers, per number[4]	CNY	[5]	[5]

[1] Applies on initial and subsequent activity.

[2] Non Blocked Centrex *PRIME* customers require the use of USOC UGXPS, and a Centrex *PRIME* basic station line for each EJ9 circuit connection.

[3] For Centrex *PRIME* to Centrex *PRIME* connections, two Digital Facility Interfaces will be required, one at each end.

[4] Applies to M62 and EJ9.

[5] See USOC NDN in 5.3.4 of this Catalog for rates and charges.

**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
13. Direct Inward System Access (DISA)[1]			
• Per access code	3DQ	\$55.00	\$1.00
• Per access code changed	READA	55.00	—

14. Electronic Key Set Service, per station line[1]

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTH TO MONTH</b>	<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>
• Basic up to 300 station lines					
- Blocked	ETOBX	[2]	—	[2]	[2]
	EJOBX	[2]	[2]	—	—
- Non-blocked	ETONX	[2]	—	[2]	[2]
	EJONX	[2]	[2]	—	—
• Basic over 300 station lines					
- Blocked	ETOB2	[2]	—	[2]	[2]
	EJOB2	[2]	[2]	—	—
- Non-blocked	ETON2	[2]	—	[2]	[2]
	EJON2	[2]	[2]	—	—
• Basic over Alternate Access[3]					
- Blocked	ETOBA	[2]	—	[2]	[2]
	EJOBA	[2]	[2]	—	—
- Non-blocked	ETONA	[2]	—	[2]	[2]
	EJONA	[2]	[2]	—	—

[1] Available only from a DMS-100 Central Office.

[2] Same rates and charges as Centrex PRIME basic station line.

[3] Requires Local transport as found in the Private Line Transport Service Catalog.



**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features

14. Electronic Key Set Service, per station line[1] (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Electronic set service interface, per Basic station line[2]	PP3	\$15.00	\$1.75
• Primary appearance of a software number	SO3	7.50	1.00
• Subsequent appearance of a software number	SO5	10.00	—
• Single appearance of a software number	SFB	7.50	1.00
• Adjunct module, per module[3]	C2TAX	10.00	1.00
• Standard Deluxe Feature Package			
- Business Set Call Forward per key, per set	EATPK	8.00	—
- Business Set Inspect Key	NP6PK	8.00	—
- Executive Message Waiting	MGK	8.00	—
- Group Intercom All Calls	GCN	8.00	—
- Music on Hold - Electronic Set[4]	MHHPK	8.00	—
- Originating/Terminating Line Select	SLB	8.00	—

[1] Available only from a DMS-100 Central Office.

[2] Includes Electronic Set Service standard features.

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

[4] Requires Optional Service Feature Music on Hold.

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H. Rates and Charges - Optional Service Features

14. Electronic Key Set Service, per station line[1] (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Optional Features			
- Direct Station Selection/ Busy Lamp Field, per arrangement	BUD	\$ 6.00	\$ 2.00
- Station Camp-On, Service Establishment	SEPFB	25.00	–
- Station Camp-On, per main station line	CPK	6.00	14.00
- Message Center, per main station line	MFR	6.00	1.00
15. Hot Line (Direct Connect)			
• Per station line equipped	HLN	6.00	1.00

[1] Available only from a DMS-100 Central Office.

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H. Rates and Charges - Optional Service Features (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
16. Music On Hold[1,2]			
• Per system	MHPS	\$ 75.00	\$30.00
17. Music On Hold System[1,3]			
• Per system	MOHPS	100.00	30.00
18. Nonstandard Configuration Group			
• Per configuration group, per system	N3CPG	100.00	—
19. Time of Day NCOS (Network Class of Service) Update[2]			
• Per main station line	A4T	10.00	0.25
20. Time of Day Routing[2]			
• Per main station line	ATB	10.00	0.25
• Per ARS pattern	ATBPZ	30.00	2.00

[1] Requires a Voice Grade Circuit, to customer's music source, as found in the Private Line Transport Services Catalog.

[2] Available only from a DMS-100 Central Office.

[3] Available only from a 5ESS Central Office.

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**9. CENTRAL OFFICE SERVICES**

**9.1 DIAL SWITCHING SYSTEMS**

**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
21. Trunk Verification From Designated Station[1]			
• Per station line equipped	BVS	\$100.00	\$ 5.00
22. Uniform Call Distribution			
• Basic UCD hunt group			
- Per group	AHBPG	175.00	—
- Per telephone number	AHBPN	6.00	2.00
• UCD in hunt group including Queuing, Music on Queue and Delay Announcement[2,3]			
- Per group	MHMPG	175.00	—
- Per telephone number	MHM	10.00	12.00
- Additional Delay Announcement	RKNXX	10.00	1.00

[1] Available only from a DMS-100 Central Office.

[2] This arrangement is only available from a 5E and 1AESS Central Office.

[3] Requires a Voice Grade Circuit, to customers' music source, as found in the Private Line Transport Services Catalog.

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**9.1.18 CENTREX PRIME SERVICE**

H. Rates and Charges - Optional Service Features

22. Uniform Call Distribution (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Make Busy Arrangements			
- Per group[1,2]	A9AEX	\$20.00	\$10.00
- Per station line[1,2]	MB1	10.00	1.00
• Call Waiting Indication			
- Per unique timing state, per group[3]	WUT	25.00	5.00
23. Uniform Call Distribution Hunt for Circuit Switched Data			
• Per station line	NZT	10.00	2.00

[1] This arrangement is only available from a 5E and 1AESS Central Office.

[2] A Low Speed Data channel from the Private Line Transport Services Catalog and a special set with a Make Busy key is required.

[3] In addition, a Low Speed Data Channel from the Access Services Tariff applies. Limit of three unique timing states per UCD system.

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.4 UNIFORM CALL DISTRIBUTION

##### A. Description

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

##### B. Optional Features

###### Queuing

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

###### Delay Announcement

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

###### Music on Queue

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

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

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

**C. Terms and Conditions**

1. UCD and its associated options will only be provided where adequate and suitable central office facilities exist.
2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
3. Lines terminating in a UCD system must be arranged for Multiline Hunting service as specified in 5.2.5 of this Catalog. UCD is not compatible with circular hunt.
4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
5. The music on queue option requires a voice grade private line between the serving central office and a customer provided music source at the customer's premises.
6. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

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

D. Rates and Charges

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Uniform Call Distribution			
• Per multiline hunt group	UMHPG	\$ 30.00	—
• Per line in multiline hunt group[1]	UMH	—	\$ 3.00
2. Queuing			
• Per queue group	UQGPQ	80.00	—
• Per queue slot in group	UQGPQ	—	7.00
3. Delay Announcement			
• Customer specific announcement			
- Per announcement (includes first announcement trunk)	URA1X	300.00	130.00
- Each additional announcement trunk	URAAX	25.00	12.50

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



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- 9.4.4 UNIFORM CALL DISTRIBUTION**
- D. Rates and Charges
- 3. Delay Announcement (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Standardized announcement			
- Per announcement in announcement sequence	UDA	\$135.00	\$ 10.00
- Per queue slot in group	UDAPQ	—	9.00
4. Music on Queue			
• Music distribution amplifier			
- Per queue slot	MUW	15.50	—
- Up to twenty-three queue slots	MUW1X	—	235.00
- Twenty-three to sixty-six queue slots	MUW2X	—	90.00
• Connecting channel between the serving central office common equipment and the music source on the customer premises	N/A	[1]	[1]

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

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**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.4 UNIFORM CALL DISTRIBUTION**

D. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
5. Changes		
• Change in quantity of queue slots in queue group, per group	REAAF	\$ 60.00
• Change in content of customer specific announcement	REAAG	200.00
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	60.00

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS (Cont'd)**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

**A. Description**

1. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions.
2. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queuing. Additional queuing is available as specified in A.8.a. and C., following.
3. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.
4. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

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

5. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:

- a. Type A Agent Positions

Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined in A.6.b., following. Additional optional feature configurations are also available as follows:

##### Level I

Call Forwarding and Speed Call (Short List).

##### Level II

All Level I features plus Call Forward - Busy Line, Call Forward - Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

##### Level III

All Level II features plus Call Pickup[1], Call Waiting[1], Automatic Callback, and Music on Hold.

- b. Type C Agent Positions

Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined in A.6.b., following. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).

[1] Only available on non-CO ACD calls.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

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

##### 6. Basic CO-ACD

##### a. Standard System Features

##### Abandoned Call Clearing

Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

##### Agent Queue

The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

##### Automatic Overflow

Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).

##### Automatic Priority Promotion

Ensures that low-priority calls do not remain unanswered. With this feature, low-priority calls are promoted to higher priority queues after a specified waiting period.

##### Call Delay Announcements

Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.6.a. (Cont'd)

##### Call Processing Control

Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming-call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.

##### CO-ACD Directory Numbers

Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.

##### Incoming Call Queue

Allows incoming calls to be placed in a queue when all agents are busy.

##### Night Service

Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another CO-ACD location, an external location, or to an optional recorded announcement.

##### Ring Threshold

Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available.

##### Threshold Routing

Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.6. (Cont'd)

##### b. Standard Agent Features

##### Call Hold

This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.

##### Call Transfer/Three Way Calling

This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.

##### Login and Logout

All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.

##### Make Set Busy

When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

##### Not Ready

The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.

##### Toll Restriction

Enables the customer to block or allow one or more three through ten-digit numbers when these numbers are dialed from selected Agent Positions.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.6. (Cont'd)

##### c. Standard Supervisor Features

The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features.

##### Agent Status Display

Provides the status of agent positions to administrative personnel for up to forty-eight agents.

##### Answer Agent

Permits the supervisor to answer calls from agents.

##### Call Agent Key

Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.

##### Display Queue Status

Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).

##### Enhanced Agent Observe

This feature allows the supervisor to observe agents on both primary and secondary directory numbers.

##### Forced Agent Availability

Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".

##### Multi-Stage Queue Status Display

Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.



## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.6.c. (Cont'd)

##### Status of Secondary Directory Numbers

Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.

##### Toll Restriction

Enables a customer to block or allow one or more three through ten-digit numbers when these numbers are dialed from selected Agent Positions.

#### d. Optional Features

##### Group Reconfiguration/Team Status Interface

Group Reconfiguration provides the customer with the ability to change the CO-ACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:

- CO-ACD group name
- Primary CO-ACD number
- Total number of calls in the CO-ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle CO-ACD positions.

The Group Reconfiguration feature allows the customer to change such things as the following:

- Agent position reassignment
- Queue size
- Maximum wait time
- Ring threshold
- Overflow route
- Night service route
- Directory number priority and assignment
- Recorded announcement
- Information on each group

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

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

##### 7. Deluxe CO-ACD

##### a. System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

##### Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

##### Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

##### Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

##### Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.7.a. (Cont'd)

##### Management Reports for Call Hold and Call Transfer

Provides information relating to agent activation of Call Hold and Call Transfer.

##### Music on Delay in Queue

Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.

##### Night Recorded Announcement and Forward

Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.

##### Overflow Enhancement

Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.

##### Overflow of Enqueued Calls

Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.7. (Cont'd)

##### b. Agent Features

The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features.

##### Call Supervisor

This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.

##### Emergency

The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.

##### Login Password Enhancement

This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.

##### Queue Status Display Refresh

Provides near real-time display of queue size and waiting time information.

##### Walkaway/Closed Key Operation

After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.7. (Cont'd)

##### c. Supervisor Features

The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features.

##### Agent Key

Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.

##### Extended Agent Observe

Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.

##### Observe Agent/Three-Way Calling

Allows a supervisor to monitor three-way calls in which an agent is participating.

##### d. Optional Features

##### Management Information System (MIS) Interface

Provides for the interface to connect to a Voice Grade channel to the customer equipment for the real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

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

##### 8. Optional Features available to Basic and Deluxe CO-ACD

###### Additional Incoming Call Queuing/Queue Slots

Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a basic CO-ACD customer with 10 agent positions has the capability to hold one call in queue as part of their basic service. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than ten agent positions will be provided with one queue slot.

###### Additional Call Delay Announcement

Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.

###### Adjunct Module Translations

Allows for additional appearances of agent status display and/or features/functions.

###### Queue Status Lamp Interface

Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.8. (Cont'd)

##### Secondary Directory Number (SDN)

Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:

- Level I

Direct inward and outward dialing.

- Level II

All Level I features plus Call Forwarding, Speed Call (Short List), and Three-Way Calling/Consultation Hold/Call Transfer.

- Level III

All Level II features plus Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

- Level IV

All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

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## **9. CENTRAL OFFICE SERVICES**

### **9.4 CALL MANAGEMENT SYSTEMS**

#### **9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

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

#### **9. Enhanced Optional Features available to Basic and Deluxe CO-ACD**

##### **a. CO-ACD DataPartner Basic**

Provides a signaling channel between the CO-ACD node and a customer's business computer for the exchange of information to enhance call processing. The two-way information flow over the DataPartner data link allows CO-ACD node applications to communicate with applications running in the customer's business computer.

- **Coordinated Voice and Data**

This feature significantly reduces an CO-ACD agent's call handling time by enabling the CO-ACD node to deliver information about the incoming call to the business computer, thus allowing the concurrent delivery to the CO-ACD agent of the voice call and the appropriate information from the company's computer. The CO-ACD node sends the following information to the computer or other outboard processor at the customer's site:

- Calling number
- Called number
- Call identification number (for tracking purposes)
- CO-ACD position to which the call is being sent

- **Increased Event Reporting**

This feature allows the following additional information to be delivered by the CO-ACD node to the call center's business computer:

- Indication that an CO-ACD call has been queued
- Indication that an CO-ACD call has been completed and the reason (e.g., caller disconnect)
- Additional call-status information for transferred, extended, and rerouted calls
- Switch-initiated log-off forcing to the business computer
- Switch-initiated continuity test to the business computer

In addition, with this feature, the calling party will be identified with both Calling Line Identification (CLID) and Automatic Number Identification (ANI), when facilities and conditions permit.

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

**A.9. (Cont'd)**

**b. ReportPartner**

Provides a set of individual reports comprised of Call Center statistics and data key indicators information to the CO-ACD customer for the purpose of managing their Call Center operation.

**(1) Reports**

MIS reports are available on a customized basis. Customers may select four reports from a menu of available reports.

**(2) Terms and Conditions**

- Reports will be delivered to the customer's local fax machine.
- Reports will be available to customers on a daily basis. Summary reports will be provided on a weekly and monthly basis. The summary reports will be included in the daily delivery as needed.
- The company will retain customer ReportPartner report data for a period of ninety (90) days after the delivery of each report.
- The customer is required to provide and maintain a local fax machine compatible for use with ReportPartner .
- The company reserves all rights to maintain and upgrade the ReportPartner as required. This may result in the system being unavailable and/or unable to collect ReportPartner data for certain periods of time. When possible, this maintenance will be done during off-peak hours and customers will be notified in advance of scheduled maintenance.

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.9. (Cont'd)

##### c. MonitorPartner

Provides on-line access to host system providing Call Center statistics, data management and information to the CO-ACD customer for the purpose of managing their Call Center operation.

##### (1) Service Descriptions

##### Real-Time Monitor Access Display

Provides the customer access to the MIS (Management Information Services) system and ability to view current data on their Call Center operation. The customer will be able to view information including but not limited to: agent status, calls in queue, hold time statistics, overflow conditions, number of agents available, number of agents taking calls, daily versus current time period statistics, number of transferred calls, etc. Customer group level activity is provided by group, sub-group and agent levels.

##### External Displays

Displays connected to a serial port of the customer's remote computer.

##### System Administration

The Company retains overall System Administration responsibilities, however, customers may administer their own portion of the system, including:

- System Administration for their portion of the MIS system, which includes the ability to enter and edit agent PIN, initials and full name; enter and edit ACD group number, group name and display name; enter and edit ACD subgroup name, subgroup number; enter and edit Line of Business codes and descriptions; enter and edit Closed Key Walkaway codes and descriptions.
- The ability to set agent position alarms and ACD Group alarms; create a set of agents from one or more ACD groups for monitoring and reporting purposes; enter agent activity trace requests; enter and edit Grade of Service, abandoned ignored time, short time to abandon, time to answer, call duration and other time values.

#### NOTICE

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## 9. CENTRAL OFFICE SERVICES

### 9.4 CALL MANAGEMENT SYSTEMS

#### 9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

##### A.9.c.(1) (Cont'd)

##### Reports

MIS reports are available on a customized basis. Customers may select from a menu of available reports and may control the print and display options associated with each report selected.

##### Load Management

Provides functions to support DMS-100 switch management from a MonitorPartner display terminal including:

- Assigning agent positions, setting the line of business default code, defining the ACD-DN name and number, setting audio recording thresholds, determining queues and overflow thresholds, and establishing call routes.
- Facilitating changes to the DMS-100 through a menu-driven interface.
- Executing load management macros on a scheduled basis.

**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

A.9.c. (Cont'd)

(2) Terms and Conditions

- The customer is responsible for providing compatible terminal equipment to access the MIS system.
- The customer is required to provide an access line for their remote access connections. The customer is responsible for any long distance charges associated with the access line.
- The Company reserves all rights to maintain and upgrade MonitorPartner as required. This may result in the system being unavailable for certain periods of time. When possible, this maintenance will be done outside of normal business hours (8:00 am to 5:00 pm) and customers will be notified in advance of scheduled maintenance.
- The company will retain customer data for a period of ninety (90) days.
- The company retains rights over exclusive System Administration privileges including user group descriptions, ACD Group to user group alignment, password management, system security, etc.
- The remote access software diskette remains the property of the Company and may not be copied or distributed in any manner without Company's written permission. Upon discontinuance of MonitorPartner, the customer must return the remote access software diskette to the Company.

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE  
(Cont'd)**

**B. Terms and Conditions**

1. CO-ACD Service is available only where adequate and suitable facilities exist.
2. Customers must furnish compatible premises equipment.
3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to Foreign Exchange or Remote Central Office charges as specified elsewhere.
5. CO-ACD Type C Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.

**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE  
(Cont'd)**

**C. Rates and Charges**

1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.
2. CO-ACD Service is available on a month to month basis for customers subscribing to twenty or less positions. Stabilized rates for periods of from twelve months to ten years are also available. Customers subscribing to more than twenty positions are required to subscribe to this service on a rate stabilized basis, only.
3. There is no minimum service period for CO-ACD Service.
4. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
5. End User Common Line rates apply to each agent and supervisor position in the CO-ACD system.
6. The nonrecurring charge to change a feature is the same as the charge to install the feature.
7. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates and charges as specified in 5.3.6.
8. Rates and charges for the Agent/Supervisor positions will be charged according to the number of station lines per location. Each different location will begin with the one to twenty position charges. The positions between twenty-one and fifty will have different rates and charges. Positions for fifty-one and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

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

9. A Digital Facility Interface and terminating arrangements needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified in this Catalog.
10. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD service is installed, and then subsequently requests activation, a System Rearrangement and/or line charge(s) will apply.
11. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

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

**12. Rate Stability Plan (RSP)**

- a. The Rate Stability Plan (RSP) is an arrangement that allows customers to select a monthly rate for a designated period of time. Customers selecting from the monthly RSP rate periods available, are guaranteed against Company initiated changes in the rates for that service during the designated period.
- b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
- c. All new positions installed under the RSP are subject to applicable nonrecurring type charges as specified herein. Rate stability for all service and facilities provided under the RSP terminate simultaneously. The RSP is subject to the Termination Liability/Waiver Policy as specified in 2.2.14.A.
- d. After the service date, if a RSP customer removes, in whole or in part, CO-ACD positions to a level that is less than 60% of the initial number of CO-ACD positions, a termination charge may apply. The termination charge will be calculated as set forth in 2.2.14.A.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C. Rates and Charges (Cont'd)

13. Rates and charges are as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Service Establishment, per CO-ACD System	SESPS	\$2,800.00	—
b. Basic CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each	AKKAM CKWAM CKWCM	55.00	\$42.45
• Group Reconfiguration/ Team Status Interface, per interface[1]	NGVXM	25.00	9.95
c. Deluxe CO-ACD			
• Positions 1-20 Lines			
- Type A/C Agent, Supervisor, each	AKKBM CKWBM CKWDM	55.00	45.50
• Management Information Interface, per interface[1]	NQVXM	25.00	15.85

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Catalog, is required from the customer's premises to the serving central office.

**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13. (Cont'd)

d. CO-ACD Rate Stability Plan (RSP)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>RSP</b>
• Service Establishment, per CO-ACD System	SESPS	\$2,800.00	—
• Basic CO-ACD			
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	25.00	\$7.95
			<b>USOC</b>
• Type A/C Agent, Supervisor			AKKAR CKWAR CKWCR

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Catalog, is required from the customer's premises to the serving central office.

**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 9**

Original Sheet 125

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13.d. (Cont'd)

TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	RATE STABILITY PLAN		
		12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$55.00	\$38.60	\$33.95	\$29.75
21 - 50 Lines	55.00	36.65	32.25	28.30
51 + Lines				
Air Qtr Miles from CO				
1	55.00	30.50	25.90	22.20
2	55.00	30.90	26.25	22.50
3	55.00	31.30	26.60	22.80
4	55.00	31.90	27.10	23.25
5	55.00	32.35	27.45	23.55
6	55.00	32.80	27.85	23.95
7	55.00	33.60	28.50	24.50
8	55.00	34.05	28.90	24.85
9	55.00	34.75	29.45	25.35
10	55.00	36.05	30.55	26.35
11	55.00	36.60	31.05	26.80
12	55.00	38.50	32.60	28.20
13	55.00	40.05	33.90	29.35
14	55.00	40.60	34.35	29.80
15	55.00	41.45	35.05	30.40
16	55.00	43.15	36.45	31.70
17	55.00	43.85	37.05	32.20
18	55.00	44.40	37.50	32.60
19	55.00	44.90	37.90	33.00
20	55.00	47.00	39.65	34.55

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13.d. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>RSP</b>
• Deluxe CO-ACD			
- Management Information Interface, per interface[1]	NQVXR	\$25.00	\$12.65
			<b>USOC</b>
• Type A/C Agent, Supervisor			AKKBR CKWBR CKWDR

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Catalog, is required from the customer's premises to the serving central office.

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**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13.d. (Cont'd)

TYPE A/C AGENT, SUPERVISOR	NONRECURRING CHARGE	RATE STABILITY PLAN		
		12 TO 35 MONTHS	36 TO 59 MONTHS	60+ MONTHS
Positions				
1 - 20 Lines	\$55.00	\$41.35	\$36.35	\$31.80
21 - 50 Lines	55.00	38.95	34.30	29.95
51 + Lines				
Air Qtr Miles from CO				
1	55.00	32.45	28.15	24.45
2	55.00	32.85	28.45	24.75
3	55.00	33.25	28.80	25.05
4	55.00	33.80	29.30	25.50
5	55.00	34.30	29.65	25.85
6	55.00	34.75	30.05	26.20
7	55.00	35.50	30.70	26.75
8	55.00	36.00	31.10	27.10
9	55.00	36.65	31.65	27.60
10	55.00	38.00	32.75	28.60
11	55.00	38.55	33.25	29.05
12	55.00	40.45	34.80	30.45
13	55.00	42.00	36.10	31.60
14	55.00	42.55	36.55	32.05
15	55.00	43.40	37.25	32.65
16	55.00	45.10	38.70	33.95
17	55.00	45.80	39.25	34.45
18	55.00	46.35	39.75	34.90
19	55.00	46.85	40.15	35.25
20	55.00	48.90	41.85	36.80

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13. (Cont'd)

e. Optional Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	<b>RSP</b>
• Secondary Directory Numbers[1]				
- Level I, each number	FSN1+	\$20.00	\$3.95	\$3.15
- Level II, each number	FSN2+	20.00	4.35	3.55
- Level III, each number	FSN3+	20.00	4.75	3.95
- Level IV, each number	FSN4+	20.00	5.15	4.35
• Type A Agent Position Optional Features[1]				
- Level I, each number	FFP1+	20.00	0.80	0.40
- Level II, each number	FFP2+	20.00	1.60	0.80
- Level III, each number	FFP3+	20.00	2.40	1.20
• Additional Queue Slots, each	AQ4X+	25.00	1.15	0.90
• Additional Call Delay Announcements, each	RKNX+	25.00	8.00	6.40

[1] The nonrecurring charge applies only to new additions and moves, changes and rearrangements, subsequent to initial installation.

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**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13.e. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	<b>RSP</b>
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$25.00	\$12.80	\$11.10
• Music Interface, per interface[1,2]	NMVX+	25.00	12.80	11.10
• Queue Status Lamp Interface[1]	NLVX+	25.00	0.70	0.60
• Adjunct Module Translations	C2TX+	25.00	0.75	0.60

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Catalog, is required from the customer's premises to the serving central office.

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

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**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13. (Cont'd)

f. Enhanced Optional Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	<b>RSP</b>
• DataPartner Basic[1]				
- Service Establishment, per CO-ACD system	UBB	\$10,000.00	—	—
- Per Link	UBPX+	310.00	\$160.00	\$148.00
- Per User	UBPS+	8.00	12.00	11.00
• ReportPartner, per agent	URXEA	35.00	14.00	14.00
• MonitorPartner				
- Remote Terminal Connection, each[2]	UMC	100.00	75.00	75.00
- 5-20 agents, each	UML1X	35.00	19.00	19.00
- 21-50 agents, each	UML2X	35.00	14.00	14.00
- 51-100 agents, each	UML3X	35.00	9.00	9.00
- 101-250 agents, each	UML4X	35.00	8.00	8.00
- Over 250 agents, each	UML5X	35.00	7.00	7.00

[1] In addition, a Voice Grade Channel is required from the customer's premises to the serving central office as specified in the Private Line Transport Services Catalog.

[2] Includes display terminal software, report(s), and external display. and load management functions.

**NOTICE  
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**9. CENTRAL OFFICE SERVICES**

**9.4 CALL MANAGEMENT SYSTEMS**

**9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE**

C.13. (Cont'd)

g. Change Charges

The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe.)	REAAW	\$ 35.00
• System rearrangement charge for system changes (e.g., Basic to Deluxe)	REAAV	45.00
• System Group Name Change	REAAU	425.00

## **9. CENTRAL OFFICE SERVICES**

### **9.4 CALL MANAGEMENT SYSTEMS (Cont'd)**

#### **9.4.6 NEXTCONNECTS**

##### A. Description

*NEXTCONNECTS* is an optional feature that allows a customer to control the handling of incoming calls when their line(s) is busy. If the called number is busy, *NEXTCONNECTS* allows calls to be placed in queue until the line(s) is available. Customers who subscribe to a messaging or voice mail service may choose to allow the calling party to leave a message. Announcements will remind callers that they may exit the queue at any time and leave a message. Callers who are not offered the option of leaving a message, or who choose to remain in queue, will be periodically advised that their call is still in queue. The announcement will advise the caller that their call will be connected from queue in the order it was received.

##### B. Terms and Conditions

1. *NEXTCONNECTS* is available to single line, multiline, some Centrex type services, and 800 numbers routed to local numbers. The service will work with some PBX listed numbers. The PBX customer should consult with their vendor.
2. Customers may choose between a generic greeting or a greeting that includes the subscriber name.
3. Because each queue slot can hold only one call, customers wishing to hold additional calls in queue must subscribe to an additional slot for each additional call to be held in queue.
4. Barring technical considerations, calls in queue will be connected to the subscriber in the order they were received.
5. Customers subscribing to *NEXTCONNECTS* will be required to have their lines equipped with Call Forwarding Busy Line service in order to transport their calls to the *NEXTCONNECTS* platform. If a customer already has Call Forwarding Busy Line Don't Answer on their telephone, an additional Busy Line Service is not needed.

**NOTICE**

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9. CENTRAL OFFICE SERVICES

9.4 CALL MANAGEMENT SYSTEMS

9.4.6 NEXTCONNECTS (Cont'd)

C. Rates and Charges

1. This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.
2. The nonrecurring charge specified below will apply in lieu of the nonrecurring charge for Custom Calling Services when Call Forwarding Busy Line is ordered at the same time, for the same customer, on the same line. (See Custom Calling Services in 5.4.3.)
3. The monthly rate and nonrecurring charges apply for each two queue slots. No additional charge applies to offer callers the option of leaving a message on the subscriber's messaging or voice mail service.

- Basic Service,

	USOC	NONRECURRING CHARGE
- Basic, per two queue slots	C7QPA	\$25.00
		MONTHLY RATE
- Basic, per two queue slots		\$19.95
- Discounted[1]		14.95

[1] Discounted rate applies when this feature is added as part of Business CUSTOMCHOICE.

**9. CENTRAL OFFICE SERVICES**

**9.8 CENTRAL OFFICE ALARM SERVICES**

**9.8.2 SCAN-ALERT SERVICE**

**A. Description**

The Alarm Signal Transport Services (ASTS), also referred to as Scan-Alert, provides a service that allows for the monitoring of a change in the status of an alarm or other type of warning sensors provided by a participating alarm company and located on the premises of an exchange access line customer. The exchange access line customers to which alarm companies sell the ASTS are referred to as patrons of the alarm companies.

The Company will provide a scanning device in the central office which checks for the presence of tone on the exchange access line. When an absence of tone is detected, the scanning device will interrogate reporting equipment on the premises of the alarm company patron for the status of the patron's alarm sensors. The reporting equipment will generate an identification number and status report which will be routed to the alarm company.

**B. Terms and Conditions**

1. The availability of this service is conditional upon the provision of an alarm or other type of warning sensor from an alarm company.
2. The alarm company will provide a minimum of two 4-wire data voice grade channels between the alarm company's premises and the Company's premises. These will be provided at standard catalog rates.
3. The alarm company will provide terminal equipment on each 4-wire data voice grade channel. The terminal equipment located at the premises of the alarm company and their patron is required to be compatible with the Company's equipment, and the alarm company's terminal unit.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.8 CENTRAL OFFICE ALARM SERVICES**

**9.8.2 SCAN-ALERT SERVICE**

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

4. The alarm company will initiate the request to connect their patron to the Company's business office.
5. The alarm company will arrange to have their patron's terminal equipment installed and connected to the existing telephone line. The alarm company is responsible for insuring that the coordination of the monitoring of the premise equipment is made with their patron. The premises terminal equipment must be registered equipment and the jack will be installed by the alarm company or their patron.
6. The Company only guarantees the transmission level of the telephone line used with ASTS for a voice grade transmission. Use of the patron's exchange access line for data transmission may interfere with the use of the line for ASTS.
7. The monthly rate per line will be billed for a minimum of one month and will be billed monthly in advance.
8. All emergency reporting procedures will be as follows:
  - a. The alarm company will, upon receipt of an alarm report, contact their patron, or their agent, to advise them of a potential security problem. In the event of an open circuit, the Company repair center will be the second point of contact. The alarm company will, under no circumstances, have the Company make the first dispatch of an alarm report at the premise of the patron. Company dispatch for repair will not be made until verification that the condition is not due to a security problem (burglary, fire). The alarm company and their patron must provide safe access for Company repair service.
  - b. The alarm company will notify their patrons that all telephone equipment problems will be first reported by the patron to the alarm company. Upon verification by the alarm company that the terminal equipment is not at fault, the patron or alarm company will report the problem to the Company repair center. If it is subsequently discovered that the terminal equipment is at fault, the patron will be billed at the appropriate catalog rate.

**NOTICE**

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**9. CENTRAL OFFICE SERVICES**

**9.8 CENTRAL OFFICE ALARM SERVICES**

**9.8.2 SCAN-ALERT SERVICE**

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

9. ASTS will be provided only where facilities and operating conditions permit. Where facilities need to be modified to permit service, additional charges will apply as found in C., following.
10. The alarm company has the ability to interrogate the Company data base to determine the status of their patron's identification codes.
11. The alarm company does not have exclusive use of their patron's exchange access line.
12. An exchange access line customer changing from one alarm company to another will be treated as a new customer with full nonrecurring charges applicable.
13. In the event an alarm company ceases to offer alarm type customer services, another alarm company may arrange to assume the exchange access line and the Company will effect the change at estimated cost.
14. An exchange access line must be rated at less than five ringer equivalence.
15. ASTS will be utilized for the transmission of alarm signal statuses from the alarm or warning terminal unit only, unless authorized and coordinated with the Company.
16. The alarm line option will allow the Company to offer service to large Centrex/Private Branch Exchange customers with remote locations. This option will also apply to exchange access line customers who have other ASTS restrictions.

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**9.8 CENTRAL OFFICE ALARM SERVICES**

**9.8.2 SCAN-ALERT SERVICE (Cont'd)**

C. Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Standard		
• Alarm company system charge	\$100.00	\$ 1.00
• Service, per line equipped[1]	60.00	10.43
• Alarm line charge, per line[1,2]	108.00	13.00
• Changing customer telephone number and changing type of service[1]	4.00	—

[1] Charge applies to either exchange access line customer or alarm company.

[2] Recurring charges only will apply in addition to the charges for service, per line equipped.

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**9.8 CENTRAL OFFICE ALARM SERVICES**

**9.8.2 SCAN-ALERT SERVICE**

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

**2. Volume**

Applicable to participating alarm companies with 250 or more patrons. Volume pricing is available on contract only, with two options as follows:

- a. Option A - includes the full nonrecurring charge within the monthly rate.

<b>NO. OF PATRONS</b>	<b>MONTHLY RATE</b>				
	<b>1 YEAR</b>	<b>3 YEARS</b>	<b>5 YEARS</b>	<b>7 YEARS</b>	<b>10 YEARS</b>
250 to 499	\$12.25	\$12.10	\$11.85	\$11.60	\$11.35
500 to 999	11.10	10.85	10.60	10.35	10.10
1000 to 1499	9.85	9.60	9.35	9.10	8.85
1500 and Over	8.60	8.35	8.10	7.85	7.60

- b. Option B - includes a reduced rate on rate per month. Nonrecurring charge to be paid in full with initial billing.

**NONRECURRING  
CHARGE**

\$55.00

<b>NO. OF PATRONS</b>	<b>MONTHLY RATE</b>				
	<b>1 YEAR</b>	<b>3 YEARS</b>	<b>5 YEARS</b>	<b>7 YEARS</b>	<b>10 YEARS</b>
250 to 499	\$7.45	\$7.40	\$7.35	\$7.30	\$7.25
500 to 999	7.25	7.20	7.15	7.10	7.05
1000 to 1499	7.00	6.95	6.90	6.85	6.80
1500 and Over	6.75	6.70	6.65	6.60	6.55

**NONRECURRING  
CHARGE**      **MONTHLY  
RATE**

- c. Alarm line charge and rate,  
per line[1]      \$108.00      \$13.00

[1] These charges will apply in addition to the charges in a. and b.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.3 MISCELLANEOUS SWITCHING ARRANGEMENTS**

**10.3.1 NIGHT TERMINALS**

A. Description

Night terminals provide the customer the ability to have two telephone numbers terminate on one central office line. One of the numbers can then be used for night service.

B. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Terminals in central office in connection with night listings for PBX systems, each	NCB	\$11.00	\$2.15

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## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.4 SCREENING/RESTRICTION SERVICES**

#### **10.4.1 CUSTOMNET SERVICE**

##### A. Description

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

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

*CUSTOMNET* Service is offered in two categories:

- Selective Class of Call Screening
- Individual Line Service

##### 1. Selective Class of Call Screening (SCCS)

- a. SCCS is furnished only in conjunction with lines on PBX systems.
- b. All local calls and calls to Company numbers, such as repair service, will not be permitted. Calls dialed 1+, including calls to Directory Assistance, will not be permitted, except for calls to 800/800-type numbers. Calls dialed 0-/0+ to Directory Assistance will be permitted if alternate billing is provided.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.1 CUSTOMNET SERVICE**

A. Description (Cont'd)

2. Individual Line Service

- a. Individual Line Service is offered to individual line and trunk line customers. Two options, described below, are available with this service. The provision of this service may require some customers to change their existing telephone number.

• Option 1

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

• Option 2

All local calls, nonchargeable calls and calls dialed 1+ will be permitted. With this option, the customer assumes responsibility for all calls dialed 1+ and indemnifies and saves the Company harmless against claims resulting from abuse or fraudulent use of the service.

B. Terms and Conditions

1. *CUSTOMNET* Service is furnished in all exchanges where facilities and operating conditions permit.
2. The Company reserves the right to restrict the screening classes or combinations of classes to standard arrangements.
3. Toll Restriction cannot be applied to lines or trunk lines using *CUSTOMNET* Service. It can be used on other lines or trunk lines serving the customer at applicable rates and charges specified in 10.4.4.

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**10.4 SCREENING/RESTRICTION SERVICES**

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

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Selective Class of Call Screening, per PBX trunk line equipped[1]	SRG	\$24.00	\$2.00
• Individual Line Service, per line/trunk line equipped[2]	SEA	24.00	2.00

[1] The nonrecurring charge applies to install, move or change.

[2] The nonrecurring charge will apply when *CUSTOMNET* Service is ordered subsequent to the initial installation of the access line, or when the service is changed.

**NOTICE**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.4.3 BILLED NUMBER SCREENING (BNS)**

A. Description

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

B. Terms and Conditions

1. BNS is subject to the availability of facilities.
2. Collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority (BVA) data base.
3. Provision of BNS does not alleviate customer responsibility for completed toll calls.
4. BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XX1+10XX011+, etc.).

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business	RTVXQ	\$6.50	—
• Residence	RTVXQ	6.50	—

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.4.4 TOLL RESTRICTION SERVICE**

A. Description

Toll Restriction prevents access to the toll network, including access to 900-type toll services. *COMPLETE-A-CALL* is not available on a toll restricted line. When customers dial 0 or 1 from a restricted line the call will be diverted to a Company provided intercept announcement.

B. Terms and Conditions

1. Toll Restriction is offered only in central offices capable of providing the service.
2. Refer to the appropriate sections for other types of Toll Restriction offerings.
3. Provision of Toll Restriction service does not alleviate customers' responsibility for payment of completed toll calls.
4. Access to 800/800-type toll services will be allowed.



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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

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

C. Rate and Charges

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business			
- Each individual line or trunk equipped	RTY	\$24.00	\$2.00
• Residence			
- Each individual line equipped	RTY	—	2.00

**NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.4.5 PAY PER CALL RESTRICTION**

A. 900 Service Access Restriction

1. Description

900 Service Access Restriction prevents access to the 900 network. When clients dial a 900 number from a restricted line, the call will be diverted to a Company provided intercept announcement

2. Terms and Conditions

- a. 900 Service Access Restriction is offered only where central office facilities permit.
- b. 900 Service Access Restriction is only available on directly dialed calls.
- c. 900 Service Access Restriction is available only on the following local residence lines: flat, measured, Foreign Exchange and *CENTRAFLEX* 1. Access Restriction is available on the following local business lines: flat, measured, PBX (including deny terminating), Centrex and *CENTRAFLEX*. Other classes of service may be available on a case-by-case basis.
- d. No charge applies to remove 900 Service Access Restriction.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.4 SCREENING/RESTRICTION SERVICES**

**10.4.5 PAY PER CALL RESTRICTION**

A. 900 Service Access Restriction (Cont'd)

3. Rates and Charges

Charges and rates for this service are in addition to the charges and rates for the class, type and grade of service with which it is associated.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Each business or residence line equipped			
- Initial installation	RTVXN	—	—
- Subsequent installation on same line for the same service	RTVXN	\$7.50	—

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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

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

A. Description

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

B. Terms and Conditions

1. This service is offered subject to the availability of existing central office facilities.
2. Provision of 10XXX1+/10XXX011+ Blocking does not alleviate customer responsibility for completed toll calls.
3. Other toll restriction type services are available to customers subscribing to 10XXX1+/10XXX011+ Blocking.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line, trunk line, or NAF arranged	RTVXY	\$2.00	\$0.10

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.2 SPECIAL BILLING NUMBER SERVICE**

A. Description

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

The service furnishes to a customer, monthly, a separate listing of toll telephone messages for each special billing number used in placing calls.

B. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Group of twenty-five special billing numbers, each	BLN	\$5.00	\$5.00

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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.4 REVERSE BILLING SERVICE**

A. Description

Reverse Billing service is furnished in conjunction with individual business line, PBX, Centrex-Type or dial switching system services. It is provided for business customers who have a requirement for accepting a large volume of incoming toll calls on which they desire to pay the charges.

The service furnishes to a customer, monthly, a separate identification of message toll calls billed to each exchange access line or group of lines. The separate identification applies to message toll calls placed to the access line or group of lines on a direct distance dialed and/or operator handled sent-paid basis, originating in Company exchanges only. These calls are rated at the applicable toll rates outlined in Section 6 of this Catalog. They are billed to the called telephone number rather than the telephone number from which the calls originate.

B. Terms and Conditions

Calls to the reverse billing service number must originate from non-coin telephones.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Basic Service	RBB	\$205.00	\$120.00
2. Reverse Billing Service access line or group of lines, each[1]	RBA	—	10.00

[1] Applies in addition to the charge for the station service of the class, type or grade ordered.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.5 STATEMENT BILLING SERVICE**

A. Description

Statement Billing is a service in which the Company performs the administrative functions required by a customer to sort a Company bill; allocates discrete items on the original bill into separate statements, identifying charges allocatable to those departments (or other organizational entities as defined by the customer); distributes the bill allocation statements; and receives and processes payments from those entities.

The basic service is designed to perform those functions in a specific manner with *CENTRON* service bills. At additional charge(s), the service may be customized to meet different needs, if the needs identified are compatible with the established service's system requirements.

B. Terms and Conditions

1. Service may be subscribed to on month-by-month or a twenty-four month agreement basis.
2. Responsibility for timely, total payment of the entire bill remains with the customer subscribing to the service.
3. If agreeable to the subscribing customer, Statement Billing service may be transferred to one or more of the departments or entities being served.
4. Rearrangement of basic service will be provided at the discretion of the Company if needs are compatible with established service. Rates for a modified version will be developed if the Company deems the costs of the requested changes differ significantly from the basic service. The Company reserves the right to decline to provide requested rearrangement(s) when the customization required is not compatible.
5. The Company may make changes to the original bill and/or Statement Billing format as required without advance notice to the customer. Every reasonable effort will be made to identify such changes and notify customers in advance.
6. Bill detail will not include data which is not normally included on the original bill.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.5 STATEMENT BILLING SERVICE**

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

7. Statement Billing re-creations requested by the customer for whatever reason will be provided at additional charge that shall be no less than the cost(s) incurred by the Company, if operating conditions permit. In such cases, charges will be identified and presented for customer approval prior to work being initiated.
8. A printed paper statement, delivered by U.S. mail, will be standard. Alternative media or delivery forms may be provided at customer request for additional charge(s) if operating conditions permit.
9. If the service is cancelled by a customer prior to completion of a twenty-four month agreement for service, the customer will be liable for the remaining portion of recurring and nonrecurring charges.
10. Service will be implemented upon execution of a Statement Billing agreement.

**C. Rates and Charges**

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Statement Billing Service		
• Month-to-month basis, per customer		
- First ten entities	\$250.00	\$35.00
- Each additional	25.00	3.50
• Twenty-four month agreement, per customer		
- First five entities	75.00	15.00
- Each additional	15.00	3.00
2. Rates for rearrangement of statement or bill information to meet specific customer requests for format changes will be developed on an individual contract basis, subject to approval of the commission.		

**NOTICE**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.7 SUMMARY BILLING SERVICE**

**A. Description**

Summary Billing service is an arrangement that would allow customers having more than one bill to group them, with one summary, payment document, and bill date for all of the bills designated by the customer as a summary group.

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

**B. Terms and Conditions**

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

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.7 SUMMARY BILLING SERVICE**

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

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

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.7 SUMMARY BILLING SERVICE**

B. Terms and Conditions (Cont'd)

18. No charge applies for the initial establishment of Summary Billing service or for the addition of a new service to an existing summary bill.
19. A subsequent rearrangement charge will apply to:
  - Each established account added to an established summary bill. (An established summary bill is one for which the initial summary bill has been rendered.)
  - Each sub-account removed from a summary bill.
  - Each sub-account moved from one summary bill to another.

C. Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
1. Change of bill date, per summary bill	SUM	\$20.00
2. Subsequent rearrangement	D99	5.00

**NOTICE**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.8 TOLL MESSAGE DETAIL SERVICE**

A. Description

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

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

B. Terms and Conditions

1. Bill detail for message toll billing will be provided on a recurring monthly basis. Certain types of calls will be excluded, such as:
  - Calls requiring manual entry on the bill.
  - Optional calling service when detail is not available.
  - Interexchange Receiving Service (Zenith) messages are reproduced in summary only.
2. Toll Message Detail service can be arranged to provide extraction for media delivery up to four times per month. Each magnetic tape extraction will be contained on a single tape. Each media delivery can contain the prior month's messages for any number of telephone accounts closing since the last bill extraction date.
3. Each telephone number account extracted will provide the message toll service detail for the full bill period preceding extraction date.
4. Each arrangement of accounts provides for one billing and one mailing address.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.8 TOLL MESSAGE DETAIL SERVICE**

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

5. For each billing service arrangement for magnetic tape the customer will specify one blocking size, one tape record size and one data set name, with format limits imposed by the Company.
6. Media will be mailed first class with return receipt requested.
7. Tape and/or cards will not be packaged with the regular monthly bill.
8. Recreated extractions of tape or cards requested by the customer will be provided, if operating conditions permit, at charges based on actual costs. The customer must notify the Company within one month of the original output date. Partial extractions will not be possible.
9. The Company will determine the record description, and reserves the right to change record format with two months notice to the customer.
10. When exchange telephone service is discontinued, bill detail will be provided for the last (final or closing) bill.
11. These arrangements will be furnished only to the customer or authorized representative.
12. Liability for errors in the magnetic tape is limited to the monthly rate for the arrangement during the month in which the error occurred.
13. This arrangement is not represented to be a reconciliation of the Company's regular billing nor will the Company be responsible for any reconciliation between the media provided and its regular billing.
14. Each arrangement of accounts provides for one form of media, magnetic tape.
15. If a customer has more than one account arranged under one toll message detail billing service one account must be designated as the pilot account. The monthly rate for the appropriate arrangement will be billed to the pilot account.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

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

C. Rates And Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Bill detail for Message Toll			
• Magnetic Tape Arrangement			
- First extraction	Y18	\$280.00	\$76.00
- Additional extraction per month, each	Z18	—	26.00
- Message, each	N/A	—	0.02

2. Subsequent Rearrangement

A subsequent rearrangement charge will apply individually for:

- Each telephone account added or changed.
- Each change of miscellaneous billing name and/or address.
- Each change of mailing name and/or address of magnetic tape
- Each change in service, i.e., change between PBX and Centrex.
- For magnetic tape, for each change of blocking size, tape record size, and/or data set name.
- Each change of date that tape will be produced.
- Each account changed to include listings of line summaries of calls made to Directory Assistance.

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

	<b>NONRECURRING CHARGE</b>
• Subsequent Rearrangement	\$21.00

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.9 OUTWARD WIDE AREA TELECOMMUNICATIONS SERVICE (OUTWATS)  
MESSAGE DETAIL SERVICE**

**A. Description**

OUTWATS Message Detail Service is an arrangement furnishing message detail information pertaining to a customer's OUTWATS line(s) and is not represented to be a duplicate of regular WATS billing.

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

**B. Terms and Conditions**

1. Message Detail consists of call-by-call records from the customer's OUTWATS lines. The call detail records include:
  - Date
  - WATS billing number
  - Length of call
  - To number
  - From number
  - Revenue accounting code
  - Time of day
2. Advance notice of ten business days prior to the end of the WATS billing period is required for preparation of the data.
3. Information is provided only for outward interstate or intrastate WATS, by WATS billing period.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.9 OUTWARD WIDE AREA TELECOMMUNICATIONS SERVICE (OUTWATS)**

**MESSAGE DETAIL SERVICE**

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

4. Bill detail will:
  - a. Be available by pilot or related telephone number as designated in Company records.
  - b. Include all OUTWATS 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 accounting message file. There will be no rating, rearrangement, summarization or 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 provides for one form of media, magnetic tape or paper printout provided for one billing and one mailing address.
7. Recreated extraction of tape or printout requested by the customer will be provided at the appropriate rate per message, if operating conditions permit. The customer must request the recreated extraction within one month of the WATS billing period. Partial extractions will not be possible.
8. The Company will determine the record description and reserves the right to change record format.
9. For each OUTWATS Message Detail arrangement on magnetic tape, the customer will specify one blocking size, one tape record size and one data set name with format limits imposed by the Company.
10. Tape or paper printouts will not be packaged with the regular monthly bill.
11. Media will be mailed first class with return receipt requested.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.9 OUTWARD WIDE AREA TELECOMMUNICATIONS SERVICE (OUTWATS)**

**MESSAGE DETAIL SERVICE**

B. Terms and Conditions (Cont'd)

12. Charges for this service will be billed on a miscellaneous bill.
13. This service will be furnished only to the customer or authorized representative.
14. Liability for errors in the media is limited to the monthly rate for the service during the month in which the error occurred.
15. This service is not represented to be a reconciliation of the Company's regular billing nor will the Company be responsible for any reconciliation between the media provided and its regular billing.

C. Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Bill Detail for Magnetic Tape Arrangement		
- Preparation Charge	\$95.00	—
- Each Magnetic Tape	—	\$22.00
- Per Message	—	0.02
• Bill Detail for Paper Printout Arrangement[1]		
- Preparation Charge	95.00	—
- Per Message	—	0.03

[1] Media may be provided in a combination of arrangements, i.e., magnetic tape and paper printouts. The alternative arrangement(s) will be charged for at the appropriate rate per message. In the case of magnetic tape, the magnetic tape charge will also apply. Only one preparation charge will apply per WATS line per month.

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.5.10 CUSTOMER DATA ENHANCED SERVICE**

A. Description

Customer Data Enhanced Service is an arrangement which will provide a customer detail pertaining to the regular monthly bill. The detail will be provided via a fielded magnetic tape.

This service will be provided to customers with one or more accounts, in one or more exchanges, within the territory served by the Company within the State of Washington.

B. Terms and Conditions

1. Bill detail will be fielded, (data always located in a particular position of a record), as produced at bill extraction.
2. Data, as produced at bill extraction time, will be sorted by department code. Included will be:
  - a. Regular Monthly Billing
    - Current month's charges (including directory listings, directories, etc.) not broken down by department code
    - Other charges and credits (service order activity)
    - Adjustments (by account only, not broken down by department)
    - Detail of toll charges
    - Summary of total toll charges, as billed
  - b. Customer service record detail of the bill

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**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.10 CUSTOMER DATA ENHANCED SERVICE**

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

3. Customers wishing to subscribe to Customer Data Enhanced service will sign a letter of intent twenty-one days prior to the delivery of the first tape. Billing will commence with the month of the first tape. Tape delivery will be provided up to four times per month.
4. The Company may make changes to the bill/tape format as required without advance notice to the customer.
5. Bill detail will only include data which have been prepared by a mechanized billing system. Data that are manually billed cannot be included.
6. The customer will be required to arrange with the Interexchange Carrier(s) (IC) to which they subscribe for toll totals to be included on the magnetic tape. The long distance interexchange message totals can only be provided when the carrier(s) subscribe to billing and collection services listed in the Washington Catalog.
7. Tape recreations requested by the customer for whatever reason will be provided if operating conditions permit. The customer must notify the Company within fifteen calendar days of original output to request recreated tape. Partial extractions will not be available.
8. The standard delivery method will be certified U.S. mail with return receipt. Delivery via other means must be arranged by the customer, at the customer's expense.
9. Tapes shall be returned to the Company within ninety days of the delivery date or a replacement tape charge will apply. Damaged or mutilated tapes will be assessed the replacement tape charges.
10. If the customer cancels the order for Customer Data Enhanced Service prior to receipt of the first tape, the customer will be liable for any costs incurred by the Company.

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**10.5 SUPPLEMENTAL BILLING SERVICE**

**10.5.10 CUSTOMER DATA ENHANCED SERVICE (Cont'd)**

C. Rates and Charges

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Magnetic tape of bill detail	\$1,000.00	\$600.00
- Per record	—	0.0010
• Recreated Tape	150.00	—
• Subsequent rearrangement	30.00	—
• Replacement tape	[1]	—

A subsequent rearrangement charge will apply individually for:

- Each telephone account added or changed
- Each change of miscellaneous billing name and/or address
- Each change of mailing name and/or address of magnetic tape

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

[1] Actual cost of tape.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.7 CALLER IDENTIFICATION BLOCKING OPTIONS**

A. Caller Identification Blocking - Per Call

1. Description

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

2. Terms and Conditions

a. Liability

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

3. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Caller Identification Blocking, per call	N/A	–

**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**B. Caller Identification Blocking - Per Line**

**1. Description**

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

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

**2. Terms and Conditions**

**a. Liability**

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

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.7 CALLER IDENTIFICATION BLOCKING OPTIONS**

**B. Caller Identification Blocking - Per Line (Cont'd)**

**3. Rates and Charges**

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

- The customer is ordering new exchange access line service (See Section 5 of this Catalog).
- The customer is moving their exchange access line service from one address to another address within Washington.

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

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Caller Identification Blocking - per line, first time			
• Business, per line	NKM	–	–
b. Caller Identification Blocking - per line, subsequent			
• Business, per line	NKS	\$13.00	–

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.8 NETWORK CONNECTING ARRANGEMENTS**

**10.8.8 SELECTIVE RINGING MODULE**

A. Description

The selective ringing module is a hardware item that is mounted between the protector and the Standard Network Interface (SNI) to condition a party line for tip or ring signalling. Use of this unit eliminates the need to rewire telephones for connection to party lines and enables the customer to use a broader array of registered telephone equipment with party line service.

B. Terms and Conditions

1. The party line customer has two options in connecting a telephone set to a party line:
  - The customer may arrange to have the telephone set rewired by an authorized vendor.
  - The customer may elect to have the Company install the selective ringing module at the charges listed below.
2. In the Company areas where facilities are inadequate to provide single party service, the selective ringing module will be provided at no charge initially. At such time as single party service is made available, the customer will have the option of upgrading or paying the onetime charge for the selective ringing module.
3. If a selective ringing module is required due to a facilities rearrangement or line transfer that the Company must perform, the selective ringing module will be provided at no charge.

C. Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE[1]</b>
• Selective ringing module	NRO	\$56.00

[1] Installation will be performed at estimated costs in addition to the charge shown above.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

**A. Description**

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

**B. Terms and Conditions**

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

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

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

2. A Call Data Input/Output Central Office Facility is required between the central office and the customer's equipment that receives the call related information and/or generates a message waiting indication activation/deactivation request.
3. Signaling on the data link (private line) is ASCII asynchronous.
4. More than one customer MLHG may be served by the same Call Data Input /Output Central Office Facility as long as the customer's equipment can interpret the data transmitted.
5. When used in conjunction with Message Waiting Indication-Audible, Visual or Audible/Visual, the customer must have compatible message desk customer-premises equipment.
6. A Voiceband/Data Circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises, to provide call information and/or message waiting indication.
7. MDS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.
8. MDS can be resold.
9. MDS is for use with Voice Messaging service and/or for intrasystem call routing purposes only.

**NOTICE**

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**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 10**  
**Original Sheet 33**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

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

10. The customer is required to provide the modem or channel interface equipment at the customer premises end of the Call Data Input/Output Central Office Facility.
11. It is the customer's responsibility to ensure that requests from the customer's CPE to activate or deactivate Message Waiting Indication (via the Call Data Input/Output Central Office Facility) shall be made only for end user client's telephone numbers equipped with a Message Waiting Indication feature. Repeated invalid activation or deactivation requests for the same telephone number may adversely affect the network and, therefore, shall be considered as a CPE trouble condition.
12. A message waiting indication activation/deactivation request will be effective only for customers in the same central office switch where the Call Data Input/Output Central Office Facility terminates.

**C. Rates and Charges**

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. Call Data Input/Output Central Office Facility, each	FCX	\$400.00	\$450.00
4. Per Multiline Hunt Group Terminating in Call Data Input/Output Central Office Facility	FHZPA	150.00	15.00
5. Call data, each line arranged	MBH	5.00	3.75

**NOTICE**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

**D. Message Delivery Service - Interoffice**

**1. Description**

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

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

**2. Terms and Conditions**

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

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.1 MESSAGE DELIVERY SERVICE**

D.2. (Cont'd)

- d. The Company reserves the right to limit growth of an existing service arrangement or the installation of a new service arrangement based on available capacity of the serving central office switch and/or its associated network connection.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The Nonrecurring Charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

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

## **10. MISCELLANEOUS SERVICE OFFERINGS**

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

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

##### **A. Message Waiting Indication - Audible**

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

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

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

- a. Each provider customer subscribing to Message Waiting Indication-Audible must have their line programmed to accept Message Waiting Indication-Audible.
- b. The provider must subscribe to MDS in order to provide this feature. See Message Delivery Service in 10.10.1.
- c. Message Waiting Indication-Audible can be resold.

###### **3. Rates and Charges**

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge applies per request on a per line basis to establish or change this service.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION**

A.3. (Cont'd)

- c. One nonrecurring charge will apply when Message Waiting Indication-Audible and Custom Calling Services features are ordered at the same time, for the same customer, on the same line. See Custom Calling Services in 5.4.3.

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

B. Message Waiting Indication - Visual

1. Description

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

2. Terms and Conditions

- a. Each provider customer subscribing to Message Waiting Indication-Visual must have the line programmed to accept Message Waiting Indication-Visual.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.
- c. Message Waiting Indication-Visual can be resold.
- d. Message Waiting Indication-Visual is available only where facilities and operating conditions permit.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.2 MESSAGE WAITING INDICATION**

B. Message Waiting Indication - Visual (Cont'd)

3. Rates and Charges

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

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
d. Each customer line arranged			
• Business	MV5	\$13.00	\$0.85
• Residence	MV5	11.00	0.25



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

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

C. Audible/Visual

1. Description

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

2. Terms and Conditions

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

3. Rates and Charges

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

	<b>USOC</b>	<b>SERVICE &amp; EQUIPMENT CHARGE</b>	<b>MONTHLY RATE</b>
• Each line arranged			
- Residence	M1W	\$13.00	\$0.30
- Business	M1W	13.00	1.10

**NOTICE**  
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## 10. MISCELLANEOUS SERVICE OFFERINGS

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

#### 10.10.4 TRAFFIC DATA REPORT SERVICE

##### A. Description

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

##### B. Definitions

###### Overflow (Attempt Failures)

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

###### Peg Count

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

###### Usage

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

##### C. Terms and Conditions

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

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.4 TRAFFIC DATA REPORT SERVICE**

C. Terms and Conditions (Cont'd)

4. TDRS studies provided at rates and charges specified in D., following, will contain data that is at least ninety percent complete. Studies that are less than ninety percent complete will be treated as follows:
  - a.. One week reports
    - Customer accepts incomplete report
      - Issue credit adjustment, per D., following, towards nonrecurring charge.
    - Customer does not accept incomplete report
      - Reschedule another week at no additional charge, or adjust customer bill; no charge for report.
  - b. One month and ongoing reports
    - Customer accepts incomplete weekly report
      - Issue credit adjustment, per D., following.
    - Customer does not accept incomplete report
      - Reschedule another week at no additional charge, or adjust customer bill for incomplete week.
  - c. Terms and conditions, specified in a. and b., preceding, constitute the customer's sole recourse for incomplete reports.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.4 TRAFFIC DATA REPORT SERVICE**

C. Terms and Conditions (Cont'd)

5. Ongoing and monthly reports are produced on a weekly basis.
6. Monthly reports contain a minimum of four weeks (consecutive) of data.
7. The minimum service period (billing) for TDRS is as follows:

REPORT DURATION	MINIMUM SERVICE PERIOD
One week	One week
One month	One month
Ongoing	Two months

D. Rates and Charges

TDRS will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Service Establishment Charge, per account, per order	TFDO1	\$ 30.00	—
• TDRS study, per facility, i.e., individual access line, group or queue			
- One week	TFPAW	120.00	—
- One month	TFPAM	210.00	—
- Ongoing	TFPAO	90.00	\$120.00
• TDRS study for dedicated common block features/ measurements			
- One week	TFPBW	500.00	—
- One month	TFPBM	950.00	—
- Ongoing	TFPBO	350.00	600.00

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 10**  
Original Sheet 43

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.4 TRAFFIC DATA REPORT SERVICES**

D. Rates and Charges (Cont'd)

**CREDIT  
ADJUSTMENT**

- Credit adjustment applicable when a customer accepts a less than 90 percent complete weekly report
  - Each facility study
    - One week \$ 30.00
    - One month 15.00
    - Ongoing 10.00
  - Each dedicated common block features/measurements study
    - One week 135.00
    - One month 60.00
    - Ongoing 40.00

**NOTICE**  
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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

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

A. Description

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

B. Terms and Conditions

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

C. Rates and Charges

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

**MONTHLY  
RATE**

- Per client line arranged \$1.00

**NONRECURRING  
CHARGE**

- Provisioning of the CEMSS Subscriber \$10.00

## 10. MISCELLANEOUS SERVICE OFFERINGS

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

#### 10.10.8 BUSINESS CONTINGENCY SERVICE

##### A. Business Continuation Routing

###### 1. Description

Business Continuation Routing provides the customer with the ability to activate predefined standby telecommunications services by notifying the Company. Business Continuation Routing will provide call redirection to any telephone number selected by the customer. Basic call redirection is considered to be redirection from one number to another. The customer may choose to redirect their calls using up to three options. In order to receive calls at their number, one of the options must redirect calls to that number. Only one option can be activated at any point in time. Business Continuation Routing is available on DSS trunks, PBX trunks, *DID* trunks, business exchange access lines, Single Line ISDN lines, Primary Rate Service ISDN lines and Centrex type station lines.

###### 2. Definitions

###### Service Establishment

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

###### Activation

The implementation of the customer's predefined plan configuration.

###### Occurrence

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

###### Group

A group is a group of telephone numbers that will be redirected in the same way. For example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected according to the service option for that number.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.2. (Cont'd)

Number Establishment or Change Charge

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

Activation

The act of properly notifying the Company to invoke a pre-established Business Continuation Routing option by the customer.

3. Terms and Conditions

- a. The Company will furnish Business Continuation Routing where facilities permit.
- b. Business Continuation Routing may be activated 24 hours a day, seven days a week by notifying the Company.
- c. The standby telecommunications service associated with Business Continuation Routing must be in place or subscribed to at the same time as Business Continuation Routing.
- d. Suspension of service, either full or partial of Business Continuation Routing, is not permitted.
- e. Should the customer opt to redirect calls to an intra/interLATA exchange telephone number from the forwarding switch, the customer will be responsible for the selection of the interexchange carrier and all associated rates and charges billed by the interexchange carrier.
- f. The Company will not be responsible for verification or working status of telephone numbers chosen by the customer for their option selections.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

A.3. (Cont'd)

- g. Each group may have a maximum of three redirect options. In all cases the first option will be the called number. For the second and third options the actual telephone number that calls are being redirected to do not have to be the same.
- h. The customer must forward all telephone numbers in a group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be preassigned upon the establishment of the service.
- i. Each group may have a maximum of three redirect options: the original telephone number plus up to two additional telephone numbers. The customer may call the Company as frequently as desired to redirect the calls to any of the group options preassigned.
- j. The Company reserves the right to invoke a throttling process that could block calls in order to protect extraordinary traffic loads on the network, in the event that call loads could be hazardous to the network.

4. Rates and Charges

- a. Rates and charges for Business Continuation Routing are in addition to the rates and charges for any other services associated with Business Continuation Routing.
- b. Nonrecurring charges, as specified elsewhere, will apply when adding or changing services associated with Business Continuation Routing.
- c. A Service Establishment charge will apply for Business Continuation Routing. This charge will apply again if the customer changes the service or reestablishes Business Continuation Routing at a later date.
- d. Extraordinary Networking rates and charges will be developed on an individual case basis when unique engineering and/or customer specified dedicated investment is required.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

4. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Service Establishment Charge[1]	SEPCS	\$150.00	—
• Number Establishment or Change Charge	REAKY	8.50	—
• Digital Switched Service capability, per Digital Switched Facility[2,3,4]	C2RDX	—	\$75.00
• Access Line/Trunk capability, per line and/or trunk[3,4]	C2RLX	—	3.50

[1] Applies on initial installation only.

[2] The maximum number of telephone numbers in a DSS facility is 144.

[3] A maximum of ten numbers can be used in any one hunt group for Business Continuation Routing forwarding without incurring extraordinary network charges.

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

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES**

**10.10.8 BUSINESS CONTINGENCY SERVICE**

4. Rates and Charges (Cont'd)

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

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

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

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**10. MISCELLANEOUS SERVICE OFFERINGS**

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

**10.10.11 TRANSFER ARRANGEMENT**

A. Description

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

B. Terms and Conditions

1. An intraoffice channel and an on-premises key are required in addition to the transfer arrangement.
2. This service is provided where facilities are available and subject to equipment limitations.
3. Rates shown below apply only to transfer arrangements utilizing a customer provided key installed on or after December 30, 1982.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Transfer Arrangement	TEECP	\$13.00	\$1.25

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

**A. 211 Service**

**1. Description**

211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

**2. Terms and Conditions**

- a. Qwest Corporation will provide 211 Service in Qwest Corporation territory only. To provide 211 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 211 code.
- c. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in 5.7.1 of this Catalog.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICES**

A.2. (Cont'd)

f. Access to 211 is not available to the following classes of service:

- 1+,
- 0+, 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the 211 subscriber will not be completed.

- g. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- h. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 211 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- j. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 211 Service is provided where facilities permit.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- n. The 211 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
- o. 211 will be provided under the following conditions:
  - (1) The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
  - (2) The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with the service.
  - (3) The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 211 Services is not allowed.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2.o. (Cont'd)

- (5) The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
  - (6) The Company will provide both oral and written notification when a 211 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- p. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:
- (1) The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (3) The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 211 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A.2. (Cont'd)

- q. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

A. 211 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 211 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to number after the initial deployment.
- d. Charges applicable to 211 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

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

**B. 311 Service**

**1. Description**

311 Service (311) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.

**2. Terms and Conditions**

- a. Qwest Corporation will provide 311 Service in Qwest Corporation territory only. To provide 311 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 311 code.
- c. 311 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2. (Cont'd)

- e. Directory listings may be provided for 311 under the terms, conditions, rates and charges specified in 5.7.1 of this Catalog.
- f. Access to 311 is not available to the following classes of service:
  - 1+,
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 311 subscriber will not be completed.

- g. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity, either directly or indirectly.
- h. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 311 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 311 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 311 from areas where 311 Service is not provided will be advised that the service is not available from their number.
- j. Disputes regarding geographic coverage by two or more 311 subscribers will be referred to the Washington Utilities and Transportation Commission.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2. (Cont'd)

- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 311 Service is provided where facilities permit.
- n. The 311 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach non-emergency local government services provided by dialing 311.



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- o. 311 will be provided under the following conditions:
  - (1) The 311 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to handle calls to 311 without impairing the Company's general telephone service or telephone plant.
  - (2) The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 311 Services is not allowed.
  - (5) The 311 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Company, the 311 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
  - (6) The Company will provide both oral and written notification when a 311 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 311 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- p. The following conditions apply if the 311 subscriber provides a pre-recorded announcement:
- (1) The 311 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 311 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
  - (3) The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 311 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B.2. (Cont'd)

- q. The Company may take all legal and practical steps to disassociate itself from 311 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, its employees or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 311 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone or ZIP Codes can be provided where technically feasible.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

B. 311 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 311 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 311 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

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

C. 511 Service

1. Description

511 Service (“511”) is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

2. Terms and Conditions

- a. Qwest Corporation will provide 511 Service in Qwest Corporation territory only. To provide 511 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 511 code.
- c. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 511 at rates under the terms, conditions, and rates specified in 5.7.1 of this Catalog.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

f. Access to 511 is not available to the following classes of service:

- 1+,
- 0+, 0-(credit card, third-party billing, collect calls),
- 101XXXX,

In addition, operator assisted calls to the 511 subscriber will not be completed.

- g. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- h. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 service is not being provided will be advised that the service is not available from their number.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- j. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 511 Service is provided where facilities permit.
- n. The 511 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach travel information services provided by dialing 511.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C.2. (Cont'd)

- o. 511 will be provided under the following conditions:
  - (1) The 511 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant.
  - (2) The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 511 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 511 Service is not allowed.
  - (5) The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. If requested by the Company, the 511 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
  - (6) The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- p. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:
- (1) The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 511 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
  - (3) The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- q. The Company may take all legal and practical steps to disassociate itself from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

C. 511 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 511 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 511 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

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

D. 711 Services

1. Description

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

2. Terms and Conditions

- a. Qwest Corporation will provide 711 Service in Qwest Corporation territory only. To provide 711 access to end users in an independent company territory, or to a Competitive Local Access Carrier’s (CLEC) end user, the 711 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 711 code.
- c. 711 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 711 at no charge.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

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

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

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

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

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D.2. (Cont'd)

- j. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 711 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 711 subscriber has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- k. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- l. 711 Service is provided where facilities permit.
- m. The 711 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach relay services provided by dialing 711.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- n. 711 will be provided under the following conditions:
- (1) The 711 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to handle calls to 711 without impairing the Company's general telephone service or telephone plant.
  - (2) The 711 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 711 subscriber will be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
  - (4) Suspension of 711 Services is not allowed.
  - (5) The 711 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. At the Company's request, the 711 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 711 service.
  - (6) The Company will provide both oral and written notification when a 711 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 711. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 711 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- o. The following conditions apply if the 711 subscriber provides a pre-recorded announcement:
  - (1) The 711 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The Company's provision of access to the 711 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (3) The 711 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 711 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- p. The Company may take all legal and practical steps to disassociate itself from 711 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- q. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Catalog. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- r. Calls placed to the 711 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

D. 711 Services (Cont'd)

3. Rates and Charges[1]

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 711 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 711 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to number after the initial deployment.
- d. Charges applicable to the 711 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	—

[1] 711 Service was deployed in Washington in October, 2001.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

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

E. 811 Service

1. Description

811 Service (“811”) is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide a means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

2. Terms and Conditions

- a. 811 Service is available in Qwest Corporation territory only. To provide 811 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, the 811 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 811 code.
- c. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.)
- d. Limitations and use of service apply as stated in Section 2 of this Catalog.
- e. Directory listings may be provided for 811 under the terms, conditions and rates specified in 5.7.1 of this Catalog.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

f. Access to 811 is not available to the following classes of service:

- 1+
- 0+, 0- (credit card, third-party billing, collect calls)
- 101XXXX

In addition, operator assisted calls to the 811 subscriber will not be completed.

- g. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
- h. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 service is not being provided will be advised that the service is not available from the number.
- j. Disputes regarding geographic coverage by two or more 811 subscribers will be referred to the Washington Utilities and Transportation Commission.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. The 811 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the One Call Center for services provided by dialing 811.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- n. 811 will be provided under the following conditions:
- (1) The 811 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
  - (2) The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  - (3) The 811 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright or resulting from any claim of liable and slander.
  - (4) Suspension of 811 Service is not allowed.
  - (5) The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.
  - (6) The Company will provide both oral and written notification when an 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

**NOTICE**

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

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

- o. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
  - (1) The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
  - (2) The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
  - (3) The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
  - (4) The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under catalog, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E.2. (Cont'd)

- p. The Company may take all legal and practical steps to disassociate itself from 811 subscribers who business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents in connection with this Catalog. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- r. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

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**10.11 MISCELLANEOUS SERVICES**

**10.11.3 N11 SERVICE**

E. 811 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 811 subscribers will pay the normal charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 811 Service are as follows:

	<b>NONRECURRING CHARGE</b>
(1) Service Establishment Charge	
• Per Point-to Number	\$144.50
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	21.50
(3) Charge per call routed	—

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## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

##### A. Description

1. *QWEST* Business Voice Messaging Service (BVMS) (also known as *QWEST* Business Voice Mail) can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service will greet incoming callers with a personal or a standard greeting in either English or Spanish. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.
2. Mailboxes

The following mailboxes are available with BVMS. These mailboxes are provided on a stand-alone basis, in association with one or more additional mailboxes, or with one or more options. The mailboxes are as follows:

##### Voice Mail

This mailbox answers incoming calls placed to the customer when their telephone number is busy or if the call is not answered. The Voice Mail mailbox can greet callers with a personal or standard greeting. The mailbox receives and saves the caller's message for review by the customer. The basic features of the Voice Mail mailbox include route to other number, personal and extended absence greeting, security code, receiving and disposing of messages, pause, skip-forward, skip-backwards, replay of messages, and Easy Access. Customers can also send, reply and copy/forward messages to others on the same local messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can retrieve messages left for them from any tone signaling telephone. It does not include any other service or feature. Customers subscribing to Voice Mail must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

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

##### Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBLDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A provides a stutter dial tone when messages are waiting.

##### Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible/Visual

Equipping a customer's telephone service with CFBLDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

##### Call Forwarding- Don't Answer and Message Waiting Indication- Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Don't Answer (CFDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A provides a stutter dial tone when messages are waiting.

##### Call Forwarding-Don't Answer and Message Waiting Indication- Audible/Visual

Equipping a customer's telephone service with CFDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

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

##### Listen Only

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

Listen Only mailbox gives the customer a reduced function mailbox which allows the customer to record up to three messages, five minutes in length, which are listened to by incoming callers.

### 3. Optional Feature Mailboxes

#### Call Routing

This feature is a front-end call routing service, using menu selections, that helps callers make quick connections to a particular customer's or department's mailbox by pressing single digits on a tone signaling telephone. This feature is used in conjunction with any combination of two or more Voice Mail or Listen Only mailboxes. Calls placed to a call router may be directed to another call router.

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

#### Call Routing to Number

This feature is a front-end call routing service, using menu selections, that helps touch-tone callers make quick connections to a particular customer's or department's Listen Only or Voice Mail mailbox, or another local or 800/800 type telephone number. Below are the potential options a caller will have once they are in the call routing mailbox:

- Route to a Voice Mail mailbox, leave a message or press "0" and route to the customer's attendant, and/or,
- Route to a Listen Only mailbox, leave a message, or press "0" and route to the customer's attendant, and/or,

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

##### A.3. (Cont'd)

- Route to another telephone number. If this number is busy, isn't answered, or is answered by some form of telephone answering, the caller will not be routed back to the original routing mailbox.

Calls routed via this service may route to numbers within the same local calling area or 800/800 type numbers. The customer has the option of selecting a default option for calls placed from rotary dial telephones. This feature must be used in conjunction with two or more Listen Only or Voice Mail mailboxes that are billed to the same telephone number.

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

#### 4. Optional Features

##### Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in two increments; Level I provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

##### Call Router Traffic Study (CRTS)

A CRTS is a custom report that identifies, by call router, the number of calls routed to each menu selection. CRTS is available to customers subscribing to Call Routing and/or Call Routing to Number feature(s).

Data is available only on a monthly basis, i.e., the report period starts on the first day of a month and ends on the last day of that month. Studies may be requested for one or more months. Rotary calls will be included in the return to other number count.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

## **10. MISCELLANEOUS SERVICE OFFERINGS**

### **10.12 VOICE MESSAGING SERVICE**

#### **10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

##### A.4. (Cont'd)

##### Extension Mailbox

This option gives the customer three reduced function mailboxes, in addition to their personal mailbox. Messages can be left for any of these Extension Mailboxes by pressing certain digits on a tone signaling telephone. Each of the Extension Mailboxes can have a personal greeting that is played after the caller makes a selection. Messages left in an Extension Mailbox can only be retrieved using the individual Extension Mailboxes' security code. This option is not technically compatible with Scheduled Greetings or an Extended Absence Greeting.

##### Message Notification

This option provides for the delivery or notification of new messages to a different location other than the customer's mailbox number. The customer has the option of sending notification or messages to another number in their BVMS system, or notification only to a local telephone number or pager. A notification schedule may be established to call the customer immediately when new urgent messages are left in the customer's mailbox or when any message is left. The customer will have the ability to turn the notification on or off.

##### Scheduled Greetings

This option offers the customer the ability to have two separate greetings that would play at different times during the workday. The customer would control these "open" and "closed" greeting times. The customer can also designate that either of these greetings be played at different times during the weekend.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)[1]**

**B. Terms and Conditions**

1. The minimum service period for BVMS is one month.
2. BVMS will be provided 24 hours per day, 7 days per week.
3. BVMS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.
4. Customers subscribing to BVMS should have their lines equipped with Call Forwarding - Variable, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line/Don't Answer, or Remote Access Forwarding/Scheduled Forwarding in order to transport their calls to the voice response unit. Customers wishing to receive notification of messages waiting to be retrieved must have their lines equipped with message waiting indication.
5. The Company may apply, at no monthly charge, additional features for the purpose of enhancing service. Spanish and the restart function are examples of these features.
6. Any long distance or usage charges that may be generated when using Call Routing to Number will be the responsibility of the Call Routing to Number customer.
7. Customers with a Voice Mail mailbox may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in C., following.
8. During a Call Router Traffic Study, changes may not be made to the menu selections because changes would invalidate report data.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)[1]

C. Rates and Charges

1. Changes in the ringing cycle associated with the Call Forwarding-Busy Line/Don't Answer feature will be charged for in accordance with the rates and charges for that feature.
2. The "add and/or change" nonrecurring charge applies for each mailbox added or changed.
3. The CRTS monthly rate applies for each menu selection on the call router being studied.
4. The rates and charges for BVMS are in addition to all rates and charges for the associated underlying service.

a. Month-to-Month Rates

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Add and/or change router and/or Route to Other Number per mailbox[2,3,4]</li> </ul>	REAVD	\$10.00	—

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Charge does not apply to add router if the router is added at the same time as a mailbox is added.

[3] Charge does not apply to add Route to Other Number if Route to Other Number is added at the same time the associated router or mailbox is added.

[4] Customers may make from one to ten number changes to each call router associated with Call Routing to Number with each order placed. This note does not apply to changes in the Call Routing feature.

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**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

C.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each			
- Voice Mail	MBB,MBBXA	\$10.00	\$13.95
- Discounted[2]	MBJ	—	13.95
- Discounted[3]	—	—	9.75
- Discounted[4]	—	—	9.95
- With CFBLDA & MWI-A[5]	VVMAD	[6]	16.70
- With CFBLDA & MWI-A/V[5]	VVMAE	[6]	17.55
- With CFDA & MWI-A[5]	VVMAF	[6]	16.20
- With CFDA & MWI-A/V[5]	VVMAG	[6]	17.05
- Listen Only	VJMXW	10.00	24.95

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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

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

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

[5] The nonrecurring charge applies in addition to the nonrecurring charge for voicemail mailbox.

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

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**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

C.4.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Optional mailboxes, each			
- Call Routing	VPH,VPHXA	—	\$ 9.95
- Call Routing to Number	VJMXU,VJMXV	—	12.00
• Optional features, per mailbox, each			
- Additional Message Capacity			
- Level I	VMC1X	—	4.95
- Call Router Traffic Study, per menu selection	VTM+X	—	5.00
- Call Router Traffic Study, add or change, per menu selection	SEPVS	\$39.00	—
- Extension Mailbox	VBS	—	6.95
- Message Notification	VFN	—	4.95
- Scheduled Greetings	VGT	—	4.95

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

C.4. (Cont'd)

b. Monthly Rates - Volume Discounted

- (1) Volume discounts are offered to customers allowing customers to pay a guaranteed fixed monthly rate for Voice Messaging over a 1- to 6-year period. Customers who sign an agreement are guaranteed against Company initiated changes in the monthly rates for the length of the agreement. The minimum service period for these agreements is 12 months and mailbox quantities may vary within the contracted price category. The terms specified in the Termination Liability/Waiver Policy in 2.2.14 of this Catalog apply.
- (2) The nonrecurring charges are specified in 10.12.2.C.4.a.

	<b>12 TO 23 MONTHS</b>	<b>24 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 72 MONTHS</b>
• Mailboxes, each				
- Voice Mail				
2 - 5	\$11.48	\$11.22	\$10.84	\$10.84
6 - 35	11.22	10.84	10.46	10.20
36 - 60	10.84	10.46	10.20	9.95
61 - 150	10.46	10.20	9.95	9.56
151 - 500	10.20	9.95	9.56	9.18
501 +	10.20	9.56	9.18	8.93
- Centrex 21 Voice Mail				
		<b>12 TO 36 MONTHS</b>	<b>37 TO 60 MONTHS</b>	
1 - 5		\$9.75	\$9.75	
6 - 35		9.75	9.75	

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**10. MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]**

C.4.b.(2) (Cont'd)

- Optional Features,  
per mailbox, each

	<b>12 TO 23 MONTHS</b>	<b>24 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 TO 72 MONTHS</b>
- Additional Message Capacity - 50 Messages	\$2.50	\$2.25	\$2.00	\$1.75
- Message Notification	2.50	2.25	2.00	1.75
- Scheduled Greetings	2.50	2.25	2.00	1.75

**D. Special Programs**

The Company may offer special programs and applications for BVMS designed to meet unique needs of specific customers or customer groups. The special programs are different than the offerings specified in this Catalog. Rates and charges will vary depending on the program or application designed.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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**11. RESERVED FOR FUTURE USE**

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**12. RESERVED FOR FUTURE USE**

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**SECTION 13**

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**EXCHANGE AND  
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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

<b>SUBJECT</b>	<b>SHEET</b>
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Business Maintenance Plans .....	18
Business <i>UNISTAR</i> Service .....	18
Customer Premises Wire.....	1
Premises Work Charges .....	6
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### 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

#### 13.1 CUSTOMER PREMISES WIRE[1]

##### A. Description

Premises wire is wiring located within individual living units or business suites. Premises wire includes extension wiring between buildings on continuous property on the customer's side of the Network Interface. Premises wire does not include riser cable or interbuilding cable located between the Network Interface and the individual living unit or business suite.

All wiring must comply with Part 68 of the Federal Communication Commission's (47 CFR 68) Rules and Regulations and the National Electrical Code or Company-provided technical standards.

##### B. Definitions

###### Change

The change of premises wire at the request of the customer.

###### Complex Premises Wire

Wiring and jacks on a premises that is associated with customer-provided equipment such as Multiline Telephone Systems, PBX Systems, Multifunction Systems, LAN and data equipment (programmable, universal and fixed loop loss), etc.

###### Estimate

A broad statement of expected price which is not necessarily the price the customer will be billed.

###### Firm Bid

A firm price, in writing, for a stated purpose and good for a limited time period. Quotations accepted by the customer will be billed at the stated price, regardless of the actual costs incurred by the Company.

###### Intra Premises Wire

Wiring located on the customer's side of the Network Interface, within the same building or between different buildings, on continuous property.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

### **13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

#### **13.1 CUSTOMER PREMISES WIRE[1]**

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

###### Moves

A customer-requested move of premises wiring from one location to another on the same premises.

###### Network Interface

The Network Interface for the connection of customer-premises wire consists of a standard registered jack and is provided as part of the exchange access line. The Network Interface will be installed on or near the customer's premises, at a location determined by the Company, which is accessible to the customer. The Network Interface is normally combined with, or in close proximity to, the protector or equivalent.

###### Noncomplex Premises Wire

Wiring and jacks on the customer's side of the Network Interface that do not terminate in customer-provided equipment described under Complex Premises Wire.

###### Rearrangement

Work required to remove and/or replace premises wiring and/or jacks in response to a customer's request for a relocation of premises wire.

###### Service Call

A premises visit by a Company employee or representative for the purpose of performing billable premises work requested by the customer or the customer's representative.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.1 CUSTOMER PREMISES WIRE (Cont'd)[1]**

C. Terms and Conditions

1. Premises wire may be installed and/or maintained by the Company or the customer. Where installation or maintenance is provided by the Company, rates and charges specified in this Catalog will apply.
2. Billable work performed on the network side of the Network Interface can be found in the Exchange and Network Services Tariff.
3. The complex business customer or property owner must provide and maintain, or pay the expense of, rights-of-way, poles, attachments, conduits or other supporting structures required for the placing of premises wire.

D. Warranties for Installation and Repair of Premises Wire

1. Limited 30-Day Installation Warranty

a. Coverage

The Company warrants the premises wiring for a period of 30 days. If there is a defect or malfunction the Company will, at its option, either repair or replace this wiring at no charge to the customer. If replacement parts are used in making repairs, these parts may be refurbished or may contain refurbished materials.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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**NOTICE**  
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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.1 CUSTOMER PREMISES WIRE[1]**

D.1. (Cont'd)

b. Exclusions

- (1) The warranty shall not apply to defects and malfunctions resulting from any equipment or service furnished by any person other than the Company, any accident, alteration, abuse, misuse, fire, Acts of God, such as storms and floods, or any unauthorized repair.
- (2) The Company disclaims any and all implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose.
- (3) The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of, or inability to use this wiring, either separately or in combination with other equipment.

c. Customer Responsibility

- (1) To obtain Company repair service, the customer must call the Company repair number which can be found in the telephone directory, or call any Company Business Office, collect.
- (2) When the repair person arrives and before any work is performed, the customer must present proof of the date the warranty commenced before any warranty work can be performed.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.1 CUSTOMER PREMISES WIRE (Cont'd)[1]**

**E. Responsibility of the Customer**

1. Where the customer elects to install and/or maintain premises wire, such installation and/or maintenance must comply with Part 68 of the FCC Rules and Regulations and the National Electrical Code as well as any applicable local electrical codes or Company-provided technical standards.
2. Where customer premises wire is maintained by the customer, the customer is responsible for correcting any service difficulty upon notice from the Company that such wire is causing the difficulty.

**F. Violation of Regulation**

1. Where any customer-provided premises wire or associated jack has been installed or maintained in violation of Part 68 of the FCC's Rules and Regulations, National or applicable local Electrical codes or Company-provided technical standards, the Company will promptly notify the customer of the violation and will take such immediate action, including the temporary disconnection of premises wire, as is necessary for the protection of the telecommunications network and/or Company employees.
2. The customer shall discontinue use of the customer-provided premises wire and/or associated jacks or correct the violation and notify the Company in writing within 10 days after receipt of Company notice of violation that the violation has been corrected.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

### 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

#### 13.2 PREMISES WORK CHARGES[1]

##### A. Description

Premises Work Charges are charges for work performed on the customer's side of the demarcation point by a Company employee or representative, at the customer's request, which are not covered by other charges. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the network side of the demarcation point is excluded from Premises Work Charges.

Included in the Premises Work Charges category are Time and Material Charges, the Premises Visit Charge, the Flat Installation Charge and the Trouble Isolation Charge.

Time and Material Charges apply to all customer requested rewiring, the installation on complex wiring and jacks for residential and business customers, moves, changes, rearrangements and maintenance (if customer is not a subscriber of a Company Wire Maintenance Plan). Time and Material Charges apply to work performed by the Company, on the customer's premises, exclusive of establishing or reestablishing network access. Time and Material Charges apply to residential and business customers.

Total Time and Material Charges are based on the installation labor time and miscellaneous materials required to complete the requested work on the customer's premises.

##### B. Definitions

###### Billable Time and Material Charges

Time and material spent by a Company representative on a customer's premises exclusive of work required to establish network access. Examples of billable time and material include preparation, inside wiring, jack installation and cleanup.

###### Complex Premises Wire

Wiring and jacks on a premises that is associated with customer-provided equipment such as Multiline Telephone Systems, PBX Systems, Multifunction Systems, LAN and data equipment (programmable, universal and fixed loop loss jacks), etc.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

B. Definitions (Cont'd)

Flat Installation Charge

A nonrecurring charge(s), applicable for the installation of non-complex premises wire.

Non-Complex Premises Wire

Wiring including connectors, blocks and jacks on a customer's premises that extends between the demarcation point and those connectors, blocks and jack locations to which terminal equipment can be connected for access to the exchange access line.

Prewire

Inside wire for telephone service installed in a residence or business structure before interior surfaces are placed.

Trouble Isolation Charge

This charge applies to customers when the Company makes a repair or trouble isolation visit to the customer's premises to test the central office line, up to the main point of presence, when the line tests clear and trouble is not found in the Company's facilities.

C. Terms and Conditions

1. Premises Work Charges apply, as required, in addition to other charges for individual items of equipment or services.
2. Time Sensitive Charges will be billed in initial 30 minute and additional 15 minute time segments. A five minute allowance into the next time increment will be granted.
3. The Flat Installation Charge will be billed to customers for the installation of non-complex wire. Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material, e.g., staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and non-complex jacks. Additional material charges may apply, if applicable.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

C. Terms and Conditions (Cont'd)

4. A quote for a specific job may be provided to the customer. The quote will be in writing and will be valid for 30 days after the issue date. An accepted quote will be billed at the stated price, regardless of the actual costs incurred by the Company.
5. When simple service exchange access line service is to be provided to a residence or business structure under construction, prewiring may be performed by the Company for charges specified in this Section. Contractors and builders will make the necessary arrangements with the Company for prewiring to be installed prior to the installation of interior surfaces. Charges for prewiring will be billed to the contractor or to the owner.
6. Premises Work Charges will apply:
  - a. When the Company extends wiring from the outside plant distribution terminal to a premises in a multiunit residence or business structure in addition to other billable time and material on that premises.
  - b. When the Company extends wiring beyond its network facilities in campus arrangements.
  - c. To individual residential and business structures when the Company extends wiring beyond the Company's network facilities.
  - d. When the Company provides interpremises wire in the same building.
  - e. When the Company provides wiring between separate buildings on the customer's continuous property.
  - f. To repair of facilities performed by the Company beyond the end of the Company's network facilities.
7. Time and Material Charges do not apply to the following work:
  - a. Moves or changes initiated by the Company.
  - b. Repair of Company-provided network facilities.
  - c. Repair and replacements of wire when done under the provisions of the Company's warranty or the customer is a subscriber of a Company Wire Maintenance Plan.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

C. Terms and Conditions (Cont'd)

8. Customers may provide their own inside wiring in accordance with the provisions of the Federal Communications Commission's Part 68, Rules and Regulations.
9. The customer shall be responsible for the payment of all Company charges for visits by the Company to the customer's premises to test the central office line, up to the main point of presence, and the line tests clear and trouble is not found in the Company's facilities.
10. The Trouble Isolation Charge will be billed on a time and material basis in 15 minute time segments. A five minute allowance into the next time increment will be applied. These charges will consist solely of the cost associated with the actual work-related time spent on the customer's premises.
11. In connection with WATS access lines, the charge will apply to each WATS access line which, at the customer's request, requires a visit to the customer's premises by Company personnel to establish the levels of signal power or to provide any conditioning required on the access line due to the connection of customer provided equipment. The charge does not apply if this work is performed at the same time the WATS access line is installed.
12. When a customer is not a subscriber of a Company Premises Wire Maintenance Plan, and the Company makes a repair or trouble isolation visit to the customer's premises to test the central office line, up to the demarcation point, and the line tests clear, the customer will be subject to the following charges:
  - A Trouble Isolation Charge will apply for the visit if the customer does not have the Company repair the premises wire trouble.
  - A Trouble Isolation Charge will apply for the visit when the technician is able to gain access to the demarcation point, whether or not the customer is at the premises.
  - A Trouble Isolation Charge and Time and Material Charges will apply if the Company repairs the premises wire trouble or isolates the trouble to the customer-provided equipment.
  - A Premises Visit Charge and Time and Material Charges will apply if the customer has isolated the trouble and has the Company make the appropriate repairs.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES (Cont'd)[1]**

D. Charges

1. Residence

- a. Time and Material charges (Maintenance/Repair and Installation of complex wiring)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule I		
Applicable to work performed during regularly scheduled business hours		
- Initial 30 minute increment or fraction thereof	HRD11	\$60.00
- Addition 15 minute increment or fraction thereof	HRDA1	30.00
• Schedule II		
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays		
- Initial 30 minute increment or fraction thereof	HRD12	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	35.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

D.1.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule III		
Applicable to work performed on Sundays and holidays		
- Initial 30 minute increment or fraction thereof	HRD13	\$80.00
- Additional 15 minute increment or fraction thereof	HRDA3	40.00
b. Premises Visit Charge[2]		
• Per Visit	SCO	25.00
c. Flat Installation Charge		
Applies for the installation on non-complex premises wire.		
Included in this charge is the Premises Visit Charge (travel time) and simple material. Additional material charges may apply, if applicable (e.g., weatherproof jack).		
	<b>USOC</b>	<b>CHARGE</b>
• Per order, per premises		
- First Jack	HRDJ1	\$99.00
- Each additional	HRDS1	60.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] A Premises Visit Charge applies to all Premises Work Charge Schedules.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

D. Charges (Cont'd)

2. Business

a. Time and Material charges (Maintenance/Repair and Installation of Complex Wiring)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Schedule I		
Applicable to work performed during regularly scheduled business hours		
- Initial 30 minute increment or fraction thereof	HRD11	\$60.00
- Additional 15 minute increment or fraction thereof	HRDA1	30.00
• Schedule II[2]		
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays		
- Initial 30 minute increment or fraction thereof	HRD12	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	35.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Subject to a minimum charge of two hours.

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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES[1]

D.2.a. (Cont'd)

	USOC	NONRECURRING CHARGE
<ul style="list-style-type: none"> <li>• Schedule III[2] <ul style="list-style-type: none"> <li>Applicable to work performed on Sundays and holidays</li> <li>- Initial 30 minute increment or fraction thereof</li> <li>- Additional 15 minute increment or fraction thereof</li> </ul> </li> </ul>	     	     
<ul style="list-style-type: none"> <li>- Initial 30 minute increment or fraction thereof</li> </ul>	HRD13	\$80.00
<ul style="list-style-type: none"> <li>- Additional 15 minute increment or fraction thereof</li> </ul>	HRDA3	40.00
b. Premises Visit Charge[3]		
<ul style="list-style-type: none"> <li>• Per Visit</li> </ul>	SCO	25.00
c. Flat Installation Charge		
Applies for the installation on non-complex premises wire.		
Included in this charge is the Premises Visit Charge (travel time) and simple material. Additional material charges may apply, if applicable (e.g., weatherproof jack).		
	USOC	CHARGE
<ul style="list-style-type: none"> <li>• Per order, per premises <ul style="list-style-type: none"> <li>- First Jack</li> <li>- Each additional</li> </ul> </li> </ul>	  	  
<ul style="list-style-type: none"> <li>- First Jack</li> </ul>	HRDJ1	\$110.00
<ul style="list-style-type: none"> <li>- Each additional</li> </ul>	HRDS1	70.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Subject to a minimum charge of two hours.

[3] A Premises Visit Charge applies to all Premises Work Charge Schedules.

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

D. Charges (Cont'd)

3. Trouble Isolation Charge

Applies to residence and business customers, not subscribing to a Company Premises Wire Maintenance Plan, for each repair visit made to a premises to test the central office line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities.

	<b>USOC</b>	<b>NONRECURRING CHARGE[2]</b>
• Residence	MCE	\$85.00
• Business	MCE	95.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] The Premises Visit Charge is included.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 13**

**Original Sheet 15**

**EXCHANGE AND  
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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.2 PREMISES WORK CHARGES[1]**

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

4. Holidays subject to Schedule III Residence and Business Charges are:

<b>HOLIDAYS</b>	<b>DAY OBSERVED</b>
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

5. Material

Normal installation and repair material are included in the first increment charge and are not billed separately, e.g., RJ11C, RJ14C, 2 to 6 pr inside wire, faceplates, staples, screws, nails, tape, connectors, etc.

Additional material charges are based on current Company material price list.

<b>USOC</b>	<b>NONRECURRING CHARGE</b>
AKT++ (e.g., AKT57)	\$1 to 99 \$57.00)
BAC++ (e.g., BACO1)	\$100 to 199 \$101.00)
CDR++ (e.g., CDR73)	\$200 to 299 \$273.00)
DPY++ (e.g., DPY29)	\$300 to 399 \$329.00)
Two USOCs (e.g., CDR63 DPYOO)	\$400+ \$563.00)

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**NOTICE**  
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### 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

#### 13.3 RESIDENCE MAINTENANCE PLANS[1]

##### A. Description

1. Residence Maintenance Plans are available from the Company for noncomplex residence customers. These noncomplex maintenance plans provide for trouble isolation and maintenance of premises wire and associated jacks located on the customer side of the Network Interface.
2. The following plans are available:

##### Residence *LINE-BACKER* Service

A premises wire maintenance plan that provides residence customers with inside wire and jack repair, and isolation of trouble available on a per exchange line/per premises or a per premises basis.

##### B. Terms and Conditions

1. Residence Maintenance Plans are subject to a minimum billing period of one month.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS[1]

B. Terms and Conditions (Cont'd)

- 2. When a trouble condition is attributed to the presence of non-standard wiring or installation, only that portion of the wiring, and jacks where the problem exists will be rewired, if necessary, using standard wire, jacks and installation methods. The Company will not entirely rewire the premises even though non-standard wire may have been used on other working jacks. Rewiring work that is required to remedy an existing case of trouble will be performed in a reasonable manner.
- 3. Coverage of these plans will commence for existing customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble that exists prior to establishing telephone service or prior to establishing the Plan. New customers or customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. The Plan will not cover installation of new jacks and wiring or rewiring of existing jacks at the new location.

C. Rates and Charges

	USOC	MONTHLY RATE
• <i>LINE-BACKER</i> Service		
- per premises, per line	LBRXB	\$4.75
- per premises[2]	OWMPA	5.00

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Rate for *LINE-BACKER* Service offered on a per premises basis applies when the service is added as part of Two-line *CUSTOMCHOICE*, Two-line *POPULARCHOICE*, Two-line *VALUECHOICE*, or Two-line *QWEST CHOICE* Home.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS[1]**

A. General

Business *UNISTAR* Service provides for inside wire maintenance, trouble isolation and repair services for business customers as specified below.

B. Terms and Conditions

1. Business *UNISTAR* Service is subject to a minimum billing period of one month.
2. Coverage of these plans will commence for existing customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan. New customers or customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. The Plan will not cover installation of new jacks and wiring or rewiring of existing jacks at the new location.

C. Business *UNISTAR* Service

1. Description

Business *UNISTAR* Service provides for the following:

- Noncomplex coverage which includes isolation and maintenance of the inside wire and jacks within the individual business suite. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Complex coverage which includes isolation and maintenance of the inside wire from the inside terminal or MPOP to the common equipment jack. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Waiver of Premises Work Charges when trouble is isolated to the customer-provided equipment.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS[1]**

D. *UNISTAR* Custom Services

1. Description

*UNISTAR* Custom optional maintenance plan offers Centrex-type systems customers unlimited service calls on premises inside wire and Trouble Isolation. The plan is designed to isolate the location of the service difficulty, eliminate customer confusion and waive any Trouble Isolation Charges.

2. Terms and Conditions

- a. *UNISTAR* Custom Service is available on systems of 1000 or more lines.
- b. *UNISTAR* Custom Service is not available on Farmer Line Services, residential services and selected classes of private line transport services.
- c. The charge for *UNISTAR* Custom Service is in addition to other rates and charges for basic exchange service.
- d. *UNISTAR* Custom Service includes maintenance of inside wire plus trouble isolation and waiver of Trouble Isolation Charge.
- e. Trouble Isolation and Time and Material Charges are not applicable to service problems.
- f. Coverage of this plan will commence for customers one day after an order has been received by the Company.
- g. *UNISTAR* Custom Service is available where Company facilities and operating conditions permit.

**NOTICE**

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS[1]**

D.2. (Cont'd)

- h. A customer may subscribe to Business *UNISTAR* Custom Service at the rate specified in this section subject to the following conditions:

The existing premises wire meets the Company's installation practices as set forth in Company Practices and the condition of the wire is satisfactory to the Company at the time Business *UNISTAR* Custom Service is requested. During the initial enrollment period, it is assumed that the condition of all premises wire is satisfactory to the Company and no inspection or upgrade will be required. Should the customer choose initially not to subscribe, but later elects to, an inspection may be required to make this determination. Such inspections will be subject to time charges. If the wire does not meet the Company's installation practices or is not in satisfactory condition, the Company will, at the customer's request, upgrade the premises wire at Time and Material Charges, so that the wire is eligible for coverage under the plan.

Each *CENTRON* Service line on a customer's account must be included in the plan.

Business *UNISTAR* Custom Service will be billed monthly with enrollment continuing until the Company is otherwise directed. Should the customer discontinue the plan, coverage will lapse on the date of notification.

- i. The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this wiring, either separately or in combination with other equipment.
- j. Exclusions

Business *UNISTAR* Custom Service does not cover the following:

- Wire repair due to alteration, abuse and misuse, or unauthorized repair.
- Aerial or buried cable between buildings on continuous property.
- Wire provided or maintained by the customer that does not meet the technical standards and installation guidelines for wire on simple service.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

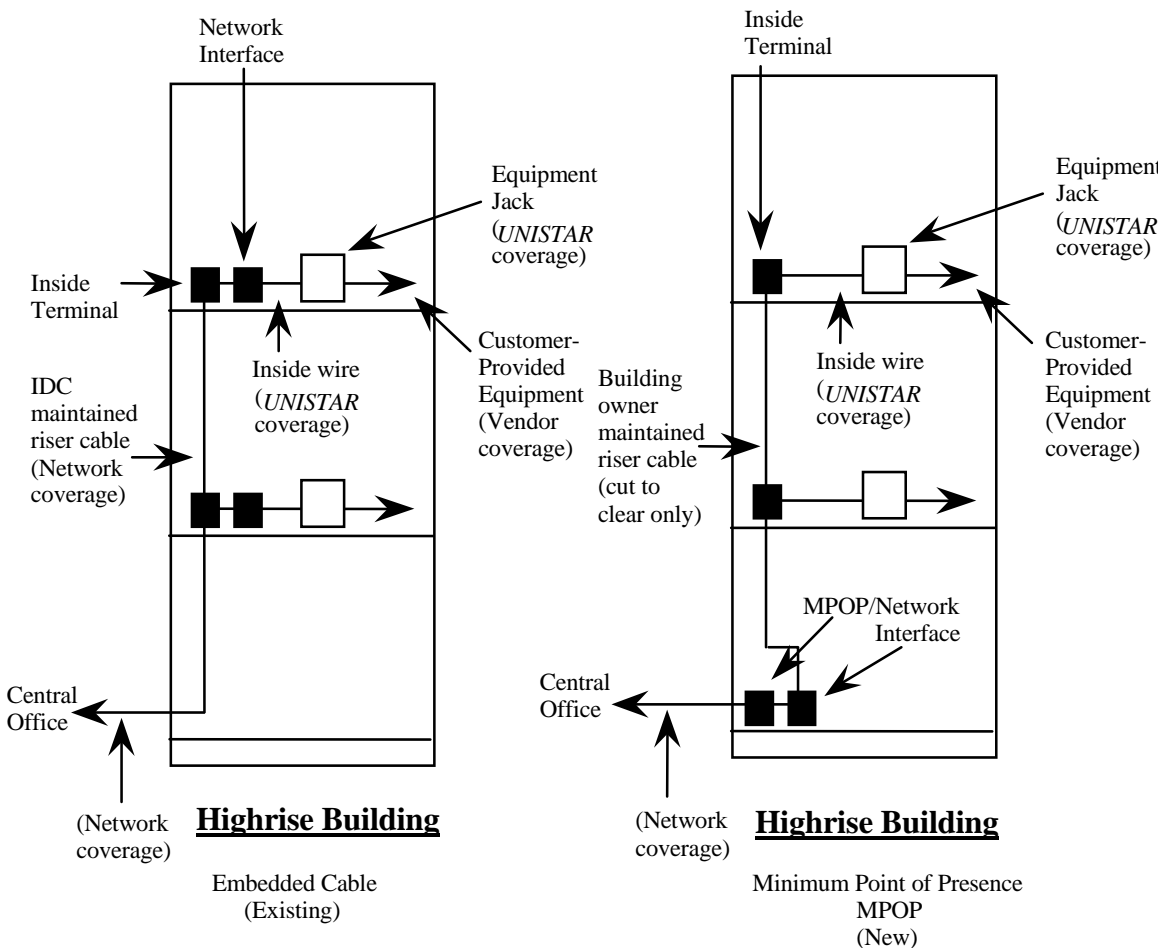
**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS (Cont'd)[1]**

E. Illustrations

1. The following illustration exemplifies the network coverage, Business *UNISTAR* Service, and Customer/Vendor coverage.

**NONCOMPLEX COVERAGE**



[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

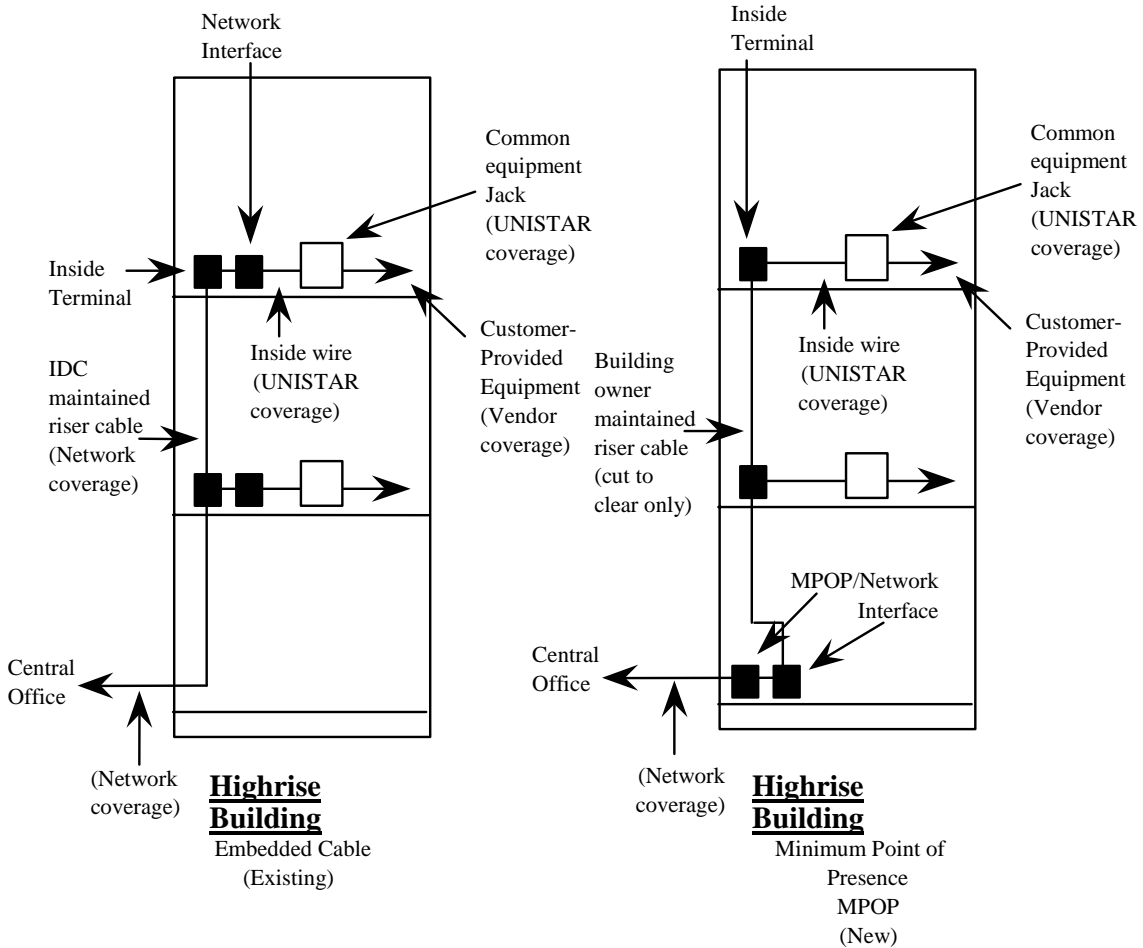
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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.4 BUSINESS MAINTENANCE PLANS[1]

E. Illustrations (Cont'd)

COMPLEX COVERAGE



[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

NOTICE  
 THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS (Cont'd)[1]**

F. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Business <i>UNISTAR</i> Service		
- Per line or per circuit termination, each[2]	SEQ1X	\$5.75
- Per PBX trunk, each	SEQ1X	5.75
- Per Centrex, <i>CENTRON</i> Custom station lines, each	SEQ1X	5.75
• Business <i>UNISTAR</i> Custom Service	US23X	0.50

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Applies to *CENTRON* 6 and 30 access lines.

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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.4 BUSINESS MAINTENANCE PLANS[1]**

F. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Building Owner/Tenant Solutions[2]		
- Business <i>UNISTAR</i> Service		
- Building size, number of lines		
2000+	MPU7X	\$1.25
1,000-1,999	MPU6X	1.40
500-999	MPU5X	1.50
300-499	MPU4X	1.65
150-299	MPU3X	1.80
100-149	MPU2X	1.95
50-99	MPU1X	2.25

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] At the end of the contract period or if the contract is terminated, the rates will revert to regular rates.

**NOTICE**  
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**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.5 BUILDING OWNER PREMISES WIRE MAINTENANCE PLAN[1]**

A. Description

The provision of trouble isolation, maintenance and repair of inside wire, including intra-premises wiring.

B. Definitions

Inside Wire

Wiring on the customer's side of the demarcation point.

Intra Premises Wire

Inside wiring within the same building or between different buildings, on continuous property.

C. Terms and Conditions

1. To qualify for the service the customer must be an apartment building owner with a minimum of 1,000 living units, with an average of 200 units per complex, in Company designated buildings in select cities.
2. The customer must enter into an agreement with the Company and contract for discounted wire maintenance.
3. This service does not cover intra-premises wire or cable facilities that are buried or encapsulated. If these facilities are the source of a trouble condition and are in accessible conduit, the Company will cut to clear if spare capacity is available.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.



**13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**13.5 BUILDING OWNER PREMISES WIRE MAINTENANCE PLAN[1]**

C. Terms and Conditions (Cont'd)

4. For newly constructed complexes, the Company reserves the right to inspect the facilities prior to establishment of the contracted rates.
5. For existing complexes, the Company will inspect the inside wire and facilities to be used to assure that it meets specifications and current industry standards. If the facilities are acceptable there will be no charge for the inspection. If the facilities are not acceptable, the Company will bill the customer Time and Material charges for the inspection and it will be the responsibility of the owner to perform any corrections or upgrades prior to entering into the contract with the Company.
6. The customer is billed according to the number of total living units, whether occupied or not.
7. The service covers a maximum of three lines per living unit.
8. The service and discounted rates are non-transferable to a tenant should the building owner discontinue the service.
9. There is a minimum service period of one month.

D. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Number of Units - per unit		
- 1,000 - 2,499	MP41X	\$1.25
- 2,500 - 4,999	MP42X	1.00
- 5,000 +	MP43X	0.75

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 14**

**Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**14. INTEGRATED SERVICES DIGITAL NETWORK**

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

#### A. Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, image and facsimile by two standard methods of access: a Basic Rate Service (BRS) or a Primary Rate Service (PRS). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

#### B. Definitions

##### Basic Rate Service

BRS consists of up to three distinct channels on one pair of wires: one or two B (Bearer) Channels and one D (Delta) Channel. BRS is offered on either an individual case basis or in a packaged offering, referred to as Single Line ISDN Service. Single Line ISDN Service is available in flat or measured rated options.

##### B (Bearer) Channel

The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 kbit/s, from the customers premises, over the loop facility, to the central office.

##### B-Channel Circuit-Switched Data

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

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

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

##### D (Delta) Channel

The D-channel carries signaling and/or packet data information, at speeds up to 16 kbit/s on BRS, and signaling only information up to 64 kbit/s for PRS, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

##### D-Channel Packet-Switched Data

The X.25 Logical Circuit Call allows users to originate and receive X.25 data calls over the D-channel. Multiple data calls can be active simultaneously on a single D-channel.

##### Digital Subscriber Loop (DSL)

The ISDN basic rate interface loop from the CO to the customer's premises.

##### Primary Rate Service (PRS)

PRS has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and one D-channel, and is also known as 23 B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.

##### T1 Facility

This element is the digital facility transmitting at a rate of 1.544 Mbps. The T1 signal provided to the customer's premises will have a loss not greater than 16.5 dB. The T1 facility may be provided, at the customer's request, via a fiber optic facility between the Company's CO and the customer's premises. Construction charges, specified in Section 4 of this Catalog, may apply.

##### T3 Facility

A channel for point-to-point, two-way, digital transmission at a rate of 44.736 Mbps. At the customer's request, a T3 facility may be provided between the Company's CO and the customer's premises. Construction charges, specified in Section 4 of this Catalog, may apply.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL (Cont'd)**

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

##### **1. General**

- a. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
- b. Single Line ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. Single Line ISDN Service does not offer B-channel packet service capabilities.
- c. Company shall terminate ISDN Services at the Company network interface.
- d. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN service fail due to inside wiring (including riser cable) not owned by the Company, CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
- e. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.
- f. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30-day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

#### **C.1. (Cont'd)**

- g. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. Cancellation charges will apply as discussed below. Cancellation charges will be determined based on estimated costs incurred in conjunction with the provision of an order. In addition, if a customer or a customer's end user is unable to accept service within 30 business days after the original service date, then the order will be cancelled and cancellation charges will apply.

Service date intervals are associated with the provisioning of an order. Certain critical dates are used by the Company to monitor the service order provisioning progress. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which critical date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that critical date. A cancellation charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of an order start on the Application Date. The Application Date is the date the customer provides a firm commitment and sufficient information to the Company for order placement. The Application Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date. When a customer cancels an order prior to the Application Date, no charges shall apply. When a customer cancels an order or part of an order, on or after the Application Date, a charge equal to the estimated costs incurred by the Company shall apply.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.1 GENERAL**

C.1. (Cont'd)

h. RSP Termination/Cancellation Charges

- (1) Early termination charges will apply if a PRS RSP is terminated in whole or in part by the customer, or is terminated for cause by the Company. The customer must give 30 days written notice of termination.
  - (2) If customer terminates the RSP prior to the installation date, customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.
  - (3) If customer terminates the PRS RSP after the date of installation but prior to the expiration of the 3- to 7-year RSP, termination charges will apply as specified in the Termination Liability/Waiver Policy, set forth in 2.2.14.A.
  - (4) If Waiver Policy conditions are met, as specified in 2.2.14.A., termination charges will not apply if the PRS facility is moved to an existing DS3 facility.
- i. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog.
  - j. Refer to 2.2.1.B. for order cancellation policy.

**NOTICE**

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

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

##### 2. Availability

- a. The rates and charges specified for Single Line ISDN Service are applicable only to customers whose serving central office has been identified by the Company as having ISDN available. Customers whose serving central office has not been identified will have rates and charges determined on an individual case-by-case basis.
- b. Single Line ISDN Service may be provided to customers from a central office other than their normal serving office depending on available facilities.
- c. Service is offered where facilities and equipment are available. Loops more than 18 kilofeet in length will be considered "available", if pair gain systems are in place or planned to serve the area.
- d. Some services are not available and/or compatible with ISDN.

##### 3. Local Calling Areas and Telephone Numbers

- a. If a customer is provided service from a designated central office that is not the customer's normal serving office, the local calling area for the customer's ISDN Service will be that of the designated ISDN-equipped central office.
- b. Calling areas are subject to change as additional central offices become capable of directly providing ISDN services to the customer's own and nearby serving area. Changes to calling areas will affect customer telephone numbers.

##### 4. Indemnification

- a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this Catalog. Indemnification shall include, but is not limited to, costs and attorney's fees.

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.1 GENERAL**

#### **C.4. (Cont'd)**

- b. Customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications result in any claim or legal action brought by any nonparty, customer shall indemnify and hold the Company harmless.

#### **5. Protection of the Network**

- a. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company provided facilities or other companies' facilities used in connection with provision of ISDN capabilities, such as customer-provided equipment.
- b. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.
- c. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses that might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

#### **6. Contract**

Each customer, who is not subscribing to Single Line ISDN Service or Primary Rate Service, will be required to sign a contract for the furnishing of ISDN service not provided under this Catalog. Additions or changes to the contract may be negotiated only with agreement by both parties to new terms.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

A. Description

Single Line ISDN Service is a business service and is compatible with National ISDN and includes circuit-switched voice, circuit-switched data and packet functionality.

B. Standard Features and Functions

Two sets of features are being offered: One for "voice" and one for "data". Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available or may be required to be offered via an access code. The standard features and functions support two terminals per BRS. The two feature sets are as follows:

1. Voice Features

Call Appearance

A Call Appearance (CA) is the position(s) on a terminal to which numbers are assigned. A Directory Number (DN) can be shared by more than one ISDN terminal. The quantity and/or position of Call Appearances for the Primary Directory Number (PDN), Secondary Directory Numbers (SDN), and Shared Call Appearances (SCA) are limited by the standard configuration developed for the CPE. A total of six call appearances per terminal are included in the standard package.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

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

##### Call Exclusion

This feature has two options:

- Automatic Exclusion

This option allows a user to restrict other users that share a DN from bridging onto an active call or retrieving a held call. This option is automatically invoked whenever the user goes off-hook to receive or place a call.

- Manual Exclusion

This option allows a user to restrict other users, which share a DN from bridging onto an active call or retrieving a held call. This option is activated by pressing a feature button before dialing or during the call.

##### Call Forwarding-Busy Line-All Calls (Pre-programmed)

This feature allows all calls to a busy PDN to be forwarded to another number either within the same central office, for the same customer at the same location, outside the customer system within the same central office, or in a different central office.

##### Call Forwarding-Don't Answer (Pre-programmed)

This feature allows all calls terminating to an idle PDN to be forwarded to another number when the called PDN does not answer after a predetermined number of seconds.

##### Call Forwarding-Variable-All Calls

The user can forward all PDN calls to another number by pressing the Call Forwarding-Variable feature button. The forward-to number is customer changeable. The user must activate or deactivate the forwarding function by using either an access code or a feature button. The standard configuration provides for this feature on a feature button.

## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERING

#### 14.2.1 SINGLE LINE ISDN SERVICE

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

##### Call Hold

This feature allows the user to place a call on hold by depressing a button.

##### Call Transfer

This feature enables the user to transfer a call to a third party by depressing a button.

##### Caller Identification Blocking - Per Call

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

##### Calling Line Identification

Calling Line Identification is provided on both an incoming and outgoing basis.

- Incoming (ICLID)

Calling Line Identification is provided on both an incoming and outgoing basis. This feature displays the call identification information and the calling party's directory number (including nonpublished and nonlisted directory numbers) prior to the call being answered. Calling party's name is an optional feature. Callers have the ability to inhibit the display of calling party information to the terminating number. ICLID is provided to the PDN and to any associated SDNs. ICLID cannot just display to the PDN when the number is shared.

- Outgoing (OCLID)

This feature provides a user who is originating a call with information about the called party and the facility or destination.

## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERING

#### 14.2.1 SINGLE LINE ISDN SERVICE

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

##### Conference

This feature allows a user to establish a three-way conference call by depressing a button.

##### Display

This feature provides the ISDN terminal a display of the time and date, calling number, call appearance identification, called number, incoming call identifier and feature activation operation.

##### Drop

The Drop button allows the user to drop the last party added to a conference call or to disconnect a two-party call.

##### Intercom

Intercom service allows the user to establish a dedicated priority call to any other station that is a member of the same intercom group within the same central office. Special alerting, depending on CPE, is provided for an incoming intercom call. As part of the standard package the user can select either Auto Intercom or Dial Intercom.

- Auto Intercom

This feature allows two members to be part of an intercom group, which enables intercom calls to be completed by pressing the feature button. Dialed digits are not required.

- Dial Intercom

This feature allows the user to establish a call to any other station that is a member of the same intercom group. This is done by pressing the Intercom button and dialing one or more digits. Special alerting, depending on CPE, is provided for an incoming Intercom call.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERING

#### 14.2.1 SINGLE LINE ISDN SERVICE

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

##### Message Waiting Indication

This feature is available on PDNs and notifies the user of a message waiting by providing either an audible stuttered dial tone or visually by illuminating a light on the customer's telephone set. Messages may be retrieved by calling the message service center or by accessing a voice mail system.

##### Primary Directory Number (PDN)

Each ISDN terminal is assigned one PDN. If more than two terminals are attached to a Digital Service Loop (DSL), an additional PDN charge, will apply.

##### Ringling Options

Ringling options allows ISDN station users to establish flexible call handling arrangements for answering incoming calls that terminate on the shared CAs of a DN. The ringling options available on a per-station basis for a shared DN are as follow:

- Abbreviated Ringing

Ringling assigned to begin immediately for an incoming call and to stop ringling after "N" seconds.

- Delayed Ringing

Ringling assigned for an incoming call to be delayed for "N" seconds, however, the CA indicator or "status" lamp begins flashing immediately.

- No Ringing

This option can be assigned for a user who desires no ringling for an incoming call that terminates on a CA of that DN.

- Normal Ringing

Ringling begins immediately for an incoming call and continues until the call is forwarded, answered, or abandoned.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

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

##### Secondary Directory Number (SDN)

A SDN is any DN other than the PDN assigned to an ISDN terminal. If more than one SDN is assigned to a terminal, additional charges will apply.

##### Shared Call Appearance

This allows several users to share one or more CAs for a particular DN. Origination of and termination of calls on one terminal will affect all terminals sharing the CA. All SCAs must be provisioned from the same serving central office. If more than two shared CAs are assigned to a terminal, additional charges will apply.

##### Speed Calling

Speed calling permits the user to dial pre-programmed numbers using fewer digits than normally required. A speed call list allows for up to 30 preprogrammed numbers per terminal.

##### Standard Configuration Group

The standard arrangement that associates a button of an ISDN station set to a feature.



## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

##### **B. Standard Features and Functions (Cont'd)**

##### **2. B-Channel Circuit-Switched Data Features**

###### Call Forwarding-Busy Line For Circuit-Switched Data

This feature permits all circuit-switched data calls, attempting to terminate to a busy PDN, to be redirected to another customer-specified DN. A busy line condition exists when a circuit-switched data B-channel is unavailable. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

###### Call Forwarding-Don't Answer For Circuit-Switched Data

This feature permits all circuit-switched data calls attempting to terminate to an idle PDN to ring a specified number of seconds prior to being forwarded to a previously specified DN. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

###### Call Forwarding-Variable-All Calls For Circuit-Switched Data

This feature allows circuit-switched data calls, attempting to terminate to a line, to be redirected to another specified line. The user must activate or deactivate the forwarding function by either using an access code or a feature button. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

##### **B. Standard Features and Functions (Cont'd)**

##### **3. D-Channel Packet-Switched Data Features**

###### X.25 Fast Select

Fast Select is a function of the CPE and is used on a per-call basis allowing the user to send up to 128 octets in the user data field of the call request packet to a terminal with Fast Select Acceptance.

###### X.25 Flow Control Parameter Negotiation

This packet feature permits negotiation on a per-call basis of the flow control parameters associated with a given virtual call, such as packet size and window size for each direction of data transfer. The data window size and the maximum packet size is negotiated automatically during an X.25 data call.

###### X.25 Logical Channels

Virtual circuits rather than physical circuits are used to establish packet switch calls. When a virtual circuit is established, a logical channel is assigned at the CPE and the switch for the duration of the call. A virtual circuit does not use any capacity of the facility unless data is actually being transferred. Two logical channels are provided per DSL.

###### X.25 Reverse Charging

This is a function of the CPE. This packet feature allows a user to assign billing to the called data telephone number on a per call basis.

###### X.25 Throughput Class Negotiation

This packet feature permits negotiation on a per-call basis of the throughput class for each direction of data transfer associated with a virtual call. The data terminal can negotiate the throughput class for an X.25 data call.

## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERING

#### 14.2.1 SINGLE LINE ISDN SERVICE (Cont'd)

##### C. Optional Features and Functions

##### Additional Primary Directory Number

If more than two terminals are connected to a DSL, additional PDNs are required. Included with each PDN will be the standard set of voice and data features.

##### Analog Call Appearance

This feature enables analog station users to share their call appearance on a Single Line ISDN Service user's terminal. The user's analog service must be provisioned from the same serving central office as the Single Line ISDN Service. One appearance, per number, per terminal is allowed. Some analog services are not compatible with Single Line ISDN Service.

##### Call Pickup

Allows a user to answer a call at another station, even when the user's station does not have a call appearance for the called DN. While the other station is ringing, the user goes off-hook and enters a call pickup code or presses a call pickup feature button to answer the call.

##### Caller Identification Blocking - All Calls

This feature provides a permanent private indicator on a per-station basis. Once the blocking is established on the station, the customer cannot deactivate the private status. Rates and charges are provided herein. Federal, State, and Local law enforcement agencies and non-profit domestic violence agencies may be provided additional arrangements for private status and/or all call blocking, on a per station basis, at no charge. Stations that share appearances of a restricted station must also be restricted to avoid passing caller identification information.

##### Calling Name Identification

With this feature, at the time of an incoming call, the name and number of the calling party is displayed on the called party's ISDN terminal. The called party may receive a private or unavailable indicator; in that case the caller's name and number will not be displayed. Calling Name Identification is used in conjunction with calling number identification that is part of the Display standard feature.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

##### **C. Optional Features and Functions (Cont'd)**

###### CLASS Features

- Call Rejection

This feature enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party.

- Continuous Redial

This feature allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available.

- Last Call Return

This feature allows a customer to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

- Priority Call

This feature allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list. The distinctive ring may be CPE dependent.

- Selective Call Forwarding

This feature allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

**NOTICE**

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

##### C. Optional Features and Functions (Cont'd)

##### Key Short Hunt

This voice feature provides the capability for incoming calls to search a set of DN appearances on an ISDN set for an idle DN for call termination.

##### Multiline Hunt Service

Hunting service will affect the operation or availability of some other optional features on the hunting B-channel. The features most often affected include forms of Call Forwarding, Speed Calling and others, depending on the Service Configuration. Call Forwarding features will override the hunting services

Hunting is done sequentially by terminal within the group. One or two B-channels are associated with each terminal in the group. One begin-hunt telephone number must be assigned to the first terminal within a Regular or Circular group of sequentially ordered terminals that form a Multiline Hunt Group (MLHG). Telephone numbers may be assigned, in any sequence, to terminals within a MLHG.

Multiline Hunt Service provides a hunting sequence that attempts to complete a call to the first available B-channel associated with the lead telephone number of the group. Busy tone is not sent to the caller unless all remaining B-channels in the hunt group list have been found busy. The call will be completed to the first available B-channel.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.2 BASIC RATE SERVICE OFFERING**

#### **14.2.1 SINGLE LINE ISDN SERVICE**

##### **C. Optional Features and Functions (Cont'd)**

MLHGs can be assigned two types of telephone numbers; begin-hunt and non-hunting telephone numbers. The begin-hunt telephone number has the multiline hunt feature and, when called, starts the hunting sequence associated with the hunt group. An MLHG must have at least one begin-hunt telephone number but can have essentially one per terminal in the group. Non-hunting telephone numbers can be assigned to terminals within a MLHG; these terminals do not have the multiline hunt feature. Incoming calls are terminated directly to the individual terminals.

- Regular hunting starts when a begin-hunt telephone number is called in a MLHG. Hunting proceeds in ascending order through each subsequent terminal in the group until an idle terminal is reached or the last (highest numbered) terminal in the group is reached.
- Circular hunting is provided optionally with regular hunting groups. Circular hunting occurs in these groups when the hunt for an idle terminal commences beyond the first terminal in the hunt group and finds all higher numbered terminals busy, the hunt returns to the first terminal in the group. The hunt ends with the terminal number preceding the terminal where the hunt in the group initially began.

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

- Uniform Call Distribution (UCD) is a hunting arrangement that provides uniform termination call assignment (distribution) to members of a MLHG. UCD hunting does not include queuing or announcements.

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## 14. INTEGRATED SERVICES DIGITAL NETWORK

### 14.2 BASIC RATE SERVICE OFFERING

#### 14.2.1 SINGLE LINE ISDN SERVICE

##### C. Optional Features and Functions (Cont'd)

##### Non-Standard Configuration Group

This is a terminal arrangement, associating buttons of a terminal with a feature, which differs from the standard arrangement.

##### Redirecting Number Delivery

This is a terminating user feature that allows the delivery of the redirecting number information to the user, to indicate that call forwarding has occurred. If the received call is a forwarded call, the first and last forwarding DN's will be delivered to the called party.

##### Series Completion Hunt

This voice feature automatically redirects a call from a busy DN to another specified DN.

##### Six-Way Conference

This feature allows the user to sequentially add up to five additional parties, and add them together to make a six-way call.

##### Speed Calling 8

This feature permits the user to dial pre-programmed numbers using fewer digits than normally required. It allows the customer to change speed-calling lists directly from their terminal.

##### X.25 Fast Select Acceptance

This packet feature authorizes incoming packets from a sending data terminal equipment (DTE) to be transmitted to the destination DTE with Fast Select. Fast Select is a function of the CPE and is used on a per-call basis allowing the user to send up to 128 octets in the user data field of the call request packet to a terminal with Fast Select Acceptance.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

C. Optional Features and Functions (Cont'd)

X.25 Reverse Charging Acceptance

This packet feature authorizes transmission of incoming calls identified as Reverse Charge calls.

D. Rates and Charges

1. Optional Calling Plan rates and charges are applied per B-channel that carry circuit-switched voice and/or data traffic.
2. The standard package includes up to a total of six Call Appearances (CAs), per terminal. The CAs must include one Primary Directory Number (PDN). Analog CAs are not considered to be one of the six standard CAs.

Additional call appearances are available at rates and charges specified in Optional Features and Functions.

3. Single Line ISDN Basic Rate Access (BRA) may be rate stabilized for a minimum of one year. The RSP offers length of term discounts for nonrecurring charges. Single Line ISDN BRAs in quantities greater than 25 shall be priced on an Individual Case Basis. The following terms and conditions apply:

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**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

D.3. (Cont'd)

- a. The customer may add Single Line ISDN Service at contracted rates during the term of the agreement subject to the terms and conditions specified in individual customer contracts. Such additions will be coterminous with the original contract.
- b. If the quantity of BRAs falls below a minimum billing level, the customer will be assessed a termination charge. Termination charges will be applied as specified in the Termination/Waiver Policy set forth in 2.2.14. There is no minimum service period.
- c. RSP BRAs may be located at different addresses within the state but must be billed on one summary bill.
- d. Service may be moved, for the same customer, to a different address within the state and retain the RSP, provided the new service is billed on the summary bill. Nonrecurring charges will apply to the new installation.

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**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

D. Rates and Charges (Cont'd)

4. Following are the monthly rates and nonrecurring charges for Single Line ISDN Service. These rates and charges apply in addition to applicable rates and charges for other services as provided in this Catalog and other Company tariffs.

Single Line ISDN Service Basic Rate Access is offered flat rated or measured. Measured usage charges apply, as specified in 5.2.1, to all outgoing calls when using the measured without usage allowance option.

Single Line ISDN Service Basic Rate Access with a usage allowance includes up to 40 hours per month of aggregate usage for circuit-switched voice and circuit-switched data. Additional usage in excess of the 40 hours in a monthly billing period, will incur measured usage charges as specified in 5.2.1.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Basic Rate Access Including Standard Features and Functions			
(1) Month-to-Month			
• Flat	BAKHB	\$110.00	\$65.00
• Measured without usage allowance	BMJHB	110.00	35.00
• Measured with usage allowance	BMLHB	110.00	50.00

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**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

D.4.a. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(2) Rate Stability Plan			
• Flat	BAKTB		
- 1 year		\$93.50	\$63.00
- 2 years		82.50	63.00
- 3 years		55.00	63.00
- 5 years		—	63.00
• Measured without usage allowance	BMJTB		
- 1 year		93.50	35.00
- 2 years		82.50	35.00
- 3 years		55.00	35.00
- 5 years		—	35.00
• Measured with usage allowance	BMLTB		
- 1 year		93.50	50.00
- 2 years		82.50	50.00
- 3 years		55.00	50.00
- 5 years		—	50.00

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**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

D.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Optional Features and Functions			
• Additional Call Appearances, per appearance	ACS	\$ 7.00	\$1.00
• Additional Primary Directory Number, per PDN[1]	A6PPK	15.00	5.00
• Additional Secondary Directory Number, per SDN	A6QPN	10.00	1.00
• Additional Shared Call Appearance, per appearance	AS9	7.00	1.00
• Additional X.25 Logical Channel, per logical channel	NW9AL	12.00	—
• Analog Call Appearance, per number	MAZ	7.00	1.00
• Call Forwarding-Busy Line-All Calls, per number[2]	NQ5PN	12.00	—
• Call Forwarding-Don't Answer- All Calls, per number[2]	NQ6PN	12.00	—
• Call Forwarding-Variable- All Calls, per SDN[2]	NZGPN	12.00	—

[1] Inherent with the purchase of an additional PDN are all of the standard voice and data features for Single Line ISDN Service.

[2] Optional with Additional Secondary Directory Numbers.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.2 BASIC RATE SERVICE OFFERING**

**14.2.1 SINGLE LINE ISDN SERVICE**

D.4.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Call Pickup, per number	NZHPN	\$12.00	—
• Caller Identification Blocking-All Calls, per PDN[1]	NDD	15.00	—
• Calling Name Identification, per number	NMCPN	10.00	\$2.50
• CLASS Features			
- Call Rejection, per PDN	FKQPN	10.00	3.50
- Continuous Redial, per PDN	FKAPN	10.00	2.50
- Last Call Return, per PDN	FKDPN	10.00	2.00
- Priority Call, per PDN	NC8PN	10.00	2.50
- Selective Call Forwarding, per PDN	FKEPN	10.00	2.50
• Key Short Hunt			
- Per group	NHGPG	10.00	—
- Per number	NHGPN	10.00	2.00

[1] See 10.7.B.3. for the application of this nonrecurring charge.

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**14.2.1 SINGLE LINE ISDN SERVICE**

D.4.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Multiline Hunt Service[1]			
- Circular Hunt,			
- Data, per B-channel	HDT	\$10.00	\$2.00
- Data, per group	HDTPG	10.00	—
- Voice, per B-channel	NZS	10.00	2.00
- Voice, per group	NZSPG	10.00	—
- Regular Hunt,			
- Data, per B-channel	N2D	10.00	2.00
- Data, per group	N2DPG	10.00	—
- Voice, per B-channel	NZQ	10.00	2.00
- Voice, per group	NZQPG	10.00	—
- UCD Hunt,			
- Data, per B-channel	H6U	10.00	8.50
- Data, per group	H6UPG	20.00	—
- Voice, per B-channel	NZT	10.00	8.50
- Voice, per group	NZTPG	20.00	—
• Non-Standard Configuration Group, per button	N3CPB	13.00	—
• Redirecting Number Delivery, per number	RD7PN	10.00	2.00
• Series Completion Hunt			
- Per group	SE3PG	10.00	—
- Per number	SE3PN	10.00	2.00

[1] There is no charge to change hunting arrangements due to the removal of a terminal(s) from a hunt group.

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**14.2.1 SINGLE LINE ISDN SERVICE**

D.4.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Six-Way Conference, per terminal	NZ6PK	\$18.00	\$1.00
• Speed Calling 8, per terminal	NN8PK	15.00	1.00
• X.25 Fast Select Acceptance, per number	GXEPN	10.00	—
• X.25 Reverse Charge Acceptance, per number	G5BPN	10.00	—
5. Change Charges			
• Access changes made to a DSL will result in an access charge[1]	REA17	\$20.00	
• Feature changes made to the standard package will result in a feature charge[1,2]	REA1B	12.00	

[1] Only one change charge applies per service order. If multiple changes are made on a service order, the highest change charge will apply.

[2] Changes are allowed to be made once in the standard package within the first 45 days following the installation date of new service at no charge. The waiver does not apply to changes resulting in a Non-Standard Configuration Group, or Optional Features purchased.

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## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

cription

voice calls, circuit-switched data, or video. The D-channel is a 64 kbps channel that is used to carry the control or signaling information.

Circuit-Switched Data PRS consists of 23B+D, which is equivalent to a T1 facility. The customer may use CPE to bond together 64 kbps B-channels for the transmission of circuit-switched data or video.

nitions

#### **1. Service Configurations**

##### **23B+D**

This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information. When equipped the D-channel can control a maximum of 479 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other PRS T1 facilities.

##### **24B**

This service configuration provides for 24 B-channels. The B-channels carry user information such as voice calls, circuit-switched data, or video. The signaling information is provided by a D-channel on the first T1 facility.

##### **23B+Back-up D**

This service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple T1 facilities, fails. All active calls are maintained during the switchover to the back-up D-channel.



## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

ditions (Cont'd)

#### 2. Network Connections

##### Circuit-Switched Data Connection

A Circuit-Switched Data Connection is a central office translation that provisions 23 or 24 B-channels on a PRS T1 facility. All B-channels are dedicated with 2-way operation and have access to the exchange network. Incoming calls are restricted to circuit-switched data or video.

##### ISDN Trunk Connection

An ISDN Trunk Connection (TC) is a central office translation that provisions each B-channel in a PRS. The TC allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRS.

- Call-By-Call PRS

The PRS B-channels are configured to support inward and outward call flexibility predetermined by the customer's traffic flow.

- Dedicated PRS

Each B-channel is dedicated to inward, outward or 2-way traffic.

##### Uniform Access Solution (UAS) Network Connection

The UAS network connection provides switching to the local exchange and toll networks, and includes the channel trunk-side configuration for the entire T1.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

##### **3. Standard Features**

###### Calling Number Identification

This feature displays the call identification information and the calling party's DN (including nonpublished and nonlisted DNs) prior to the call being answered. Callers have the ability to inhibit the display of calling party information to the terminating number.

###### Calling Number Identification Blocking-All Calls

All outgoing calls will be blocked for PRS customers where technically feasible as determined by the Company.

###### Direct Inward/Outward Dialing

Allows station users to place or receive calls bypassing the attendant.

###### Circuit-Switched Data

Allows the transmission of circuit-switched data on a voice channel.

## **14. INTEGRATED SERVICES DIGITAL NETWORK**

### **14.3 PRIMARY RATE SERVICE OFFERINGS**

#### **14.3.1 PRIMARY RATE SERVICE**

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

#### **4. Optional Features**

##### 2B Channel Transfer

2B Channel Transfer allows the transfer of two independent calls when both calls have been answered or when one call has been answered and one call is alerting. Notification of transfer is given to transferred users.

##### ISDN Calling Name Delivery (ICNAM)

ICNAM is a terminating feature that delivers to ISDN Class II Equipment, over a Primary Rate ISDN Interface, the original calling party's name along with the calling party's telephone number. A private or unavailable indication will appear when the name is not available to the called customer.

##### ISDN Redirecting Number Delivery (RND)

RND provides not only the original calling number, but one or more numbers from which a call was redirected. If a call is redirected multiple times, both the first and the last redirecting numbers will be delivered. On calls forwarded, a redirecting reason is also provided to the RND subscriber indicating why a call was forwarded, e.g., the Call Forwarding Variable, Call Forwarding Busy, or Call Forwarding Don't Answer feature was active. When a call is forwarded multiple times, the first and last redirecting reasons will be provided to the RND subscriber.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE (Cont'd)**

C. Terms and Conditions

1. Each PRS consists of one T1 facility and one Service Configuration. A customer may request more than one PRS per premises.
2. Terms, conditions, rates, and charges, as described for PRS, are in addition to the regular rates and charges for the service with which PRS is associated.
3. Some services are not available and/or compatible with PRS.
4. Loop Diversity and Avoidance defined in the Private Line Transport Service Catalog/Tariff is available with PRS.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional PRS facilities and TCs for the secondary route.
  - b. Customers subscribing to Avoidance must pay DS1 Transport Mileage rates between the local serving office and the alternate serving office.
5. The PRS facility may be provided from a foreign central office or foreign exchange at the DS1 Transport Mileage rates. Associated charges will be applied to the PRS facility.
6. PRS offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
7. The PRS facility for all channels may be provisioned on an existing or new T3 facility.
8. PRS customers must subscribe to a minimum of one 23B+D Service Configuration.
9. *DID* numbers associated with PRS are found in 5.3.4. A *DID* Trunk Termination, also found in 5.3.4, is required for each inward or 2-way B-channel TC in a PRS.
10. Circuit-Switched Data PRS is intended only for data calls, including video.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

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

11. ISDN PRS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.

12. Cancellation of Application For Service

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. Cancellation charges will apply as set forth in c., d., and e., following.
- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors the last scheduled Critical Date and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Primary Rate Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
  - Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report, which contains the design for the service(s) ordered, is forwarded to the customer.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

C.13.c. (Cont'd)

- Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.
- d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D.7., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	%	%	%	%
• Primary Rate Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE (Cont'd)**

D. Rates and Charges

1. Month to Month Transport

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Stand alone T1 facility, per 24 channel facility[1]	ZPT1X	\$1000.00	\$150.00
• T1 facility, provisioned on a T3, per T1 facility activated[1]	ZP3	1000.00	–
2. Service Configuration			
• 23B+D	ZPAZD	1,025.00	400.00
• 24B	ZPA1X	1,025.00	400.00
• 23B+Back-up D	ZPAZA	1,025.00	400.00
3. ISDN Trunk Connection, per B-Channel[2,3]			
• Call-By-Call	PT31C	50.00	20.00
• Dedicated			
- In-ward	PT311	50.00	20.00
- Outward	PT31O	50.00	20.00
- 2-Way	PT312	50.00	20.00

[1] One Service Configuration is required for each T1 facility.

[2] Transport and Service Configuration charges also apply.

[3] ISDN Trunk Connection charges do not apply to B-channels on Circuit-Switched Data PRS or UAS.

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**14.3.1 PRIMARY RATE SERVICE**

D. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
4. Circuit-Switched Data Connection, per T1 facility[1]			
• 23B data only channels	PT3TA	\$1,265.00	\$ 600.00
• 24B data only channels	PT3TB	1,340.00	625.00
5. UAS Network Connections, per T1 facility			
• UAS Network Connection	NWO	1,200.00	1,100.00
• Two-Way Network Connection	NWO2X	1,200.00	1,100.00
• In-Only Network Connection	NWO1X	1,200.00	1,100.00
6. Optional Features, per T1 facility			
• ISDN Calling Name Delivery	NM1PP	175.00	20.00
• ISDN Redirecting Number Delivery	RN4PP	55.00	7.00
• 2B Channel Transfer	ZPTMX	100.00	25.00

[1] Transport and Service Configuration charges also apply.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D. Rates and Charges (Cont'd)

7. Nonrecurring charges apply as follows:

	<b>NONRECURRING CHARGE</b>
• All miscellaneous changes or rearrangements of facilities, per facility	\$ 50.00
• Cancellation Charge	1,500.00
• Rollover Charge	
- Move existing DS1 to DS3 on vacant channels	325.00
• Moving current customer T1 facility	
- Within same central office	500.00
- Outside current central office	1,000.00

8. Primary Rate Service Rate Stability Plan (RSP)

- a. The Primary Rate Service Rate Stability Plan (RSP) is an optional payment arrangement for T1 facilities and service configurations for customers who agree to continue to subscribe to PRS facilities for a 3-year to 7-year period. Customers may also rate stabilize Trunk Connections for 3- or 5-year periods. Customers who subscribe to a RSP are guaranteed against Company initiated changes in monthly rates.
- b. Any additions of PRS facilities and service configurations to an existing RSP service are permitted with rates and charges as specified in 1. and 2., preceding, or by subscribing to a separate RSP.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.8. (Cont'd)

- c. Early termination charges will apply if a RSP is terminated in whole or in part by the customer, or is terminated for cause by the Company. The customer must give 30 days written notice of termination. The Termination Liability/Waiver Policy specified in 2.2.14, applies.
  - (1) If the customer terminates the RSP prior to the installation date, the customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.
  - (2) If a PRS facility is moved to an existing DS3 facility and the Waiver Policy conditions are met, termination charges will not apply.
- d. The Company and any customer who agrees to accept the RSP will enter into a written agreement whose terms and conditions will be consistent with this Catalog.
- e. Customers migrating from Analog PBX Trunk Service, Digital Switched Service or Uniform Access Solution will receive one month credit when entering into a 1-year RSP, two month credit when entering into a 2-year RSP, three month credit when entering into a 3- or 5-year RSP, and a waiver of nonrecurring charges when entering into a 1-, 2-, 3- or 5-year RSP.
- f. Regular nonrecurring charges, specified in 1., preceding apply.
- g. RSP Transport

	<b>USOC</b>	<b>STABILIZED MONTHLY RATE</b>
• Stand alone T1 facility, per 24 channel facility		
- 3 Years	ZPT13	\$126.90
- 5 Years	ZPT15	109.98
- 7 Years	ZPT17	108.57

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.8.g. (Cont'd)

	<b>USOC</b>	<b>STABILIZED NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• Discounted T1 facility[1]			
- 3 Years	ZPTG3	\$485.00	\$126.90
- 5 Years	ZPTG5	—	109.98
• Discounted T1 facility, provisioned on a T3, per T1 facility activated[1,2,3]			
- 3 Years	ZP3H3	485.00	—
- 5 Years	ZP3H5	—	—

[1] Requires a 3- or 5-year contract for ISDN Trunk Connections in addition to this rate.

[2] One Service Configuration is required for each T1 facility.

[3] Also requires a T3 facility and multiplexing specified elsewhere.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.8. (Cont'd)

h. Regular nonrecurring charges, specified in 14.3.1.D.2., preceding, apply.

	<b>USOC</b>	<b>STABILIZED MONTHLY RATE</b>
• Service Configuration		
- 23B+D		
- 3 Years	ZPXB3	\$340.00
- 5 Years	ZPXB5	292.00
- 7 Years	ZPXB7	280.00
- 24B		
- 3 Years	ZPXC3	340.00
- 5 Years	ZPXC5	292.00
- 7 Years	ZPXC7	280.00
- 23B+Back-up D		
- 3 Years	ZPXD3	340.00
- 5 Years	ZPXD5	292.00
- 7 Years	ZPXD7	280.00

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.8.h. (Cont'd)

	<b>USOC</b>	<b>STABILIZED NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• Discounted Service Configurations[1]			
- 23B+D			
- 3 Years	ZPXJ3	\$512.50	\$340.00
- 5 Years	ZPXJ5	—	292.00
- 24B			
- 3 Years	ZPKK3	512.50	340.00
- 5 Years	ZPKK5	—	292.00
- 23B+Back-up D			
- 3 Years	ZPXL3	512.50	340.00
- 5 Years	ZPXL5	—	292.00

[1] Requires a 3- or 5-year contract for ISDN Trunk Connections in addition to this rate.

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.8. (Cont'd)

i. ISDN Trunk Connection, per B-channel

	USOC	STABILIZED NONRECURRING CHARGE	STABILIZED MONTHLY RATE
• 3-Year Plan			
- Call-By-Call			
- 2-Way[1]	PT332	\$ 45.00	\$ 51.68
- Dedicated			
- Inward[1]	PT331	45.00	47.75
- Outward	PT33O	25.00	15.89
- 2-Way[1]	PT332	45.00	51.68
• 5-Year Plan			
- Call-By-Call			
- 2-Way[1]	PT352	—	48.22
- Dedicated			
- Inward[1]	PT351	—	44.75
- Outward	PT35O	—	15.89
- 2-Way[1]	PT352	—	48.22

j. UAS Network Connections,  
per T1 facility

• 3-Year Plan			
- Two-Way	NWO23	600.00	1,100.00
- In-Only	NWO13	600.00	1,100.00
• 5-Year Plan			
- Two-Way	NWO25	—	1,100.00
- In-Only	NWO15	—	1,100.00

[1] Separate *DID* Trunk Termination charges do not apply.

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D. Rates and Charges (Cont'd)

9. The following rates apply for a bulk rated ISDN Primary Rate Service arrangement and are only available on a Rate Stabilized basis. The rate includes a PRS T1 facility and common equipment, a 23B+D, 24B, or 23B+D Backup Service Configuration and 24 trunks provisioned as In-only with DID, Out-only or Two-way with DID or a UAS Network Connection.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• PRS T1 facility and Common Equipment with 24 trunks			
- 1-Year Plan	ZPG61	—	\$975.00
- 2-Year Plan	ZPG62	—	825.00
- 3-Year Plan	ZPG63	—	800.00
- 5-Year Plan	ZPG65	—	775.00
• PRS T1 facility and Common Equipment provisioned on a DS3 with 24 trunks			
- 1-Year Plan	ZPG71	—	975.00
- 2-Year Plan	ZPG72	—	800.00
- 3-Year Plan	ZPG73	—	775.00
- 5-Year Plan	ZPG75	—	750.00

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**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D.9. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• PRS T1 facility and Common Equipment with UAS Network Connection			
- 1-Year Plan	ZPG81	—	\$925.00
- 2-Year Plan	ZPG82	—	775.00
- 3-Year Plan	ZPG83	—	750.00
- 5-Year Plan	ZPG85	—	725.00
• PRS T1 facility and Common Equipment provisioned on a DS3 with UAS Network Connection.			
- 1-Year Plan	ZPG91	—	925.00
- 2-Year Plan	ZPG92	—	750.00
- 3-Year Plan	ZPG93	—	725.00
- 5-Year Plan	ZPG95	—	700.00

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**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.3 PRIMARY RATE SERVICE OFFERINGS**

**14.3.1 PRIMARY RATE SERVICE**

D. Rates and Charges (Cont'd)

10. In remote central offices where ISDN Primary Rate Service (PRS) is not deployed, but can be provided from the host switch, the service will be provided with DID telephone numbers from the remote (serving) central office. Customers requesting DID telephone numbers from the host switch will be billed interoffice mileage charges. The following rates apply for PRS in a remote switch provisioned with remote central office telephone numbers. The service will be offered on a BULK rated basis only. The rate includes a PRS T1 facility and common equipment, interoffice transport, a 23B+D, 24B, or 23B+D Back-up Service Configuration and 24 trunks provisioned as In-only with DID, Out-only or Two-way with DID or a UAS Network Connection.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• PRS T1 facility and Common Equipment with 24 trunks[1]			
- 1-Year Plan	ZPGW1	—	\$1,025.00
- 2-Year Plan	ZPGW2	—	875.00
- 3-Year Plan	ZPGW3	—	850.00
- 5-Year Plan	ZPGW5	—	825.00

[1] There will be no additional discounts for services riding a DS3.

**14. INTEGRATED SERVICES DIGITAL NETWORK**

**14.4 INDIVIDUAL CASE ISDN**

A. General

Customers requiring ISDN features not offered by the Catalog will be considered on an individual case basis. Customers who want to migrate to Single Line ISDN Service or Primary Rate Service can do so without any penalties. However, this will result in changes to the existing service which is based on different technical standards and features.

- B. Network Access Registers or Trunk Connections are required to provide connections with other switching arrangements and the exchange and toll network, and are subject to charges and applications as specified in 5.3.6 or 14.3.1.
- C. The contract period offered will be negotiable between the Company and the customer.
- D. The USOCs applicable for ISDN charges will be specified on the associated contract.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

<b>SUBJECT</b>	<b>SHEET</b>
Digital Switched Service .....	1
Integrated T-1 Service .....	33
Uniform Access Solution Service.....	25

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## 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

### 15.1 DIGITAL SWITCHED SERVICE

#### A. Description

Digital Switched Service (DSS) provides digital exchange service for Private Branch Exchange (PBX) customers. Digital Switched Service includes a DSS 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 as either basic or advanced trunks, as defined below, or a combination of both types of trunks.

#### B. Definitions

##### Advanced Trunks

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

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

- Out-Only Trunk with Answer Supervision

Out-only trunk with answer supervision feature. This feature passes answer back, signaling from the central office switch to the customer's PBX when a PBX call has been either completed or answered.

- Two-Way Trunk with *DID* and Answer Supervision

Two-way trunk with *DID* and answer supervision features. Requires a *DID* trunk circuit termination.

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## 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

### 15.1 DIGITAL SWITCHED SERVICE

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

- Two-Way Data Trunk with DID

Two-way data trunk with *DID* at a transmission speed of 56 kbit/s. Requires a *DID* trunk circuit termination and hunting.

#### Basic Trunks

- In-Only Trunk

One-way trunk that only allows traffic from the central office switch to be transmitted to the PBX.

- Out-Only Trunk

One-way trunk that only allows traffic originating in the PBX 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.

#### DS3 Service

A channel for point-to-point, two way digital transmission at a rate of 44.736 Mbit/s. A maximum of 28 DSS facilities may be provisioned on DS3 Service.

#### DSS Facility and Common Equipment

This element includes the digital DSS facility, transmitting at a rate of 1.544 Mbit/s, and the common equipment necessary to interface each of the twenty-four channels into the central office switch. The DSS signal provided to the customer's premises will have a loss not greater than 16.5 dB.

#### Fiber Optic Facility

The DSS facility may be provided, at the customer's request, via a fiber optic facility between the Company's central office and the customer's premises where facilities and conditions permit.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE (Cont'd)**

C. Terms and Conditions

1. DSS is provided subject to the availability of central office facilities.
2. The type of DSS facility installed will be determined by the Company. A fiber optic facility will be engineered where facilities and conditions permit if requested by the customer.
3. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DSS facility. The customer is billed for the actual number and types of trunks in service on each DSS facility.
4. Rates and charges apply for Direct-Inward-Dialing (*DID*) Service, as specified in 5.3.4.
5. With the exception of hotel trunk service, business exchange access line rates, found in Section 5, do not apply.
6. Terms, conditions, rates and charges, as described elsewhere in this Catalog, apply as appropriate.
7. Rate Stability Plans are available for DSS. See D., following. The Rate Stability Plans are subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.
8. Any Exchange and Network Service or Private Line Transport Service is allowed on vacant DSS basic facility channels, with the exception of Switched Access Service and *SWITCHNET 56* Service.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

C. Terms and Conditions (Cont'd)

9. Diversity and Avoidance defined in the Access Service Tariff are available with DSS.
  - a. Customers subscribing to Diversity must also subscribe to additional DSS facilities, common equipment and trunks for the secondary route.
  - b. Customers subscribing to Avoidance must pay DS1 transport channel rates, specified in the Private Line Transport Services Catalog, between the local serving office and the alternate serving office.
10. The DSS facility and common equipment may be provided from a foreign or remote central office at the DS1 transport mileage specified in the Private Line Transport Services Catalog. Charges will be applied to the DSS facility and common equipment and will not apply to the trunks.
11. Voice Grade 32, Voice Grade 33, *DIGICOM I* and *DIGICOM II* are available with DSS on vacant DSS facility channels at rates and charges specified in the Private Line Transport Services Catalog.
12. *CUSTOMNET* Individual Line Service is available with DSS at rates and charges specified in 10.4.1, *CUSTOMNET* Service.
13. Customers are required to provide muxing/demuxing at the customer premises, for trunks riding the DSS facility, if appropriate.
14. DSS offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers, and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these providers.
15. The DSS facility and common equipment for all advanced trunks may be provisioned on an existing DS3 facility.

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## 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

### 15.1 DIGITAL SWITCHED SERVICE

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

16. *COMMAND A LINK* Service defined in the Private Line Transport Services Catalog is available with DSS. Customers subscribing to *COMMAND A LINK* must also subscribe to additional DSS facilities, common equipment and trunks for the *COMMAND A LINK* route. When *COMMAND A LINK* Service is used in conjunction with DSS, the DSS service can only be re-terminated as local exchange service and may not be used for service outside the LATA.
17. The minimum service period for this service is one month.
18. DSS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.
19. Cancellation of Application For Service
  - a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. Cancellation charges will apply as set forth in c., d., and e., following.
  - b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors the last scheduled Critical Date and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Digital Switched Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.



**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE (DSS)**

C.19. (Cont'd)

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
  - Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company’s order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report, which contains the design for the service(s) ordered, is forwarded to the customer.
  - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.
- d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D.6., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	%	%	%	%
• Digital Switched Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE (Cont'd)**

D. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. DSS Facility and Common Equipment			
• Stand alone DSS facility and Common Equipment, per 24 channel facility			
- All basic trunks or a combination of basic and advanced trunks	D7W	\$1000.00	\$325.00
- All advanced trunks	D7Z	1000.00	150.00
• DSS Facility and Common Equipment provisioned on DS3 Service, per DSS facility activated			
- All advanced trunks	D3F	325.00	—

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**15.1 DIGITAL SWITCHED SERVICE**

D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
2. Basic trunks with flat usage, each			
• In-only trunk[1]	T2D1X	\$50.00	\$20.00
• Out-only trunk	T2DOX	50.00	20.00
• Two-way trunk[1]	T2DCX	50.00	20.00
3. Advanced trunks with flat usage, each			
• In-only trunk with <i>DID</i> [1,2]	T2J1X	50.00	20.00
• Out-only trunk with answer supervision	T2JOX	50.00	20.00
• Two-way trunk with <i>DID</i> and answer supervision[1,2]	T2JCX	50.00	20.00
• Two-way data trunk[1,2]	T2JCD	50.00	20.00

[1] Hunting, from 5.2.5 is available at current rates for basic trunks, if requested. Hunting is required for advanced trunks.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, Direct-Inward-Dialing (*DID*) Service, for terms and conditions, rates and charges applicable to *DID* Service.

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**15.1 DIGITAL SWITCHED SERVICE**

D. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
4. Resale basic trunks with flat usage, each			
• In-only trunk[1]	T2K1X	\$50.00	\$20.00
• Out-only trunk	T2K0X	50.00	20.00
• Two-way trunk[1]	T2KCX	50.00	20.00

[1] Hunting, from 5.2.5, is available at current rates.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. Resale advanced trunks with flat usage, each			
• In-only trunk with <i>DID</i> [1,2]	T2Z1X	\$50.00	\$20.00
• Out-only trunk with answer supervision	T2ZOX	50.00	20.00
• Two-way trunk with <i>DID</i> and answer supervision[1,2]	T2ZCX	50.00	20.00
• Two-way data trunk[1,2]	T2ZCD	50.00	20.00

[1] Hunting, from 5.2.5 is available at current rates for basic trunks, if requested. Hunting is required for advanced trunks.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, Direct-Inward-Dialing (*DID*) Service, for terms and conditions, rates and charges applicable to *DID* Service.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D. Rates and Charges (Cont'd)

6. Nonrecurring charges apply as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
a. Cancellation Charge	N/A	\$1,500.00
b. DSS Facility and Common Equipment change charge		
• Change system from all basic/ combination channels to all advance or vice versa.	N/A	[1]
c. Rollover Charge		
• Move existing DS1 to DS3 on vacant channels	N/A	325.00
d. Signaling Design Change Charge	REALV	325.00
e. Trunk Change Charges		
• Change the types of trunks, either in-only, out-only, or two-way, within the categories of basic or advanced	N/A	50.00
• Change from/to basic trunks to/from advanced trunks	N/A	50.00
• All miscellaneous changes or rearrangements, of DSS trunks, per trunk	N/A	50.00
f. Moving current customer T1 facility		
• Within same central office	N/A	500.00
• Outside current central office	N/A	1,000.00

[1] Same nonrecurring charges as for initial installation.

## 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

### 15.1 DIGITAL SWITCHED SERVICE

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

##### 7. Rate Stability Plan (RSP)

- a. The Digital Switched Service Rate Stability Plan (RSP) is an optional payment arrangement, offered under contract between the Company and the customer. DSS RSP allows a customer to pay a guaranteed fixed monthly rate for the DSS facility and common equipment over a 1-year to 7-year period, and/or, receive stabilized monthly rates and/or discounted nonrecurring charges for DSS Basic Trunks and Advanced Trunks with *DID* over a 1-, 3-, 5- and 7-year period when the trunks are used with a DSS facility and common equipment for all trunks.
- b. Early termination charges may apply if a RSP is terminated in whole or in part by the customer, or is terminated for cause by the Company. The customer must give thirty days written notice of termination. The Termination Liability/Waiver Policy is set forth in 2.2.14.A.
  - (1) If customer terminates the RSP prior to the installation date, customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.
  - (2) If Waiver Policy conditions are met, as specified in 2.2.14.A., termination charges will not apply if the DSS facility and common equipment for all advanced trunks are moved to an existing DS3 facility.
- c. Other nonrecurring charges, specified previously, may apply.
- d. Customers migrating from Analog PBX Trunk Service will receive one month credit when entering into a 1-year RSP, two month credit when entering into a 2-year RSP, three month credit when entering into a 3- or 5-year RSP, and a waiver of nonrecurring charges when entering into a 1-, 2-, 3- or 5-year RSP.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.7. (Cont'd)

- e. The following rates apply for rate stabilized and Discounted DSS Facility and Common Equipment.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
DSS Facility and Common Equipment, per 24 channel facility			
• 1 Year			
- Discounted DS1 with advanced trunks only[1]	D7ZDA	\$824.50	\$145.00
• 3 Years			
- All basic trunks or a combination of basic and advanced trunks	D7W2X	970.00	280.00
- All advanced trunks	D7Z2X	970.00	126.90
- Discounted DS1 with basic trunks or a combination of basic and advanced trunks[1]	D7WD3	485.00	280.00
- Discounted DS1 with advanced trunks only[1]	D7ZD3	485.00	126.90

[1] Requires a 1-, 3-, 5- or 7-year contract for trunks in addition to this rate.



**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.7.e. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• 5 Years			
- All basic trunks or a combination of basic and advanced trunks	D7W3X	\$970.00	\$260.00
- All advanced trunks	D7Z3X	970.00	109.98
- Discounted DS1 with basic trunks or a combination of basic and advanced trunks[1]	D7WD5	—	260.00
- Discounted DS1 with advanced trunks only[1]	D7ZD5	—	109.98
• 7 Years			
- All basic trunks or a combination of basic and advanced trunks	D7W4X	970.00	260.00
- All advanced trunks	D7Z4X	970.00	108.57
- Discounted DS1 with basic trunks or a combination of basic and advanced trunks[1]	D7WD7	—	260.00
- Discounted DS1 with advanced trunks only[1]	D7ZD7	—	108.57

[1] Requires a 1-, 3-, 5- or 7-year contract for trunks in addition to this rate.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.7.e. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
Discounted DSS Facility and Common Equipment provisioned on DS3 Service, per DSS facility activated[1]			
• 1 year - All advanced trunks	D3FDA	\$325.00	—
• 3 years - All advanced trunks	D3FD3	325.00	—
• 5 years - All advanced trunks	D3FD5	—	—
• 7 years - All advanced trunks	D3FD7	—	—

[1] Requires a 1-, 3-, 5-, or 7-year contract for trunks in addition to this rate.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.7. (Cont'd)

- f. The following trunks are available on a rate stabilized basis when used in conjunction with a DSS Facility and Common Equipment for all trunks. The following rates apply for all 1-year rate stabilized trunks or 240 or less 3-year to 7-year rate stabilized trunks. Trunks in quantities of 241 or more shall be priced on an Individual Case Basis.

	USOC	NONRECURRING CHARGE	STABILIZED MONTHLY RATE
(1) 1-Year Plan			
• Advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY411	\$76.50	\$47.42
- Out-only trunk with answer supervision	TY4O1	42.50	15.41
- Two-way trunk with <i>DID</i> and answer supervision	TY4C1	76.50	54.21
(2) 3-Year Plan			
• Basic trunks with flat usage, each[1]			
- In-only trunk	T5F13	25.00	15.10
- Out-only trunk	T5FO3	25.00	15.10
- Two-way trunk	T5FC3	25.00	15.10
• Advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY413	45.00	47.75
- Out-only trunk with answer supervision	TY4O3	25.00	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY4C3	45.00	51.68

[1] Requires a 1-, 3-, 5- or 7-year contract for the DS1 facility in addition to this rate.

[2] Separate *DID* Trunk Termination charges do not apply.

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**SECTION 15**

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**15.1 DIGITAL SWITCHED SERVICE**

D.7.f.(2) (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• Resale advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY513	\$45.00	\$47.75
- Out-only trunk with answer supervision	TY503	25.00	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY5C3	45.00	51.68
 (3) 5-Year Plan			
• Basic trunks with flat usage, each[1]			
- In-only trunk	T5F15	—	14.62
- Out-only trunk	T5FO5	—	14.62
- Two-way trunk	T5FC5	—	14.62
• Advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY415	—	44.75
- Out-only trunk with answer supervision	TY405	—	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY4C5	—	48.22
• Resale advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY515	—	44.75
- Out-only trunk with answer supervision	TY505	—	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY5C5	—	48.22

[1] Requires a 1-, 3-, 5- or 7-year contract for the DS1 facility in addition to this rate.

[2] Separate *DID* Trunk Termination charges do not apply.

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**15.1 DIGITAL SWITCHED SERVICE**

D.7.f. (Cont'd)

	USOC	NONRECURRING CHARGE	STABILIZED MONTHLY RATE
(4) 7-Year Plan			
• Basic trunks with flat usage, each[1]			
- In-only trunk	T5F17	—	\$14.62
- Out-only trunk	T5FO7	—	14.62
- Two-way trunk	T5FC7	—	14.62
• Advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY417	—	44.75
- Out-only trunk with answer supervision	TY4O7	—	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY4C7	—	48.22
• Resale advanced trunks with flat usage, each[1,2]			
- In-only trunk with <i>DID</i>	TY517	—	44.75
- Out-only trunk with answer supervision	TY5O7	—	15.89
- Two-way trunk with <i>DID</i> and answer supervision	TY5C7	—	48.22

[1] Requires a 1-, 3-, 5- or 7-year contract for the DS1 facility in addition to this rate.

[2] Separate *DID* Trunk Termination charges do not apply.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.7. (Cont'd)

- g. The following rates apply for a bulk rated Advanced DSS service arrangement and are only available on a Rate Stabilized basis. The rate includes an Advanced DSS DS1 facility and common equipment, and 24 trunks provisioned as In-only with DID, Out-only or Two-way with DID.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• DSS DS1 facility and Common Equipment with 24 trunks			
- 1-Year Plan	4D1DU	—	\$825.00
- 2-Year Plan	4D1DV	—	625.00
- 3-Year Plan	4D1DM	—	600.00
- 5-Year Plan	4D1DN	—	575.00
• DSS DS1 facility and Common Equipment provisioned on a DS3 with 24 trunks.			
- 1-Year Plan	4D1DW	—	825.00
- 2-Year Plan	4D1DX	—	600.00
- 3-Year Plan	4D1DO	—	575.00
- 5-Year Plan	4D1DP	—	550.00

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

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

**8. Digital Switched Service Volume Discount Plan**

- a. The Digital Switched Service Volume Discount Plan is available to customers subscribing to more than fifty DSS trunks at one premises on one customer billing number. The discounted rate, specified below, begins with the fifty-first DSS trunk at the same customer premises. Discounted trunks must be subscribed to by the same customer but the customer billing number may be different than the initial fifty trunks.
- b. Trunks other than DSS trunks, utilizing the DSS common equipment, will not be discounted.
- c. Rates and charges, specified in either 1. or 6., preceding, apply to the DSS facility and common equipment and are not part of the Volume Discount Plan.

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**15.1 DIGITAL SWITCHED SERVICE**

D.8. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
d. Rates for fifty-first trunk and above			
(1) Basic trunks with flat usage, each			
• In-only trunk[1]	2LM1X	\$50.00	\$15.89
• Out-only trunk	2LMOX	50.00	15.89
• Two-way trunk[1]	2LMCX	50.00	15.89

[1] Hunting, from 5.2.5, is available at current rates.

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15.1 DIGITAL SWITCHED SERVICE

D.8.d. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(2) Advanced trunks with flat usage, each			
• In-only trunk with <i>DID</i> [1,2]	2LJ1X	\$50.00	\$15.89
• Out-only trunk with answer supervision	2LJOX	50.00	15.89
• Two-way trunk with <i>DID</i> and answer supervision[1,2]	2LJCX	50.00	15.89
• Two-way data trunk[1,2]	2LJCD	50.00	15.89

[1] Hunting, from 5.2.5 is available at current rates for basic trunks, if requested. Hunting is required for advanced trunks.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, Direct-Inward-Dialing (*DID*) Service, for terms and conditions, and rates and charges applicable to *DID* Service.

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**15.1 DIGITAL SWITCHED SERVICE**

D.8.d. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(3) Basic resale trunks with flat usage, each			
• In-only trunk[1]	2LZ1X	\$50.00	\$15.89
• Out-only trunk	2LZOX	50.00	15.89
• Two-way trunk[1]	2LZCX	50.00	15.89

[1] Hunting, from 5.2.5, is available at current rates.

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.1 DIGITAL SWITCHED SERVICE**

D.8.d. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(4) Advanced resale trunks with flat usage, each			
• In-only trunk with <i>DID</i> [1,2]	2LN1X	\$50.00	\$15.89
• Out-only trunk with answer supervision	2LNOX	50.00	15.89
• Two-way trunk with <i>DID</i> and answer supervision[1,2]	2LNCX	50.00	15.89
• Two-way data trunk[1,2]	2LNCD	50.00	15.89

[1] Hunting, from 5.2.5 is available at current rates for basic trunks, if requested. Hunting is required for advanced trunks.

[2] Requires a *DID* trunk circuit termination. See 5.3.4, Direct-Inward-Dialing (*DID*) Service, for terms and conditions, rates and charges applicable to *DID* Service.

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## **15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

### **15.3 UNIFORM ACCESS SOLUTION SERVICE**

#### **A. Description**

Uniform Access Solution (UAS) Service provides an arrangement that allows channels to function with one number per channel group. UAS includes a DS1 facility with common equipment and a network connection which provides switching for local exchange and toll network access. Each DS1 facility utilizes 1 through 24 channels configured with trunk-side termination and one number functionality.

#### **B. Definitions**

##### Channel Group

Denotes a set of channels that are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are identical.

##### DS1 Facility and Common Equipment

The DS1 facility, transmits at a rate of 1.544 Mbit/s, and includes common equipment necessary to interface each of the channels into the CO switch. The DS1 signal provided to the customer's premises will have a loss not greater than 16.5 dB.

##### Network Connection

The network connection provides switching to the local exchange and toll networks, and includes the channel trunk-side configuration for the entire DS1 facility. The Network Connection can be ordered with in-only or two-way functionality.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE (Cont'd)**

C. Terms and Conditions

1. The type of DS1 facility installed will be determined by the Company. A fiber optic facility will be engineered if requested by the customer.
2. The minimum service period for UAS is one month.
3. The following services will not be provided with UAS:
  - PBX trunks specified in 5.3
  - Feature groups A, B, C or D
  - Other private line/access services and facilities unless specified herein
  - Basic exchange enhancement
  - Joint User Service
  - *SWITCHNET 56* Service
4. Temporary suspension of service is not available.
5. Loop Diversity and Avoidance, defined in the Private Line Transport Services Catalog, is available.
  - a. Customers subscribing to Loop Diversity must also subscribe to additional UAS Service for the secondary route.
  - b. Customer subscribing to Avoidance must pay DS1 transport channel rates, specified in the Private Line Transport Services Catalog, between the local serving office and the alternate serving office.
6. UAS Service may be provided on a Foreign Central Office basis.
7. UAS Service is not available for use by Commercial Mobile Radio Carriers and Private Mobile Radio Carriers in the provision of service to their customers, and Interexchange Carriers in the provision of access service to their customers. Other digital services are offered by the Company for interconnection specifically for these carriers.
8. UAS Service may be provisioned on an existing DS3 facility.

**NOTICE**

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

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

**9. UAS Service Rate Stability Plan:**

- a. The UAS Service Rate Stability Plan is an optional payment arrangement, offered under contract between the Company and the customer, which allows customers to pay a guaranteed fixed monthly rate for UAS Service over a 1- to 7-year period. The Rate Stability Plan is subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.
- b. If Waiver Policy conditions are met as specified in 2.2.14, termination charges will not apply if UAS Service is moved to an existing DS3 facility.
- c. Customers migrating from Analog PBX Trunk Service will receive one month credit when entering into a 1-year RSP, two month credit when entering into a 2-year RSP, three month credit when entering into a 3- or 5-year RSP, and a waiver of nonrecurring charges when entering into a 1-, 2-, 3- or 5-year RSP.

10. UAS may terminate at an Interexchange Carrier Point of Presence (IXC POP) for data service only, terminating on the Internet by an Internet Service Provider (ISP). Voice service may not terminate at the IXC POP.

**11. Cancellation of Application For Service**

- a. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. Cancellation charges will apply as set forth in c., d., and e., following.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

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

- b. Certain Critical Dates as specified in c., following, are used by the Company to monitor the service order provisioning process. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors the last scheduled Critical Date and determines what percentage of the Company's provisioning costs have been incurred as of that Critical Date. A list of Critical Dates and the number of days between each date is found in the Service Interval Guide.

Costs incurred in conjunction with the provision of Uniform Access Solution Service start on the Application Date as defined in c., following. When the customer cancels an order prior to the Application Date, no charges shall apply. When the customer cancels an order on or after the Application Date, a charge determined as specified in d. and e., following shall apply. When a customer cancels an order or part of an order, on or after the original Service Date, the Cancellation Charge will apply as set forth in d., and e., following.

- c. The Critical Dates monitored by the Company for the purpose of calculating a Cancellation Charge are as follows:
- Application Date (APP): The date the customer provides a firm commitment and sufficient information to the Company for order placement. The APP Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date.
  - Design Layout Report Date (DLRD): The date the Design Layout Report, which contains the design for the service(s) ordered, is forwarded to the customer.
  - Plant Test Date (PTD): The date acceptance testing is performed with the customer.
  - Service Date (DD): The date the service is due to be made available to the customer. This is sometimes referred to as the Due Date.

**NOTICE**

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

C.11. (Cont'd)

- d. When a customer cancels an order prior to the Service Date, the Company will multiply the Cancellation Charge, specified in D., following, by the percentage shown below, based on the last monitored Critical Date which has occurred on the order.
- e. The Critical Dates monitored by the Company are as follows:

	<b>APP</b>	<b>DLRD</b>	<b>PTD</b>	<b>DD</b>
	%	%	%	%
• Uniform Access Solution Service	13	44	77	[1]

- f. When a customer cancels an order for the discontinuance of service, no charges apply for the cancellation.
- g. If the Company misses a service date due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel an order without incurring cancellation charges.
- h. A request for cancellation after completion of an installation will be treated as a discontinuance of service.

[1] Minimum billing period charges and Cancellation Charges apply when an order, or part of an order, is cancelled on or after the original Service Date.



**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE (Cont'd)**

D. Rates and Charges

The following nonrecurring charge applies to add or change UAS Service. UAS DS1 Facility and Common Equipment in quantities greater than 10 shall be priced on an Individual Case Basis.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• One DS1 Facility with Common Equipment, per facility			
- Month to Month	D1OXM	\$970.00	\$150.00
- Rate Stability Plan			
- 3 years	D1OX3	970.00	126.90
- 5 years	D1OX5	970.00	109.98
- 7 years	D1OX7	970.00	108.57
• Discounted UAS DS1 facility with Common Equipment[1]			
- Rate Stability Plan			
- 3 years	D13X3	485.00	126.90
- 5 years	D13X5	—	109.98
• Discounted UAS DS1 facility with Common Equipment provisioned on a DS3[1]			
- Rate Stability Plan			
- 3 years	D3CX3	485.00	126.90
- 5 years	D3CX5	—	109.98
• One DS1 Facility with Common Equipment provisioned on DS3 Service, per each DS1 facility activated[2]	D3O	970.00	—

[1] Requires a 3- or 5-year contract for a Network Connection in addition to this rate.

[2] Also requires a DS3 facility and multiplexing specified elsewhere.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

D. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• UAS Network Connection, per DS1 facility	NWO	\$1,200.00	\$1,100.00
• Two-Way Network Connection, per DS1 facility	NWO2X	1,200.00	1,100.00
- Rate Stability Plan			
- 3 years	NWO23	600.00	1,100.00
- 5 years	NWO25	—	1,100.00
• In-Only Network Connection, per DS1 facility	NWO1X	1,200.00	950.00
- Rate Stability Plan			
- 3 years	NWO13	600.00	950.00
- 5 years	NWO15	—	950.00
• Moving current customer T1 facility			
- Within same central office	N/A	500.00	—
- Outside current central office	N/A	1,000.00	—
• Cancellation Charges	N/A	1,500.00	—

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.3 UNIFORM ACCESS SOLUTION SERVICE**

D. Rates and Charges (Cont'd)

The following rates apply for a bulk rated, Uniform Access Solution (UAS) arrangement and are only available on a Rate Stabilized basis. The rate includes a DS1 facility and common equipment and 24 trunks provisioned as In-only with DID, or Two-way with DID.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>STABILIZED MONTHLY RATE</b>
• UAS DS1 facility and Common Equipment with 24 trunks.			
- 1-Year Plan	4D1FA	—	\$775.00
- 2-Year Plan	4D1FB	—	575.00
- 3-Year Plan	4D1ER	—	550.00
- 5-Year Plan	4D1ES	—	525.00
• UAS DS1 facility and Common Equipment provisioned on a DS3 with 24 trunks.			
- 1-Year Plan	4D1FC	—	775.00
- 2-Year Plan	4D1FD	—	550.00
- 3-Year Plan	4D1ET	—	525.00
- 5-Year Plan	4D1EU	—	500.00

**NOTICE**

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## 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

### 15.4 INTEGRATED T-1 SERVICE

#### A. Description

Integrated T-1 (IT1) Service provides a 1.544 mbps dedicated facility from the customer's premise to the Company serving wire center. IT1 includes a DS1 facility, common equipment, local exchange switching and 24 flat rated channels for access to the local exchange and toll networks. Each IT1 facility utilizes 24 channels which may be configured to provide the services as defined below, or a combination thereof.

#### B. Definitions

##### IT1 Facility and Common Equipment

This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbit/s, and the common equipment necessary to interface each of the 24 channels into the Company's equipment.

##### Advanced Voice Channel

- In-Only Channel with *DID*

In-only channel with Direct Inward Dialing (*DID*) feature. Requires a *DID* channel circuit termination.[1]

- Out-Only Channel with Answer Supervision

Out-only channel with answer supervision feature. This feature passes answer back signaling from the central office switch to the customer's CPE when a call has been either completed or answered.

- Two-Way Channel with *DID* and Answer Supervision

Two-way channel with *DID* and answer supervision features. Requires a *DID* channel circuit termination.[1]

[1] Applicable rates and charges for *DID* are found in 5.3.4.

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**15.4 INTEGRATED T-1 SERVICE**  
B. Definitions (Cont'd)

Basic Voice Channel

- In-Only Channel

One-way channel which only allows traffic from the central office switch to be transmitted to the CPE.

- Out-Only Channel

One-way channel which only allows traffic originating in the CPE to be transmitted to the central office switch.

- Two-Way Channel

Channel which allows for traffic to be transmitted from either the central office or the CPE.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE**

B. Definitions (Cont'd)

Basic ISDN 2B+D Single Line Service

Basic ISDN 2B+D Single Line Service consists of two B (Bearer) channels and a D (Delta) channel. Basic ISDN 2B+D Single Line Service requires three sequential distinct channels on an IT1.

- B (Bearer) Channel

The B-channel transports circuit-switched voice and/or data communications at speeds up to 64 kbps, from the customer's premises to the central office via an IT1 facility.

- D (Delta) Channel

The D-channel carries signaling and/or packet data information at speeds up to 16 kbps on Basic ISDN 2B+D from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

Basic Dedicated Digital Data Channel

Basic Dedicated Digital Data Channels are provided on an IT1 for 56 kbps or 64 kbps transmission of synchronous serial data. The actual bit rate is a function of the channel interface selected by the customer where applicable. The circuit provides a synchronous service, with timing provided by the Company through the Company's facilities, to the customer in the received bit stream. The Basic Dedicated Digital Data Channel as part of a DDS circuit is provided between customer-designated premises, between a customer-designated premises and a Company hub or designated digital wire center, or between Company hubs or designated digital wire centers.

Frame Relay Dedicated Digital Data Channel

Frame Relay Dedicated Digital Data Channel provides access to Frame Relay Service (FRS). Frame Relay Dedicated Digital Data channels are configured at 56 or 64 kbps speed. One or more Frame Relay Dedicated Digital Data channels can be aggregated to provide such access. Utilizing statistical multiplexing, FRS enables users to allocate circuit bandwidth to applications as needed, up to the maximum bandwidth purchased, rather than assigning fixed channels to specific applications.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE (Cont'd)**

- C. Terms and Conditions
1. IT1 is provided subject to the availability of Company facilities.
  2. The type of IT1 facility installed will be determined by the Company.
  3. Each IT1 facility enables the customer to configure up to a maximum of 24 channels per IT1 facility.
  4. The minimum contract period for the IT1 facility and common equipment is one year. IT1 is only offered on 1, 3 and 5 year contracts.
  5. Terms, conditions, rates and charges, as described in Section 5, apply as appropriate.
  6. When 800 Service lines terminate on a IT1 facility, the 800 Service access lines are classified as basic voice channels for the application of the IT1 facility and common equipment rates and charges. 800 Service rates and charges also apply.
  7. Customers are required to provide muxing/demuxing, at the customer premises, for channels riding the IT1 facility.
  8. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the IT1 service.
  9. The customer is responsible for channel assignments transported on the IT1 facility.
  10. IT1 offerings are not available for use by Private Land Mobile Radio Services (RMC) and Public Mobile Services (PMC) Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.
  11. The IT1 facility and common equipment may be provisioned on an existing DS3 facility.
  12. The customer can obtain any standard features associated with ISDN as provided in 14.2.1 of this Catalog.

**NOTICE**

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**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE**

C. Terms and Conditions (Cont'd)

13. Single Line ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. Single Line ISDN Service does not offer B-channel packet service capabilities.

14. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of IT1 service.

15. If an IT1 service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs the service will be restored within four hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface or CPE. ISDN channels have an eight hour repair commitment but this is the only exception. An out-of-service credit will be applied to the customer's bill if the IT1 is totally out of service. Credits do not apply to the individual channels. The credit for the IT1 service is not to exceed the monthly rate. If the outage is in excess of the guaranteed time frames the credit formula is as follows:

- 4 hours up to but not including 8 hours	\$ 60.00
- 8 hours up to but not including 16 hours	70.00
- 16 hours up to but not including 24 hours	80.00
- 24 hours and over	100.00

16. Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available or may be required to be offered via an access code.

17. 2B+D ISDN Single Line Service Channels and Frame Relay Dedicated Digital Data Channels are available only from ISDN or Frame Relay equipped central offices.



**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE (Cont'd)**

D. Protection of the Network

1. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer's premises, for this service. This includes Company provided facilities or other companies' facilities used in conjunction with provision of IT1 capabilities, such as CPE.

2. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.

3. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network.

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE (Cont'd)**

E. Rates and Charges

1. Integrated T-1 (IT1) Service

a. Option A

Includes Basic or Advanced Voice Channel, Basic ISDN Single Line Service, Basic Dedicated Digital Data Channel, and Frame Relay Dedicated Digital Data Channel.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>CURRENT CONTRACT RATE</b>
• 1-year plan	EH1D1	\$1,600.00	\$825.00
• 3-year plan	EH1D2	1,000.00	784.00
• 5-year plan	EH1D3	500.00	743.00

b. Option B

Includes up to 12 channels of Advanced Voice Channel with DID and up to 12 channels of Frame Relay Dedicated Digital Data access on the same DS1 circuit.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>CURRENT CONTRACT RATE</b>
• 1 year plan	EH1B1	\$1,250.00	\$800.00

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Effective: December 1, 2007

**15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**15.4 INTEGRATED T-1 SERVICE**

E. Rates and Charges (Cont'd)

2. Nonrecurring change charges apply as follows:

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• All miscellaneous changes or rearrangement of facilities		
- per IT1 facility	REALD	\$135.00
• Channel Change Charges		
- Miscellaneous changes, additions or rearrangements of any channels within the IT1, per channel changed	REALE	30.00

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**16. PROMOTIONS**

<b>SUBJECT</b>	<b>SHEET</b>
Special Promotions .....	1

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## **16. PROMOTIONS**

### **16.1 SPECIAL PROMOTIONS**

#### **PRS AND DSS MID SEASON OFFER**

During a promotional period beginning August 21, 2006 and ending November 17, 2006, Qwest is offering a special per span promotional price of \$681.00 on Primary Rate ISDN Service, \$499.00 on Advanced Digital Switched Service and \$696.00 on Basic Digital Switched Service on three (3) year contracts or \$581.00 on Primary Rate ISDN Service, \$429.00 on Advanced Digital Switched Service and \$626.00 on Basic Digital Switched Service on five (5) year contracts for customers seeking to:

- New installation of PRS/DSS Service
- Renew expired contracts to 3 or 5 year contract terms
- Renegotiate current PRS/DSS contracts only if they are within 6 months of expiration
- Convert month-to-month pricing to 3 or 5 year contract terms
- Migrate PBX Trunks, DSS or UAS services to a PRS 3 or 5 year contract (no Migration credits)
- Migrate PBX Trunks or UAS services to a DSS 3 or 5 year contract (no Migration credits)
- Welcome customers back to Qwest PRS/DSS 3 or 5 year contracts (no WinBack credits)
- For the PRS service, this offer is only available to customers served by a host switch with PRS capabilities. Customers served by remote central offices are not eligible for this pricing.
- Contracts need to be signed no later than close of business 11-17-06
- Service has to be installed no later than 12-29-06
- Installation charges will be waived

This promotion is only available where it is technically feasible to provide services and where facilities are available. This bulk price includes the DS1 facility, common equipment, Service Configuration, and a maximum of 24 trunks. Contracts must be signed by November 17, 2006 and the installation date may be no later than December 29, 2006. No other Qwest Communications offers or promotions can be used to further discount this service.

#### **NOTICE**

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**16. PROMOTIONS**

**16.1 SPECIAL PROMOTIONS (Cont'd)**

**PRS AND DSS SUPER OFFER**

For a limited 89 day period beginning January 8, 2007 and ending on April 6, 2007, Qwest is offering a special per span promotional price of \$670.00 on Primary Rate ISDN Service, \$488.00 on Advanced Digital Switched Service and \$685.00 on Basic Digital Switched Service on three (3) year contracts or \$570.00 on Primary Rate ISDN Service, \$439.00 on Advanced Digital Switched Service and \$636.00 on Basic Digital Switched Service on five (5) year contracts for customers seeking to:

- New installation of PRS/DSS Service
- Renew expired contracts to 3 or 5 year contract terms
- Renegotiate current PRS/DSS contracts only if they are within 6 months of expiration
- Convert month-to-month pricing to 3 or 5 year contract terms
- Migrate PBX Trunks, DSS or UAS services to a PRS 3 or 5 year contract (no Migration credits)
- Migrate PBX Trunks or UAS services to a DSS 3 or 5 year contract (no Migration credits)
- Welcome customers back to Qwest PRS/DSS 3 or 5 year contracts (no WinBack credits)
- For the PRS service, this offer is only available to customers served by a host switch with PRS capabilities. Customers served by remote central offices are not eligible for this pricing.
- Installation charges will be waived
- Contracts need to be signed no later than close of business April 6, 2007.
- Service must be installed and customer must accept billing no later than June 29, 2007, unless a delay is caused by Qwest.

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## **16. PROMOTIONS**

### **16.1 SPECIAL PROMOTIONS (Cont'd)**

#### **PRS AND DSS AUTUMN'S COLORFUL OFFER**

For a limited 89 day period beginning August 13, 2007, Qwest is offering a special per span promotional price of \$665.00 on Primary Rate ISDN Service, \$461.00 on Advanced Digital Switched Service and \$671.00 on Basic Digital Switched Service on three (3) year contracts or \$565.00 on Primary Rate ISDN Service, \$431.00 on Advanced Digital Switched Service and \$629.00 on Basic Digital Switched Service on five (5) year contracts for customers seeking to:

- Order new installation of PRS/DSS Service
- Renew contracts to 3 or 5 year contract terms
- Renegotiate current PRS/DSS contracts only if they are within 6 months of expiration.
- Convert month-to-month pricing to 3 or 5 year contract terms
- Migrate PBX Trunks, DSS or UAS services to a PRS 3 or 5 year contract (no Migration credits).
- Migrate PBX Trunks or UAS services to a DSS 3 or 5 year contract (no Migration credits).
- Welcome customers back to Qwest PRS/DSS 3 or 5 year contracts. Customers may receive 1 month WinBack credit for a 36 month contract and 2 months WinBack credits for a 60 month contract on their PRS or DSS service.
- For the PRS service, this offer is only available to customers served by a host switch with PRS capabilities. Customers served by remote central offices are not eligible for this promotion.
- Service must be installed and customer must accept billing prior to February 1, 2008, unless a facility delay is caused by Qwest.
- Installation charges will be waived
- Contracts need to be signed no later than close of business November 9, 2007.

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**16. PROMOTIONS**

**16.1 SPECIAL PROMOTIONS (Cont'd)**

**PRS AND DSS AUTUMN'S COLORFUL OFFER**

For a limited 89 day period beginning August 13, 2007, Qwest is offering a special per span promotional price of \$665.00 on Primary Rate ISDN Service, \$461.00 on Advanced Digital Switched Service and \$671.00 on Basic Digital Switched Service on three (3) year contracts or \$565.00 on Primary Rate ISDN Service, \$431.00 on Advanced Digital Switched Service and \$629.00 on Basic Digital Switched Service on five (5) year contracts for customers seeking to:

- Order new installation of PRS/DSS Service
- Renew contracts to 3 or 5 year contract terms
- Renegotiate current PRS/DSS contracts only if they are within 6 months of expiration.
- Convert month-to-month pricing to 3 or 5 year contract terms
- Migrate PBX Trunks, DSS or UAS services to a PRS 3 or 5 year contract (no Migration credits).
- Migrate PBX Trunks or UAS services to a DSS 3 or 5 year contract (no Migration credits).
- Welcome customers back to Qwest PRS/DSS 3 or 5 year contracts. Customers may receive 1 month WinBack credit for a 36 month contract and 2 months WinBack credits for a 60 month contract on their PRS or DSS service.
- For the PRS service, this offer is only available to customers served by a host switch with PRS capabilities. Customers served by remote central offices are not eligible for this promotion.
- Service must be installed and customer must accept billing prior to February 1, 2008, unless a facility delay is caused by Qwest.
- Installation charges will be waived
- Contracts need to be signed no later than close of business November 9, 2007.

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**16. PROMOTIONS**

**16.1 SPECIAL PROMOTIONS (Cont'd)**

**PRS COMPETITIVE ZONE OFFER**

For a limited 89 day period beginning November 5, 2007 and ending on February 1, 2008, Qwest is offering a special per span promotional price to customer located in specific geographic areas defined by Qwest Wire Center boundaries.

- This promo is for new installation of Primary Rate ISDN Service.
- Renew expired contracts to 2, 3 or 5 year contract terms.
- Renegotiate current PRS contracts only if they are within 6 months of expiration.
- Convert month-to-month pricing to 2, 3 or 5 year contract terms.
- Migrate PBX Trunks, DSS or UAS services to a PRS 2, 3 or 5 year contract (no Migration credits).
- Welcome customers back to Qwest PRS 2, 3 or 5 year contracts. (No WinBack credits).
- This offer is only available to customers served by the wire centers listed below.
- Service must be installed and customer must accept billing no later than May 1, 2008, unless a delay is caused by Qwest.
- Installation charges will be waived.
- Contracts need to be signed no later than close of business February 1, 2008.

Specifically, the offer is good in the following Wire Centers:

Auburn, Bellingham Regent, Bellevue Glencourt, Bellevue Sherwood, Battleground, Bonney Lake, Des Moines, Enumclaw, Federal Way, Graham, Issaquah, Kent Ulrich, Kent Meridian, Kent Obrien, Lacey, Longview, Maple Valley, Mercer Island, Olympia Whitehall, Olympia Evergreen, Pasco, Puyallup, Ridgefield, Renton, Sumner, Spokane Riverside, Spokane Chestnut, Spokane Fairfax, Spokane Hudson, Spokane Keystone, Spokane Walnut, Spokane Whitworth, Seattle East, Seattle Emerson, Seattle Atwater, Seattle Main, Seattle Campus, Seattle Cherry, Seattle Duwamish, Seattle Elliott, Seattle Lakeview, Seattle Parkway, Seattle Sunset, Seattle West, Tacoma Fawcett, Tacoma Ft. Lewis, Tacoma Greenfield, Tacoma Juniper, Tacoma Lenox, Tacoma Logan, Tacoma Skyline, Tacoma Waverly 2, Tacoma Waverly 7, Vancouver Orchard, Vancouver Oxford, Vancouver North, Yakima Chestnut & Yakima West

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**24. RESERVED FOR FUTURE USE**

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**25. CUSTOMIZED SERVICES**

<b>SUBJECT</b>	<b>SHEET</b>
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**EXCHANGE AND  
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**105. OBSOLETE EXCHANGE SERVICES**

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**105. OBSOLETE EXCHANGE SERVICES**

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## 105. OBSOLETE EXCHANGE SERVICES

### 105.2 LOCAL EXCHANGE SERVICE

#### 105.2.5 LOCAL SERVICE OPTIONS

##### A. *QWEST UTILITY LINE*

Effective April 11, 2005, *QWEST UTILITY LINE* is obsolete. Customers subscribing to service under *QWEST BUSINESS LINE PLUS* or Business *CUSTOMCHOICE* Standard Rate Stability Plan may keep their existing service at the rates and terms associated with the RSP period until they move, disconnect the service or a change occurs in the rates or terms of the obsolete service. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

##### 1. Description

*QWEST UTILITY LINE* is an additional flat rate access line that allows business customers to expand access and capacity to their business. *QWEST UTILITY LINE* does not allow features or a listing and must be purchased with a *QWEST BUSINESS LINE PLUS* Rate Stabilized Plan (RSP) or a Business *CUSTOMCHOICE* RSP.

##### 2. Terms and Conditions

- a. *QWEST UTILITY LINE* is available to business customers.
- b. *QWEST UTILITY LINE* cannot be used as the primary business line. It is mandatory that customers subscribe to one *QWEST BUSINESS LINE PLUS* RSP or Business *CUSTOMCHOICE* RSP for each *QWEST UTILITY LINE* that they purchase.
- c. This service is offered subject to the availability of existing central office facilities.
- d. Terms, conditions, rates and charges as described elsewhere in the Company's tariffs and catalogs, apply as appropriate.

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**105.2 LOCAL EXCHANGE SERVICE**

**105.2.5 LOCAL SERVICE OPTIONS**

A.2. (Cont'd)

- e. A directory listing will not be allowed with *QWEST UTILITY LINE*.
- f. Existing customers will not incur nonrecurring charges when switching from *QWEST UTILITY LINE* to one of the following services: basic business line services or *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus, or Add-A-Line Service found in Section 5 of this Catalog.
- g. Any mandated charges or special surcharges, e.g., 911, TDD, EUCL, Telephone Assistance Plan, will apply under the same terms as a flat rate business line.

3. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line	AWL	\$48.00	\$20.17

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.2.7 CUSTOMCHOICE SERVICE**

*CUSTOMCHOICE* Service is obsolete and will not be offered to new customers as of April 22, 1996. Existing *CUSTOMCHOICE* customers may retain the service until their Service Agreement expires.

A. Description

*CUSTOMCHOICE* Service is a flat rated exchange service which utilizes central office technology and includes a flat rated line with standard features. Optional features are also available.

B. Standard Features

Standard Features are listed below.

- Flat rated exchange access line with touch-tone
- Call Transfer
- Three-way Calling/Conference Calling
- Consultline
- Standard Choice Features

Choice of three of the features listed below:

- Call Forward Busy/Don't Answer - overflow
- Call Forward Busy /Don't Answer (expanded)
- Call Forward Busy /Don't Answer (external)
- Call Forward Busy Line (expanded)
- Call Forward Busy Line (external)
- Call Forward Busy - overflow
- Call Forward Don't Answer (expanded)
- Call Forward Don't Answer (external)
- Call Forwarding Variable
- Call Pickup
- Call Rejection
- Call Waiting
- Continuous Redial
- Hunting
  - Series
  - Multiline
  - Circular

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE**

B. Standard Features (Cont'd)

- Last Call Return
- Priority Call
- Remote Access Forwarding
- Selective Call Forwarding
- Six-way Conference
- Speed Calling - 6, Number, per list
- Speed Calling - 30, per line
- Speed Calling - 30, Number-Shared
  - First line
  - Each additional user

Customers subscribing to additional Standard Choice Features will be charged the rates specified in E., following.

C. Optional Features

The following features will be available to *CUSTOMCHOICE* customers at the discounted rate specified in E., following.

- Additional Directory Listing
  - Joint User Service
- 800 ServiceLine Option
- *MARKET EXPANSION LINE* Service
- Caller Identification-Name & Number
- Caller Identification-Number only

D. Terms and Conditions

1. *CUSTOMCHOICE* Service is available to customers with three to twenty lines per customer, per location.
2. *CUSTOMCHOICE* Service will not be offered with Service Station, Foreign Exchange Service, remote switching systems, Centrex systems, pay telephones, or multiparty.
3. Substitution of *CUSTOMCHOICE* Service features with non-*CUSTOMCHOICE* Service will not be permitted.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE**

D. Terms and Conditions (Cont'd)

4. Incremental charges specified in 5.1 are applicable.
5. *CUSTOMCHOICE* Service will only be offered subject to the availability of existing facilities and features.
6. Suspension of service will not be allowed on the first 3 *CUSTOMCHOICE* lines. Suspension of service will be allowed on the 4th and above lines.
7. Additional lines for *CUSTOMCHOICE* Service purchased during the discount pricing period can be incorporated into the terms of the existing Service Agreement without renegotiating the Service Agreement.
8. A customer subscribing to *CUSTOMCHOICE* Service agrees to pay a specified rate for a specific length of time as shown in this Section. The Company will issue a Service Agreement (Acknowledgement Form) to the customer.
9. The Service Agreement for *CUSTOMCHOICE* Service, standard features and standard choice features will be guaranteed by the Company during the rate period. If rates are reduced during the Service Agreement period, the rate will be applied only to the extent that the resulting price exceeds the applicable costs for the service, as determined by the Company.
10. The prices for services under this Section of this Catalog, including any and all discounts to which the customer may be entitled will be offered and charged to customers independently from and regardless of the customer's purchase of any customer premises equipment or enhanced services from the Company.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE (Cont'd)**

E. Rates and Charges

1. The Standard Feature Package rates and charges include three of the Standard Choice Features specified in B.
2. Nonrecurring charges only apply to add new access lines to *CUSTOMCHOICE* Service. Nonrecurring charges do not apply to convert existing service to *CUSTOMCHOICE* Service.
3. Nonrecurring charges do not apply for additions, moves or changes of standard *CUSTOMCHOICE* Features.
4. The rates and charges specified for *CUSTOMCHOICE* Service are in addition to the regular rates and charges for the services with which *CUSTOMCHOICE* Service is associated.

**USOC**

5. Rate Stabilized Standard Feature Package

**SFO**

	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
- 12 - 23 Months	\$48.00	\$31.00
- 24 - 35 Months	48.00	27.50
- 36 - 47 Months	48.00	26.60
- 48 - 60 Months	48.00	24.50

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE**

E. Rates and Charges (Cont'd)

6. Standard Feature Package Features

The following rates apply to each Standard Choice Feature subscribed to in addition to the three included in the Standard Feature Package.

	<b>USOC</b>
• Call Forward Busy/Don't Answer - overflow	EV2
• Call Forward Busy /Don't Answer (expanded)	FVJ
• Call Forward Busy /Don't Answer (external)	EVF
• Call Forward Busy Line (expanded)	FBJ
• Call Forward Busy Line (external)	EVB
• Call Forward Busy - overflow	EVO
• Call Forward Don't Answer (expanded)	FDJ
• Call Forward Don't Answer (external)	EVD
• Call Forwarding Variable	MVPCF
• Call Pickup	E3P
• Call Rejection	NSY
• Call Waiting	MVPCW
• Continuous Redial	NSS
• Hunting	
- Series	HSO
- Multiline	HSHTPT
- Circular	EH6
• Last Call Return	NSQ
• Priority Call	NSK
• Remote Access Forwarding	AFD
• Selective Call Forwarding	NCE
• Six-way Conference	MVP6C
• Speed Calling - 6 Number, per list	ESTC1
• Speed Calling - 30, per line	ESFC3
• Speed Calling - 30, Number-Shared	
- First line	ESF1L
- Each additional user	ESFAL
	<b>MONTHLY RATE</b>
• Per line, per feature	\$1.00

**NOTICE**

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 105

Original Sheet 8

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE**

E. Rates and Charges (Cont'd)

7. Optional Features

- a. The recurring rates for the services and associated USOCs listed below will be discounted at the percentages listed in b. following. The discounted rates will not be rate stabilized.

FEATURE	USOC
• Directory Listings - Joint User Service	CLT, FNA, 9FK, RNCAF, XLL, RLT JUF
• <i>MARKET EXPANSION LINE</i> Service	RCF, RCA, RD5
• 800 ServiceLine Option	WFA, WFS1X
• Caller Identification-Name & Number	NNK
• Caller Identification-Number only	NSD

b. Discounts

LENGTH OF TERM	% DISCOUNT
12 - 23 Months	0
24 - 35 Months	10
36 - 47 Months	15
48 - 60 Months	20

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE (Cont'd)**

F. Termination Liability

1. The customer may move service to a different location served by the Company without incurring early termination charges, provided another Service Agreement is established for a term that is at least equal to the remaining term of the existing Service Agreement.
2. When the Service Agreement period expires, the customer may establish a new Service Agreement or continue service under the month-to-month rates and charges found elsewhere in this Catalog.
3. Early termination charges will apply if the customer violates the terms and conditions of the Service Agreement or if the Service Agreement is terminated for cause by the Company. The termination charges apply regardless of the reason for the violation of the Service Agreement including closure or sale of the business.
4. Early termination charges will apply to a maximum of 3 lines per Service Agreement.
5. A customer will be considered to have violated the terms and conditions of the Service Agreement if the customer cancels service during the term of the Agreement or reduces the number of lines below 3 lines. The Service Agreement may also be terminated for "cause" if the Company provides the customer with notice specifying the cause for termination.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.7 CUSTOMCHOICE SERVICE**

F. Termination Liability (Cont'd)

6. The termination charges will be applied as follows:

$$\begin{array}{rcccl} \text{Total} & & 15\% & & \text{Termination} \\ \text{Monthly} & \times & & \times & \text{Charge} \\ \text{Charges for} & & & & \\ \text{Service} & & & & \\ \text{Terminated} & & & & \\ & & & \text{Number of} & \\ & & & \text{Months} & \\ & & & \text{Remaining in} & \\ & & & \text{Agreement} & \\ & & & \text{Period} & \end{array}$$

- Termination charges are in addition to all billed and unpaid recurring and non-recurring charges.
7. The termination liability will be waived when a customer substitutes the existing service with another Company service under similar agreements that have a dollar value at least equal to 115% of the remaining dollar value of the existing Service Agreement, and the new service is installed within thirty (30) days of the cancellation of the existing Service Agreement.

## **105. OBSOLETE EXCHANGE SERVICES**

### **105.2 LOCAL EXCHANGE SERVICE (Cont'd)**

#### **105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN**

Effective April 11, 2005, the volume discounts associated with the obsolete services, *QWEST BUSINESS LINE PLUS* with Hunting, *QWEST UTILITY LINE*, *QWEST CHOICE* Business, *QWEST CHOICE* Two-Line Business, Business *CUSTOMCHOICE* and Centrex 21 Service are obsolete and new plans are not available in this configuration. Business Line Volume Plans that include a discount for an obsolete service will continue to receive the discount as long as the services remain at the same location for the same customer.

#### A. Description

1. The Business Line Volume Purchase Plan is available to business customers subscribing to 50 or more lines in conjunction with basic business access lines. A customer may have up to a maximum of 3000 participating lines across the Qwest region. Business customers subscribing to the plan are also entitled to hunting.
2. The Business Line Volume Purchase Plan may be offered to existing business customers who request that part or all of their Basic Exchange line(s) be terminated in order to establish or change their service to another telecommunications provider, or who receive a competitive offer from another telecommunications provider.
3. This configuration of Business Line Volume Purchase Plan defines qualifying lines as the following:
  - Flat Rate Business Lines (1FB) with Hunting
  - *QWEST BUSINESS LINE PLUS*[1]
  - *QWEST UTILITY LINE*[2]
  - *QWEST CHOICE* Business[1]
  - *QWEST CHOICE* Two-Line Business[1]
  - Business *CUSTOMCHOICE*[1]
  - Centrex 21 Service[3]

[1] Obsolete service effective April 11, 2005, described in 105.9.1 of this Catalog.

[2] Obsolete service effective April 11, 2005, described in 105.2.5 of this Catalog

[3] Obsolete service effective April 11, 2005, described in 109.1.17 of this Catalog.

**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN (Cont'd)**

B. Terms and Conditions

1. Customers subscribing to the Business Line Volume Purchase Plan are required to pay the monthly rates for service. All terms and conditions for qualifying products and services as specified elsewhere apply, and are subject to a minimum billing period of one month.
2. All access lines must be associated with the same customer. The Company may withdraw this offering to customers at any time with appropriate notice.
3. Intercept Service will be provided on the main listed directory number.
4. The Business Line Volume Purchase Plan is not available on Public Communication Service.
5. The discount level for the Business Line Volume Purchase Plan is based on volume and a contract term of 2 years or 3 years.
6. Customers with an unexpired plan may add additional lines to count toward the minimum threshold only as part of the following packages defined in 5.9.1 of this Catalog.
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - Add-a-line

The volume discount percentages for the services above appear in 5.2.13 of this Catalog.



**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN**

B. Terms and Conditions (Cont'd)

7. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole without Cause before the expiration date, the Customer will pay termination charges calculated at 25% of the remaining value based on the minimum line requirement for the discount tier times the fixed amount of \$60.00 over the remaining Term.

Annually, if an account falls below the minimum line requirement for the discount tier, a shortfall penalty of \$60.00 per line will be assessed.

A termination charge will be waived if the Customer places an order to discontinue the service and replaces the line(s) within the Qwest region or purchases similar Qwest services equal to or greater than the remaining value of the commitment, based on the minimum line requirement for the discount tier times \$60.00 for the remaining Term.

8. Customers with an unexpired plan may move the physical location of all or part of the lines in the Business Line Volume Purchase Plan within the Qwest region, provided the lines moved are provided as part of one of the following Qwest products and the lines continue to be provided to the customer by the Company:
  - Flat Rate Business Service (1FB) with Hunting
  - *QWEST CHOICE* Business
  - *QWEST CHOICE* Business Plus
  - Add-a-line

The volume discount percentages for the new services appear in 5.2.13 of this Catalog.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN (Cont'd)**

C. Rates and Charges

1. Where applicable, incremental charges as specified in 5.1, preceding, apply and will not be discounted.
2. Customers with unexpired plans may add or change optional features at no charge within the services shown in 105.2.13.A.3. while the service remains at the same address for the same customer. No additional obsolete packages may be added.
3. Normal nonrecurring charges associated with the line apply where Business lines are provided in association with the installation of new business individual line flat rate service or, the move of a business individual line flat rate service from one location to another.
4. Effective April 11, 2005, the following discounts are obsolete and are not available to new customers. Existing customers will continue to receive the discounts on these obsolete services until the time they move, disconnect or a change occurs in the rates or terms of the Business Line Volume Purchase Plan.
  - a. *QWEST BUSINESS LINE PLUS*[1]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	15%	17%
- 500 - 999	17%	19%
- 1000 - 3000	19%	21%

[1] The monthly discount level applies to the month-to-month rates for the obsolete *QWEST BUSINESS LINE PLUS* as specified in 105.9.1. Hunting may be provided at no additional charge.

**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN**

C.4. (Cont'd)

b. *QWEST CHOICE* Business[1]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	15%	17%
- 500 - 999	17%	19%
- 1000 - 3000	19%	21%

c. *QWEST CHOICE* Two-Line Business[2]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	4%	6%
- 500 - 999	6%	8%
- 1000 - 3000	8%	10%

[1] The monthly discount level applies to the month-to-month rates for the obsolete *QWEST CHOICE* Business as specified in 105.9.1.

[2] The monthly discount level applies to the rates for the obsolete *QWEST CHOICE* Two-line Business as specified in 105.9.1.

**105. OBSOLETE EXCHANGE SERVICES**

**105.2 LOCAL EXCHANGE SERVICE**

**105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN**

C.4. (Cont'd)

d. Business *CUSTOMCHOICE*[1]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	35%	37%
- 500 - 999	37%	39%
- 1000 - 3000	39%	41%

e. Centrex 21 Service[2]

	<b>MONTHLY DISCOUNTS</b>	
	<b>2 YEAR</b>	<b>3 YEAR</b>
• Number of lines		
- 50 - 499	20%	22%
- 500 - 999	22%	24%
- 1000 - 3000	24%	26%

[1] The monthly discount level applies to the month-to-month rates for the obsolete Business *CUSTOMCHOICE* as specified in 105.9.1.

[2] The monthly discount level applies to the month-to-month rates for the obsolete Centrex 21 Service as specified in 109.1.17.B.

**105. OBSOLETE EXCHANGE SERVICES**

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

**105.3.5 AUTOMATIC IDENTIFICATION OF OUTWARD DIALING SERVICE**

**A. Description**

Automatic Identification of Outward Dialing (AIOD) Service is a central office service that provides the customer a means of identifying toll charges on each station line of a switched services vehicle located on the customer's premises.

**B. Terms and Conditions**

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

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.3.5 AUTOMATIC IDENTIFICATION OF OUTWARD DIALING SERVICE**

B. Terms and Conditions (Cont'd)

5. When facilities are not available at the central office which provides the main listed number service, service may be provided from a different central office. When an AIOD trunk group is served from a central office other than the central office which provides the main listed number service, mileage rates, as appropriate from 105.2.1 of the Private Line Transport Services Catalog, are applicable. This service will be available only to a customer having such service ordered or established prior to February 21, 1980.

Existing Centrex customers having service provided from a central office different than where geographically located may have interoffice AIOD service at appropriate interoffice mileage rates when converting to a PBX system.

Charges for this Service, other than as provided for in this Section, will be based on actual costs. The customer will be provided with an estimate of these charges before installation commences.

6. The assignment of telephone numbers and the sequence of the numbers assigned to an AIOD Service is made at the discretion of the Company. All AIOD numbers must be within the same prefix. When the equipment configuration requires the assignment of blocks of telephone numbers, charges and rates, see C., following, are applicable for each number, used and unused, in the block of telephone numbers assigned.
7. When *DID* and AIOD Services are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and *DID* Service only one telephone number charge will apply as shown in this Section.
8. AIOD Service is not compatible with some PBX vehicles.
9. When a central office, other than an Electronic Switching System central office, is not equipped to provide AIOD Service, the Company may provide the service at nonrecurring charges per AIOD trunk equal to the pro rata cost to equip the central office. These nonrecurring charges apply in addition to the charges and rates, see C., following.
10. AIOD Service is only offered with switching vehicles which are located on customer premises.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.3.5 AUTOMATIC IDENTIFICATION OF OUTWARD DIALING SERVICE (Cont'd)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• AIOD Service			
- Central office trunk termination, each	PLK	\$13.25	\$41.50
- Data channel from customer's premises to serving central office(s), required in connection with AIOD Service	N/A	[1]	[1]
- AIOD telephone number used, each	NEN, NENRN	3.25	0.50
- AIOD/DID telephone number used, each	NFN, NFNRN	3.25	0.50
• Guide Number, per AIOD Service[2]	NFO	3.25	5.00

[1] See charges, rates and conditions for series 3000 channel facilities in the Private Line Transport Services Catalog.

[2] Only required when listed directory number prefix is different from AIOD prefix.

**NOTICE**  
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## **105. OBSOLETE EXCHANGE SERVICES**

### **105.4 PREMIUM EXCHANGE SERVICES**

#### **105.4.3 CUSTOM CALLING SERVICES**

##### A. Description

###### Real Deal

A package of the following services is available to residence customers. This package is known as "The Real Deal" and a customer must agree to subscribe to all services in the package.

- Caller Identification-Name and Number
- Call Rejection
- Call Waiting
- Call Forwarding-Variable
- Continuous Redial
- Priority Call
- Last Call Return
- Selective Call Forwarding
- Speed Calling 8
- Speed Calling 30
- Three-Way Calling

###### Voice Dialing

Allows a customer to place telephone calls by picking up the phone and saying the name of the party that they want to call. Users must first add names and numbers to their Voice Dialing directory. Directories come in two sizes; 50 names and 75 names. Each person in the household or business must record names for parties that they wish to call. Customers may review their directory from their home, office or any other location with a touch-tone phone.

##### B. Terms and Conditions

1. Due to the nature of voice recognition technology, Voice Dialing is not expected to recognize spoken words accurately 100% of the time for all users. Customers should NOT use Voice Dialing for emergency calls, since emergency situations may cause voice stress that will further reduce the accuracy of the service.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

B. Terms and Conditions (Cont'd)

2. Due to technical limitations, certain customers' loops may be noisy or have static conditions that may prevent Voice Dialing from working properly. Although Voice Dialing is designed to work on most phone sets, some sets may create noise or low volume conditions that may interfere with voice recognition. In these cases where technical limitations interfere with the operation of the service, the Company will remove Voice Dialing from a customer's account and credit back the charges for that service, if the customer promptly advises the Company of the operational problems.
3. Voice Dialing will be deployed on a limited basis and will not be generally available until further determined by the Company. Deployment of Voice Dialing into other Central Offices will be at the discretion of the Company.
4. For technical reasons, the Voice Dialing service will not be available with PBX Service and comparable *CENTRON* services.
5. To ensure continuous, proper operation of the system providing Voice Dialing, and to ensure the highest accuracy rate to voice recognition, from time to time, the Company may record customer's voice commands (names) to the system. These recordings will never extend to the conversation or communication of the customer, and the data recording equipment will always stop when the system indicates "now dialing".
6. Due to technical limitations, Voice Dialing will not be offered with the 2FR, 2FB or 4FR Class of Service.
7. Effective May 9, 1996, Voice Dialing will be grandfathered and will no longer be available to new customers. Effective June 30, 1996, Voice Dialing will be discontinued completely.
8. Current Voice Dialing customers who do not have Speed Calling 8 code may subscribe to the feature between May 9, 1996 and June 30, 1996 and receive a waiver of the nonrecurring charge with six months of service free.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

B. Terms and Conditions (Cont'd)

9. For the Description of Services included in Real Deal and the Terms and Conditions see 5.4.3.
10. As of September 1, 1999, Real Deal is obsolete and no longer available to new customers. Existing customers will continue to receive the rate specified provided Real Deal remains at the same location for the same customer.
11. As of August 16, 2004, the residence discounted rates offered in conjunction with the grandfathered *QWEST CHOICE* Home and *QWEST CHOICE* Two-line Home are obsolete and no longer available to new customers. Existing customers will continue to receive the following rates.

C. Rates and Charges

1. Business Services

See 5.4.3 for description of services, terms and conditions.

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Voice Dialing - Small Directory (50)	VYD1R	\$4.95
• Call Waiting, Call Forwarding-Variable, Speed Calling, 8-number capacity on the same line	ESA	7.45
• Voice Dialing - Large Directory (75)	VYD2R	8.00
• Voice Dialing - Small Directory Shared[1]	VYE1R	2.00
• Voice Dialing - Large Directory Shared[1]	VYE2R	4.00
• Call Waiting, Call Forwarding-Variable, Three-Way Calling on the same line	ETC	7.45

[1] Shared directory is the ability of multiple telephone lines terminating in the same customer premises to use and share the same Voice Dialing Directory. The stated charge is for each additional line that shares the directory. Shared directories continue to have the same maximum amount of names (50 and 75).

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 105**  
Original Sheet 23

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

C.1. (Cont'd)

<b>BUSINESS</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Waiting, Call Forwarding-Variable, Speed Calling, 30-number capacity on the same line	ESG	\$10.20
• Call Waiting, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ET8	7.45
• Call Waiting, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ET3	10.20
• Call Waiting, Call Forwarding-Variable, Three-Way Calling, with or without Speed Calling, 8-number capacity on the same line	ES3	10.20
• Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ES5	13.00
• Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line	ESR	7.45
• Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line	ESB	10.20

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**Qwest Corporation**

Catalog No. 3

Washington

SECTION 105

Original Sheet 24

EXCHANGE AND  
NETWORK SERVICES

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

C. Rates and Charges (Cont'd)

2. Business Discounted Rates

Effective April 11, 2005, these discounted rates are obsolete and no longer available to new customers. Existing customers will continue to receive the rate below.

BUSINESS	USOC	MONTHLY RATE
• Caller Identification-Name & Number - Discounted[1]	—	\$4.00
• Call Transfer - Discounted[1]	—	4.00
• Remote Access Forwarding - Discounted[2]	—	4.95
- Discounted[1]	—	4.00
• Scheduled Forwarding - Discounted[2]	—	5.95

[1] Discounted rate applies when this feature is an additional feature with the obsolete *QWEST CHOICE* Business or obsolete *QWEST CHOICE* Two-line Business.

[2] Discounted rate applies when this feature is part of the obsolete Business *CUSTOMCHOICE*.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

C. Rates and Charges (Cont'd)

3. Residence Services

RESIDENCE	USOC	MONTHLY RATE
a. Speed Calling		
• Eight code capacity, each line		
- Residence		
- Discounted[1]	NLRXW	\$ 1.00
b. The Real Deal		
• Residence	ESYBQ	14.95

4. Residence Discounted Services

• Caller Identification-Name & Number		
- Discounted[2]	—	3.00
- Discounted[3]	—	1.50
• Call Rejection		
- Discounted[2]	—	3.00
• Call Waiting Identification		
- Discounted[2]	—	3.00
• Remote Access Forwarding (Call Following)		
- Discounted[2]	—	3.00

[1] See Custom Solutions in 105.4.14 of this Catalog.

[2] Discounted rate applies when this feature is provided as an additional feature with the grandfathered *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home found in 105.9.1.

[3] Discounted rate applies when this feature is provided as an additional feature with the grandfathered *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home found in 105.9.1. Customers ordering Caller ID and Security Screen will pay the discounted rates shown for the two features.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.3 CUSTOM CALLING SERVICES**

C. Rates and Charges (Cont'd)

5. Residence Discounted Competitive Rates

<b>RESIDENCE</b>	<b>USOC</b>	<b>MONTHLY RATE</b>
• <i>SECURITY SCREEN</i> - Discounted[1]	—	\$1.50
• Selective Call Waiting - Discounted[2]	—	3.00

[1] Discounted rate applies when this feature is provided as an additional feature with the grandfathered *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home found in 105.9.1.

[2] Discounted rate applies when this feature is provided as an additional feature with the grandfathered *QWEST CHOICE* Home or *QWEST CHOICE* Two-line Home found in 105.9.1. Customers ordering Caller ID and Security Screen will pay the discounted rates shown for the two features.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.4.6 TELECHOICE BUSINESS SERVICE**

A. Description

*TELECHOICE* business packages provide optional central office services, directory listing, and line maintenance features to single party business exchange access lines. *TELECHOICE* also provides optional local calling plans and selected discounts on existing products and services.

Effective February 2, 1990, *TELECHOICE* business packages are grandfathered to existing customers. Service that is moved, changed or disconnected is no longer grandfathered.

The following standard features are included in the packages:

1. *TELECHOICE* Business Packages

*TELECHOICE* business will provide business packages containing groups of features at a basic package price.

a. Features contained in *TELECHOICE* business package group A and A+:

(1) Local calling package

User has the choice of six, nine, twelve, eighteen or unlimited hours of customer dialed outgoing local calling included in the monthly rate without additional usage charges, depending on the applicable package.

A.....	6, 9, 12 or unlimited
A+ .....	18

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.6 TELECHOICE BUSINESS SERVICE**

A.1.a. (Cont'd)

(2) Choice of two Custom Calling features from below:

- Call Waiting
- Call Forwarding (all varieties)
- Speed Calling 8 or 30
- Three-Way Calling
- *INTRACALL*

(3) Additional directory listing

(4) *UNISTAR* Tier I

An optional maintenance plan that offers customers maintenance of premises inside wire plus necessary trouble isolation. This is a deregulated service.

(5) Touch-Tone

b. Features contained in *TELECHOICE* Business Package Groups B and B+ are listed below. Single line *TELECHOICE* customers subscribing to package groups B or B+ as of February 2, 1990 will be converted to package groups B1 or B1+ for no nonrecurring charge, provided features remain the same. Package Groups B and B+ for existing multiline customers continue to be grandfathered, as originally effective October 9, 1989.

(1) Local calling package

User has the choice of eighteen or unlimited hours of customer dialed outgoing local calling included in the monthly rate without additional usage charges, depending on the applicable package.

B.....	unlimited
B+.....	18



**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.6 TELECHOICE BUSINESS SERVICE**

A.1.b. (Cont'd)

- (2) *CENTRAFLEX* basic features
  - Call Hold
  - Call Transfer
  - Conferencing
  - Touch-Tone
  - Intercom Dialing (multiline only)
- (3) Choice of one additional feature from below:
  - Call Forwarding-Variable
  - Call Forwarding-Busy Line
  - Call Forwarding-Don't Answer
  - Call Pickup
  - Call Pickup directed barge in
  - Call Pickup directed non-barge in
  - Call Waiting
  - Distinctive Ringing
  - Speed Calling 6 number list per line
- (4) Additional directory listing
- (5) *UNISTAR* Tier I (Deregulated Service)

c. Features contained in *TELECHOICE* business package group B1 and B1+

(1) Local calling package

User receives unlimited hours of customer dialed outgoing local calling included in the monthly rate without additional usage charges, depending on the applicable package.

B1 .....	Unlimited
B1+.....	Unlimited

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.6 TELECHOICE BUSINESS SERVICE**

A.1.c. (Cont'd)

(2) *CENTRON I* Basic Features

- Call Hold
- Call Transfer
- Conferencing
- Touch-Tone

(3) Choice of one additional feature from below:

- Call Forwarding-Busy Line
- Call Forwarding-Don't Answer
- Call Forwarding-Variable
- Call Pick-up - per line
- Call Waiting
- Distinctive Ring
- Speed Calling 6 - per line
- Speed Calling 30 - per line
- Speed Calling 30 - shared
- Intercom 6 - per system
- Intercom 30 - per system
- 800 Service Call Transfer

(4) Additional directory listing

(5) *UNISTAR* Tier I (Deregulated Service)

2. Discounted Optional Features

Additional Customer Calling features for business package groups A and A+ are offered at a reduced rate when used in conjunction with the packages.

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.6 TELECHOICE BUSINESS SERVICE (Cont'd)**

B. Terms and Conditions

1. *TELECHOICE* business packages are available only in central offices where operating conditions and facilities permit.
2. *TELECHOICE* business packages with unlimited outgoing local calling are not furnished concurrently with usage sensitive *TELECHOICE* packages or other measured services to the same customer on the same premises.
3. *TELECHOICE* business packages are not available on trunks, Centrex, *CENTRAFLEX II*, *CENTRAFLEX III*, Public Communications Services or multiparty services.
4. *TELECHOICE* business exchange line conditions are obtained from Section 5. Conditions that apply to other services contained within the *TELECHOICE* business packages will also apply to those packages.
5. Other products and services that are compatible with the products and services contained within the *TELECHOICE* business packages may be optionally used by the customer. Normal rates or charges would apply in addition to the *TELECHOICE* rates unless otherwise specified in this Section.
6. The *TELECHOICE* business package nonrecurring charge applies per request on a per line basis to establish or change *TELECHOICE* business packages or features within the packages.
7. Business *TELECHOICE* package group B and B+ are provided on systems of two to six lines and are subject to conditions for *CENTRAFLEX 1* service as described in the Washington Catalog.
8. *TELECHOICE* business package group B1 and B1+ are subject to conditions for *CENTRON I* service.
9. Business customers with a system containing Hunting or Call Forwarding-Busy arrangements on any line, or having a system consisting of five or more lines at a single building, subscribe to package group A+ or B1+. All other business customers subscribe to package group A or B1.
10. Unlimited business packages are available in all rate groups. Measured business packages are available only in Rate Group 3.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.6 TELECHOICE BUSINESS SERVICE (Cont'd)**

C. Rates and Charges

1. *TELECHOICE* Exchange Line Rates

*TELECHOICE* business exchange line rates are obtained from Section 5. The relationship between the *TELECHOICE* packages and the corresponding exchange access line is as follows:

<i>TELECHOICE</i> SERVICE	EXCHANGE ACCESS LINE[1]
• Business 6, 9, 12 and 18 hour packages[2]	Business basic measured
• Business unlimited packages	Business flat individual line

2. *TELECHOICE* Usage Rates

- a. Applicable to *TELECHOICE* packages with calling allowances other than unlimited. These rates only apply after the calling allowance has been exceeded.

	RATE
• Each outgoing local calling minute exceeding the allowance	\$0.03

- b. Outgoing local calls identified below are exempt from usage charges:

- Official Company PBX
- Company business office
- Directory Assistance
- 0 (operator assistance)
- 911
- Company repair service

[1] Exchange access line nonrecurring charges from Section 5 also apply.

[2] *TELECHOICE* business package usage rates in 2. apply in addition to the monthly rates.

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**105.4.6 TELECHOICE BUSINESS SERVICE**

C. Rates and Charges (Cont'd)

3. *TELECHOICE* Business Feature Rates

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
a. Package group A			
• 6 hour (six hour local calling allowance)	LUW5A	\$11.00	\$14.00
• 9 hour (nine hour local calling allowance)	LUW5B	11.00	16.00
• 12 hour (twelve hour local calling allowance)	LUW5C	11.00	19.25
• Unlimited (unlimited local calling allowance)	LUW5D	11.00	6.25
b. Package group A+			
• 18 hour (eighteen hour local calling allowance)	LUW5J	11.00	28.10

[1] *TELECHOICE* feature rates do not include either the *UNISTAR* rates, a deregulated service, or the *TELECHOICE* exchange line rates in 1., preceding. *TELECHOICE* feature rates are combined with the applicable *UNISTAR* and *TELECHOICE* exchange line rates to provide the total package rate that appears on the customer bill.

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C.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
c. Package group B			
• Unlimited (unlimited local calling allowance)	LUW9D	\$11.00	\$10.35
d. Package group B+			
• 18 hour (eighteen hour local calling allowance)	LUW9J	11.00	32.05
e. Package group B1			
• Unlimited (unlimited local calling allowance)	LXZ9D	11.00	7.35
f. Package group B1+			
• Unlimited (unlimited local calling allowance)	LXZ9H	11.00	7.35

[1] *TELECHOICE* feature rates do not include either the *UNISTAR* rates, a deregulated service, or the *TELECHOICE* exchange line rates in 1., preceding. *TELECHOICE* feature rates are combined with the applicable *UNISTAR* and *TELECHOICE* exchange line rates to provide the total package rate that appears on the customer bill.

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**105.4.6 TELECHOICE BUSINESS SERVICE**

C. Rates and Charges (Cont'd)

4. Discounted Optional Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Package Groups A and A+			
• Additional Custom Calling Services feature (except for <i>INTRACALL</i> )	N/A	\$11.00	\$2.10

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.4.10 CUSTOM RINGING SERVICE**

See 5.4.10 for description of services, terms, conditions and application of rates.

A. Rates and Charges

Effective April 11, 2005, the discounted rate is obsolete and no longer available to new customers. Existing customers will continue to receive the rate following.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Business			
- First additional number			
- Discounted[1]	—	\$11.00	\$4.00

[1] Discounted rate applies when this feature is an additional feature with the obsolete *QWEST CHOICE* Business or obsolete *QWEST CHOICE* Two-line Business.

**105. OBSOLETE EXCHANGE SERVICES**

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

**105.4.14 CUSTOM SOLUTIONS**

A. Description

Custom Solutions provides residence customers the option to design groups of products/services which will meet their needs. These customer selected groups may be chosen from Premium services and additional products/services, all of which are identified under C., following.

B. Terms and Conditions

1. Custom Solutions is available on individual or additional residential lines only.
2. Custom Solutions does not apply to, and the discount is not available on, additional lines that are not billed on the same account, to the same person, at the same service address.
3. Services offered as part of Custom Solutions are subject to availability of existing facilities.
4. As of September 1, 1999, Custom Solutions is obsolete and no longer available to new customers. Existing customers with discounted monthly rates on the additional products listed below will continue to receive the discounted rate provided the additional products remain at the same location for the same customer. Existing customers may add or remove any of the additional products as long as they remain at the same location for the same customer. If the customer removes all Premium services, no discounted monthly rate shall apply to any of the additional products.

C. Rates and Charges

1. Premium products/services and discounted products/services
  - a. Premium products/services are listed below:
    - Additional Lines,
    - Call Waiting and/or
    - Caller Identification

105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.14 CUSTOM SOLUTIONS

C.1. (Cont'd)

b. Discounted products/services are listed below:

- |                          |                           |
|--------------------------|---------------------------|
| Additional Listings      | Foreign Listings          |
| Alternate Listings       | Informational Listings    |
| Call Curfew              | Priority Call             |
| Call Forwarding          | Remote Access Forwarding  |
| Call Rejection           | (Call Following)          |
| Continuous Redial        | Scheduled Forwarding      |
| Cross Reference Listings | Selective Call Forwarding |
| Custom Ringing           | Speed Calling 8           |
| Dial Lock                | Three-Way Calling         |

2. The customer must buy at least one Premium product/service listed in 1.a., preceding, in order to receive a discount on the products/services listed in 1.b., preceding.
3. When a customer purchases a Premium product/service listed in 1.a., preceding, and one or more of the products/services listed in 1.b., preceding, at the same time, nonrecurring charges will not apply to the additional selected products/services listed in 1.b., preceding, i.e., nonrecurring charges are waived only when the additional products/services are purchased at the same time as a Premium product/service.
4. Appropriate nonrecurring charges can be found in Custom Calling Services 5.4.3; and Custom Ringing 5.4.10 in this Catalog and Directory Listings 5.7.1 in the Exchange and Network Service Tariff.
5. Residence Service Listings

	USOC	MONTHLY RATE
• Each listing for an individual(s) residing at a residence		
- Discounted	NLYXA	\$0.50
• Each listing for an individual(s) residing at a hotel (guest)		
- Discounted	NLYXA	0.50

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**105.4.14 CUSTOM SOLUTIONS**

C.5. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Foreign Listings		
- Discounted	NLYXB	\$0.50
Information Listings		
• Each line of information in addition to a listing		
- Residence-discounted	NLYXC	0.50
• Call Curfew		
- Discounted	RCU2X	2.00
• Call Forwarding		
- Variable		
- Discounted	NLRXZ	1.50
• Call Rejection		
- Discounted	NLRXO	2.25
• Continuous Redial		
- Discounted	NLRXL	1.75
• Custom Ringing		
- Discounted		
- First additional number	NLQ1+	2.50
• Dial Lock		
- Discounted	NLUAC	2.00
• Priority Call		
- Discounted	NLRX8	1.75

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**105.4.14 CUSTOM SOLUTIONS**

C.5. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Remote Access Forwarding (Call Following) - Discounted	NLUAA	\$2.50
• Scheduled Forwarding - Discounted	NLUAB	3.00
• Selective Call Forwarding - Discounted	NLRXN	1.75
• Three-Way Calling - Discounted	NLRXR	1.75

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**105. OBSOLETE EXCHANGE SERVICES**

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

**105.4.15 SINGLENUMBER SERVICE**

A. Description

*SINGLENUMBER* Service (SNS) provides a single telephone number to business customers with multiple business locations. Customers may use this single number to provide a single publicized access number for their business regardless of the telephone number and locations of those multiple businesses. All calls to this single number are routed to an appropriate destination based on the geographical location (ZIP Code) of the calling party. Calls may also be routed on a percent allocation basis, by ZIP Code.

A Time-of-Day/Day-of-Week (TOD/DOW) forwarding feature is available as an optional service. With the TOD/DOW feature, the customer maintains a schedule with TOD/DOW entries. Calls to the SNS customer are routed according to the schedule.

An optional feature is also available to those customers whose caller's telephone number and/or ZIP Code cannot be identified through SS7, requiring the calls to be forwarded to a default number. This optional feature, Prompt and Connect, prompts the caller, via an announcement, to enter their 10-digit telephone number, thereby enabling the call to be connected to the proper location.

Customer location for the purpose of *SINGLENUMBER* Service is defined as each telephone number or group of telephone numbers that are a call destination zone.

B. Terms and Conditions

1. The SNS customer is responsible for providing the Company with the configuration of the service (e.g. destination location/number, ZIP Code data, percent allocation, etc). If the customer requests changes to the ZIP Code data file and/or destination location/number file, it is the responsibility of the customer to supply the Company with complete replacement files.
2. The SNS customer is responsible for the payment of all nonrecurring, recurring and usage charges.
3. If available, with the permission of the SNS customer, the Company will alternatively bill the destination accounts for the monthly usage. Although the destination account will be billed, the SNS customer is solely responsible for the payment of all billings. On a per request basis, the SNS customer may receive usage information for each destination account.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.15 SINGLENUMBER SERVICE**

B. Terms and Conditions (Cont'd)

4. SNS is available to business customers only.
5. The SNS customer is responsible for the selection of the Interexchange Carrier for calls routed on an interLATA, interstate basis.
6. Due to limitations of computer storage capacity, the maximum number of ZIP Codes allowed per SNS telephone number will be determined by the Company.
7. For customers subscribing to the service on a month-to-month basis, the Company offers a 90-day Money Back Guarantee. If a customer discontinues their SNS subscription within 90 days of installation, the Company will credit their account for all monies billed for any flat monthly charges. The Money Back Guarantee will not apply to nonrecurring or usage charges.
8. A Rate Stability Plan is available that will stabilize monthly rates and the Subsequent Change Charge for a 3 or 5 year period. The RSP does not stabilize rates for usage. The customer must sign an agreement to retain their service for the period selected and the Company will in turn guarantee not to increase their rates during that period. For customers who sign an agreement, a discount on the monthly rate for the basic service shall apply, in addition to a discount on the Subsequent Change Charge. The discount does not apply to the installation charge, the destination locations, optional features nor usage charges.
9. Customers subscribing to the service on a Rate Stability Plan are subject to the terms of the Termination Liability/Waiver Policy as specified in 2.2.14.A. For purposes of applying a Termination Liability, the minimum service period is one year and the minimum billing level is 60% of the established initial monthly rates.

C. Rates and Charges

1. Any change to SNS will result in a nonrecurring change charge, unless otherwise indicated.
2. In addition to the rate per activation for all calls routed via the service, a per occurrence rate applies for those calls routed via Prompt and Connect.

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**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.15 SINGLENUMBER SERVICE**

C.2. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Basic Service			
- 5 digit ZIP Code - only	RZP5X	–	\$ 45.00
- 5 to 9 digit ZIP Code - mix (not to exceed 5,000 ZIP Codes)	RZPMX	–	55.00
- 5 to 9 digit ZIP Code - mix (more than 5,000 ZIP Codes)[1]	RZP9X	\$215.00	500.00
• Per Customer Location			
- 1-6 locations, per location	RLH1X	–	7.00
- 7-15 locations, per location	RLH2X	–	5.50
- 16+ locations, per location	RLH3X	–	4.00
• Optional Features			
- Time-of-Day/Day-of-Week Forwarding - per area rerouted	R7M	–	18.00
- Prompt and Connect Forwarding[2,3]	R7F	30.00	35.00
• Subsequent Change Charge, per occasion	NR9EE	30.00	–

[1] Nonrecurring charge applies to change to 5 to 9 digit ZIP Code (more than 5,000).

[2] Nonrecurring charge applies to the addition of Prompt and Connect.

[3] In addition, per call charges apply.

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**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.15 SINGLENUMBER SERVICE**

C.2. (Cont'd)

- Per Activation (Calls Routed)

All calls are billed at the same rate level based on the total number of calls billed on one bill during a billing month. Discounts apply for high volume usage.

NUMBER OF CALLS		RATE PER CALL
1 - 1,199		\$0.12
1,200 - 4,999	Discount Level 1	0.10
5,000 - 9,999	Discount Level 2	0.07
10,000 or greater	Discount Level 3	0.05

- Prompt and Connect Forwarding,  
each call

RATE PER CALL
\$0.02

MONTHLY RATE	
3 YEARS	5 YEARS

- Discount Pricing Plan

- Basic Service			
- 5 digit ZIP Code - only		\$ 38.25	\$ 33.75
- 5 to 9 digit ZIP Code - mix (not to exceed 5,000 ZIP Codes)		46.75	41.25
- 5 to 9 digit ZIP Code - mix (more than 5,000 ZIP Codes)		425.00	375.00
- Subsequent Change Charge			
- 3 Year Rate Stabilized	NR9RA	25.50	-
- 5 Year Rate Stabilized	NR9RB	-	22.50

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## **105. OBSOLETE EXCHANGE SERVICES**

### **105.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

#### **105.4.17 SELECT CALL ROUTING SERVICE**

Select Call Routing Service is available only for maintenance to existing customers at existing locations. Customers may not add new numbers to existing configurations, and no new configurations or accounts may be added.

##### A. Description

Select Call Routing will provide call redirection to any telephone number selected by the customer. Basic call redirection is considered to be redirection from one number to another without enhancement. Basic call redirection can be enhanced through the use of selections from the Enhancement Menu. The customer may choose to redirect their calls using up to two options. The options may be basic call redirection, any of the two items from the Enhancement Menu, or a combination thereof. In order to receive calls at their number, one of the options must redirect calls to that number. Only one option can be activated at any point in time. The customer may change the active option by calling a Company Call Center.

##### Enhancement Menu

- Percentage Routing
- Caller Recognition Routing

##### B. Definitions

##### Custom Configuration

A custom configuration is considered to be the use of more than one choice from the Enhancement Menu per redirection or applications involving a structure outside of the standard configuration.

##### Group

A group is a group of telephone numbers that will be redirected in the same way. The example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option two active in a particular group, then all main numbers in this group will be redirected according to the service option for that number.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

B. Definitions (Cont'd)

Main Number

Main Number is the called telephone number that has Select Call Routing Service.

Select Call Routing Service

Includes *DID* numbers, associated with *DID* and DSS trunks, PBX trunks for non *DID* systems, and business exchange access lines.

Standard Configuration

This configuration includes the choice of basic call redirection for all options. Basic call redirection is considered to be redirection from one number to another number without the specific enhancements that are available in the Enhancement Menu. This configuration could also include the use of options from the Enhancement Menu on a one per option basis only. The customer may choose up to three menu items.

**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE (Cont'd)**

**C. Terms and Conditions**

1. Select Call Routing Service is available where Company facilities permit.
2. Each group may have a maximum of two redirect options. In most cases the first option will be the called number plus one additional option. If the customer chooses to use all options for redirecting, calls will never be directed to the actual number called.
3. Each group must have the same options in each of the selections. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.
4. Suspension of service, either full or partial of Select Call Routing Service is not permitted.
5. Should the customer opt to redirect calls to an intra/interLATA exchange telephone number, the customer will be responsible for the selection of the interexchange carrier and all associated rates and charges billed by the interexchange carrier.
6. The customer is responsible for administration of their option selections.
7. The Company will not be responsible for verification or working status of telephone numbers chosen by the customer for their option selections.

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**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

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

8. The customer must forward all telephone numbers in a presegmented group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be preassigned upon the establishment of the service.
9. Each group may have a maximum of three redirect options: the original telephone number plus up to two additional telephone numbers, each having a different telephone number. The customer may call the Company as frequently as desired to redirect the calls to any of the telephone numbers preassigned; the customer must preauthorize a limited number of representatives empowered to request such changes or to change the service options.
10. Caller Recognition Routing may not be used to pass the calling party's telephone number to the customer.

**D. Enhancements**

**1. Caller Recognition Routing**

- a. Caller Recognition Routing allows the customer to redirect an incoming call based upon the telephone number of the incoming caller excluding prefix only and zip code. This will allow the customer to direct particular callers to specific telephone numbers based upon their telephone number. Calls cannot be redirected based solely upon telephone prefixes or zip codes. If an incoming caller's telephone number is on the list, the call will be redirected to a preselected telephone number.
- b. The customer may have as many telephone numbers as desired on the list. They are allowed up to 50 numbers for a standard configuration. They will be billed for each additional 100 telephone numbers or fraction thereof. Caller Recognition Routing may be used as option one, two or three and can be used for all three options, if needed.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

D. Enhancements (Cont'd)

2. Percentage Routing

The customer may choose several percentages, but the total must always equal 100%. When Percentage Routing is activated, the customer may direct 33% of the incoming calls to location A, 33% to location B, and 34% to location C. The Percentage Routing feature may be used for all option selections.

E. Rate Conditions

1. Select Call Routing Service

Rates and charges specified for Select Call Routing Service are in addition to the regular rates and charges for the services with which Select Call Routing Service is associated.

2. Establishing Service

A nonrecurring charge will apply for Select Call Routing Service. This charge will not apply again unless the customer cancels the service and reestablishes Select Call Routing Service at a later date.

3. Rearrangements

A subsequent nonrecurring charge will apply to each subsequent rearrangement. Each change to a telephone number will result in a nonrecurring charge. For example, (215) 353-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 553-6767. A number that is moved from one group to another group will incur a nonrecurring charge. Each telephone number added to an existing option selection will incur a nonrecurring charge.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

E. Rate Conditions (Cont'd)

4. Percentage Routing

A nonrecurring charge will apply at the time of the establishment of Percentage Routing. For changes made by the Company on behalf of the customer, a rearrangement charge will apply.

5. Caller Recognition Routing

A nonrecurring charge will apply to the first 50 telephone numbers listed for Caller Recognition Routing. Each additional 100 telephone numbers, or fraction thereof, will incur a nonrecurring charge.

6. Groups

There will be no initial charges for the original primary group. Additional groups will be charged a nonrecurring charge. Additional groups established subsequent to the initial installation will be charged a nonrecurring charge.

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### 105. OBSOLETE EXCHANGE SERVICES

#### 105.4 PREMIUM EXCHANGE SERVICES

##### 105.4.17 SELECT CALL ROUTING SERVICE (Cont'd)

###### F. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Select Call Routing Service			
• Standard Configuration[1]	R8SSX	\$ 73.00	–
• Custom Configuration[1]	R8SCX	313.00	–
• Per service request[2]	SEPRE	20.75	–
• Per business exchange access line and non <i>DID</i> PBX trunk equipped	R8SBX	5.00	\$ 5.95
• Per PBX account	R8SAX	–	50.00
• PBX <i>DID</i> numbers, per number equipped	R8SPN	5.00	0.50
2. Rearrangement[3]			
• Per number changed/moved/ deleted	NR9EU	3.00	–
3. Partitions/Groups[3,4]			
• Standard Configuration, per group	R8GPG	24.75	–
• Custom Configuration, per group	R8YPG	173.25	–

[1] Only applies on initial installation or change from Standard Configuration to Custom Configuration.

[2] Applies only when adding Select Call Routing service to a line.

[3] When a group rearrangement charge applies, the per number change charge will not apply to numbers changed within that group.

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

NOTICE  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

F. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
4. Enhancements			
• Percentage Routing, activation charge, per number	R8PPN	\$ 3.00	–
• Percentage Routing rearrangement charge, per group, per rearrangement[1]			
- Standard Configuration	NR9ER	49.25	–
- Custom Configuration	NR9E3	137.00	–

[1] When a group rearrangement charge applies, the per number changed charge will not apply to numbers changed within that group.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.4 PREMIUM EXCHANGE SERVICES**

**105.4.17 SELECT CALL ROUTING SERVICE**

F.4. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Caller Recognition Routing, activation charge, per group			
- First 1-50 telephone numbers			
- Standard Configuration	R8B1X	\$ 52.50	–
- Custom Configuration	R8B1C	219.00	–
- Each additional 100 telephone numbers or fraction thereof, Standard and Custom Configuration	R8BAX	24.25	–
- Add, delete, or change pre-screened numbers, per occurrence	REANK	8.25	–

**NOTICE**  
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.1 PUBLIC TELEPHONE SERVICE[1]**

A. Description

Public Telephone Service provides pay telephone service in public areas selected by the Company for general and transient use. These locations may be attended or unattended.

B. Terms and Conditions

1. Local message charges or local measured charges apply to calls placed within the calling area, including the extended calling area, of the exchange in which the public station is located.
2. Calls to the local calling area are charged a prepaid amount. Access is available to the toll network, via the operator, to place toll messages prepaid, collect, verifiable third number billed calls, or calls billed to calling cards.
3. Enclosures
  - a. An enclosure suitable to the location may be provided by the Company.
  - b. If the owner or leasee of the location offers to furnish and maintain a more suitable enclosure, the Company has the option of accepting the offer.
4. Public telephones are installed primarily for the general public in making outgoing calls. It is contemplated that the occupants of the premises in which public telephones are located have contracted or shall contract for separate business service as is necessary for the conduct of their business, therefore public telephones are generally not provided a directory listing.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.1 PUBLIC TELEPHONE SERVICE[1]**

B. Terms and Conditions (Cont'd)

5. The Company may furnish public telephones without coin collecting equipment in selected locations for the purpose of satisfying demand for optional billing services on an originating basis only. In the normal mode, coinless public telephone service affords callers the option of selecting one of the following preferred billing arrangements for outgoing messages:

- Third number billing (where verifiable),
- Using a calling card,
- Collect.

In certain locations, however, calls will be billed on a collect basis only.

6. Extension service may be provided with Public Telephone Service, at the discretion of the Company. Extension service allows the customer to access public service at a location other than the payphone set yet at the customer premises. The service consists of an extended network interface which provides for the connection of customer premises equipment to a public telephone line as an extension to the main station. The extended network interface provides privacy to the main station.

C. Rates and Charges

1. Message Charges

	<b>CHARGE</b>
• Local Messages (coin), each[2]	\$0.50
• Inmate Station-to-Station, Collect – Local[3]	1.39
• Inmate Local Messages, each	0.35

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

[2] For alternately billed local calls, excluding local calls placed from correctional facilities, the operator-assisted charges specified in 5.8.2.B., of the Exchange and Network Services Tariff apply in addition to the local per minute rate specified in 5.8.2.B. of the Exchange and Network Services Tariff.

[3] Applies to local calls placed from correctional facilities and is in addition to the Inmate Local Messages charge, specified above.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)**

**105.5.2 SEMIPUBLIC TELEPHONE SERVICE[1]**

**A. Description**

Semipublic Telephone Service is a type of business exchange service designed for combined customer and public use, utilizing a pay telephone furnished at a monthly rate.

**B. Terms and Conditions**

1. The location of the semipublic main telephone will be determined by the Company. The telephone will be removed or relocated when, in the opinion of the Company, the telephone or its contents may be subject to theft or damage.
2. The customer will reimburse the Company for any loss of or damage to the pay telephone instrument or enclosure from any source, including, but not limited to, theft of the collecting device or loss or damage due to fire or flood. See 3., following.
3. The Company has the right to require the redemption by the customer of all slugs and spurious, mutilated or foreign coins deposited in the coin receptacle at the value for which they were evidently deposited. The Company may disconnect and remove the pay telephone and any extension equipment if the customer refuses to honor these arrangements.
4. Semipublic Telephone Service is not designed to supplant regular telephone service and, as such, will be provided only upon request and where there is an apparent need for the service to be used by the public as well as the customer.
5. Semipublic Telephone Service will be furnished only on an individual line basis.
6. Semipublic Telephone Service is not provided on an FX basis or in connection with combination access line service.
7. Semipublic Telephone Service will be considered the same as business service for directory listing purposes. As such, the Semipublic Telephone Service rates and charges include one listing. Additional listings will be furnished at regular rates and charges.

[1] This service is deregulated and not under the jurisdiction of the Washington Public Utilities Commission.

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.2 SEMIPUBLIC TELEPHONE SERVICE[1]

B. Terms and Conditions (Cont'd)

- 8. The premises work charge, nonrecurring and/or installation charges will not apply to moves and/or changes of semipublic telephones where, in the opinion of the Company, such moves or changes are primarily to improve the service rendered to the public.
- 9. The minimum contract period is one month.
- 10. The customer will be required to aid the public in the use of this service.
- 11. The Company will furnish and display, at the customer's request, such of its standard signs as are necessary to properly advertise the telephone. At locations where it is necessary to secure a permit and pay a fee for the privilege of placing a sign, the customer will be required to secure the permit and pay the fee.
- 12. Enclosures and other items of supplemental equipment will be provided in accordance with the rates, charges, terms and conditions specified in C. and D., following.
- 13. Customers must provide to Company personnel ready access to the telephone equipment during normal working hours. Failure to do so could result in a loss of semipublic service.
- 14. The Company may apply, at no charge, additional ancillary equipment to the semipublic telephone for the purpose of enhancing or protecting service. Equipment such as an amplified handset, loud button, slug rejection apparatus, and informational stickers are examples of this type of equipment.
- 15. Toll Calling Plans are not available for Semipublic Telephone Service.

C. Rates and Charges

- 1. Rates and charges for Semipublic Telephone Service:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• 2-way	1SP	\$90.00	\$45.00
• Outgoing only	852	90.00	45.00
• Coinless outgoing	G7N	90.00	45.00

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

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**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.2 SEMIPUBLIC TELEPHONE SERVICE[1]**

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

2. When a semipublic instrument is moved and/or changed, the following nonrecurring charge applies.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Each instrument moved and/or changed	MVM	\$35.00
3. Message charges specified in 5.5.1, preceding, apply to calls placed from semipublic telephones.		

**D. Enclosures**

1. Enclosures furnished by the Company will be of a standard finish. Customers may have enclosures finished to fit their individual requirements at their own expense subject to the approval of the Company.
2. Where outdoor enclosures are furnished in connection with Semipublic Telephone Service or for use with other than pay telephone service, the customer will be required to furnish an adequate base upon which the enclosures can be mounted and anchored.
3. The rates and charges specified for Semipublic Telephone Service include the provision of power wiring where required. Power wiring for booths used with other than pay telephone service will be provided by the customer.
4. The customer will furnish the commercial power for the operation of lights, signs, fans, etc., for all enclosures.

**5. Rates and Charges**

	<b>NONRECURRING CHARGE[2]</b>	<b>MONTHLY RATE</b>
• Enclosure Categories		
- Shelf, each	\$35.00	\$ 2.50
- Small walk-up, each	35.00	7.50
- Medium walk-up, each	35.00	10.00
- Large walk-up, each	35.00	15.00
- Booth, each	35.00	20.00

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

[2] Premises Work charges as set forth in Section 13, following, will apply.

**NOTICE  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)**

**105.5.3 COINLESS PUBLIC TELEPHONE SERVICE[1]**

**A. Description**

The Company may furnish public telephones without coin-collecting equipment in selected locations for the purpose of satisfying demand for optional billing services on an originating basis only. In the normal mode, Coinless Public Telephone Service affords transients the option of selecting a preferred billing arrangement for outgoing messages: charging to a third number or to a Company calling card account, or placing calls collect. In certain locations, however, calls will be billed on a collect basis only.

**B. Terms and Conditions**

1. Coinless Public Telephone Service users may normally place calls without charge to Company numbers such as repair service, 800/800-type service, and public emergency service numbers such as 911. However, at the option of the Company, all such calls may be blocked from phones located in areas not accessible to the general public, i.e., jails or prisons.
2. Inmate Service
  - a. Coinless public telephones will be provided on the premises of city, county, state, and federal jails or prisons where potential usage by inmates participating in institutionally authorized telephone programs (e.g., Washington Administrative Code (WAC) 137-48-080) warrants establishing the service.
  - b. Such telephones will be provided for the purpose of originating collect messages to numbers in the North American dialing plan only. All other traffic, including calls to Company numbers such as repair service, 800/800-type service, and public emergency numbers such as 911, may be blocked.
  - c. Where prison authorities so stipulate, Inmate service may be restricted to message toll calls only.
  - d. Where requested by the institution, inmates will be allowed to make non-collect no-charge local calls to their designated legal counsel, attorney, or social agency as defined by the institution. This option will only be provided on accounts that fully recover costs.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.



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**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.3 COINLESS PUBLIC TELEPHONE SERVICE[1]**

B.2. (Cont'd)

- e. At the request of prison authorities and where necessary to preserve the security and orderly management of the institution and provide for requirements stipulated in WAC 137-48-080 (6), a record of the called telephone number will be provided to the Department of Social and Health Services (DSHS) or other governmental agency under the following terms and conditions:
  - (1) Only the called telephone number, calling number, date of call, city and time of day will be provided. There will be no monitoring or recording of the conversation.
  - (2) The coinless public telephones shall be identified by a notice posted conspicuously on or near the telephones in English and Spanish, that the telephone number called will be provided to the prison authorities and/or Department of Social and Health Services (DSHS) personnel. The notice shall state: "The Department of Social and Health Services, or the governing agency, in compliance with WAC 137-48-080 (6), will receive a log of the called telephone number for all calls placed from this telephone. Your use of this telephone constitutes your consent to providing the telephone numbers you call to the agency."
- f. Authorities of the penal institution shall personally advise all inmates currently having access to coinless public telephones, and all new inmates as part of their inprocessing, who will have access to coinless public telephones, that a log of the called telephone numbers is provided to the authorities for calls made from these telephones, and that the inmates' use thereof constitutes their consent.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**NOTICE  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.3 COINLESS PUBLIC TELEPHONE SERVICE[1]**

B.2. (Cont'd)

- g. The Company shall not be held liable for damage caused by provision of the called number on calls placed by inmates of the institution to the DSHS administrators or other governmental agencies. Further, an authorized representative of the DSHS or other governmental agency shall sign an agreement on behalf of the institution to so indemnify and hold the Company harmless from any and all claims, demands or liabilities for loss, damage or injuries caused by, or as a result of, use of the Inmate service telephones and stating its adherence to the terms and conditions put forth in this Catalog.
3. The Company reserves the right to deny or terminate service if unsatisfactory revenues or collection experiences are indicated or if any of the terms or conditions of this offering are violated.

C. Message Charges

Message charges specified in 5.5.1, preceding, apply to calls placed from coinless public telephones.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)**

**105.5.5 SEMIPUBLIC EXTENSION SERVICE[1]**

A. Description

Semipublic Extension Service allows the customer to access Semipublic Telephone Service at a location other than the coin set. This service consists of an extended network interface which provides for the connection of customer premises equipment to a semipublic telephone line as an extension to the main station. The extended network interface provides privacy to the main station and consists of a line guard module. The extended network interface allows limited outward dialing on dial tone first lines only for all chargeable, non-sent paid calls, three digit service numbers (411, 611, 911, etc.) and 800/800-type service.

B. Terms and Conditions

Semipublic extension stations equipped with coin box will be furnished only with semipublic service furnished in apartment houses, hotels or rooming houses, and must be located in public locations, and in the same building in which the primary station is located.

No new installations will be made. Units in service prior to March 2, 1983, may remain in service but may not be moved to another building or be transferred to another customer. Maintenance will be provided as long as units are in service.

1. Station or instrument must be registered customer premises equipment in accordance with Part 68 of the FCC Rules and Regulations and must be connected to the network through a standard modular connector and standard Company provided jacks.
2. A maximum of one extended network interface per semipublic line is allowed which will accommodate one extension set and one auxiliary ringer.
3. The extended network interface must be requested by the customer and provided by the Company prior to the connection of any registered customer premises equipment to a semipublic line.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

**105. OBSOLETE EXCHANGE SERVICES**

**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.5 SEMIPUBLIC EXTENSION SERVICE[1]**

B. Terms and Conditions (Cont'd)

4. The Company has the right to terminate extension service to prevent harm to the network or to prevent fraud.
5. The Company is not liable for transmission difficulties caused by customer owned equipment defects or improper use of the extended network interface.
6. The Company is not liable for damages or harm arising from the customer use of this equipment unless the accident or injury is due to gross negligence of the Company.
7. The customer shall be responsible for the payment of a maintenance of service charge for each visit by a Company employee to a customer's premises when the cause of a service difficulty or trouble report is determined to be the customer-provided equipment or system.
8. This is a voice grade service. The Company is not responsible or liable for defects, mistakes, etc., associated with other types of transmissions, such as data.
9. The extension wire or jack cannot be exposed or accessible within ten feet of the coin set. The Company will provide a maximum of 35 linear feet of wire from the coin set or point of bridging to the modular jack.
10. The Company reserves the right to install the extended network interface to comply with the following conditions: accessible to Company personnel, security, weather protection, and installation procedures.
11. The minimum service period for Semipublic Extension Service is one month. If the service is discontinued within one month of service establishment, charges will apply for the full minimum service period.

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

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**105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS**

**105.5.5 SEMIPUBLIC EXTENSION SERVICE (Cont'd)[1]**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Extended Network Interface, per extension and/or ancillary equipment	ECD	\$40.00
• Semipublic Coin Box service, each extension station	CUF	1.75

[1] This service is deregulated and not under the jurisdiction of the Washington Utilities and Transportation Commission.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A. *QWEST BUSINESS LINE PLUS*

Effective April 11, 2005, *QWEST BUSINESS LINE PLUS* is obsolete. Customers will be allowed to retain their obsolete packages only as long as service remains at the same location. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. Description

*QWEST BUSINESS LINE PLUS* is a package of features available to business customers in conjunction with an individual or additional flat rate access line. Business customers subscribing to the package are entitled to the following standard features.

- Call Forwarding-Variable
- Call Transfer/Three-Way Calling

2. Terms and Conditions

- a. Customers subscribing to *QWEST BUSINESS LINE PLUS* are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation. All terms and conditions specified elsewhere apply for the respective features as part of this service.
- b. *QWEST BUSINESS LINE PLUS* is subject to a minimum billing period of one month.
- c. All *QWEST BUSINESS LINE PLUS* access lines must be associated with the same customer.
- d. The Company may withdraw this offering to customers at any time with appropriate notice.

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**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.2. (Cont'd)

- e. One primary directory listing is furnished without charge for each *QWEST BUSINESS LINE PLUS*. Directory listings of *QWEST BUSINESS LINE PLUS* may be provided at the regular business additional listing rate as specified in the 5.7.1., preceding
- f. Intercept Service will be provided on the main listed directory number.
- g. *QWEST BUSINESS LINE PLUS* is not available on Public Communication Service.
- h. The monthly rate for *QWEST BUSINESS LINE PLUS* covered under the Rate Stabilized Plan (RSP) is guaranteed against Company initiated increases for the duration of the plan. The minimum RSP term is 1 year. The maximum RSP term is 3 years. Customers selecting an RSP will be sent a confirmation outlining the features, the length of the RSP, and the method of computing the early termination charge. The confirmation will remind customers that the tariff provisions govern and the customer is obligated for the entire RSP commitment period. Rates will begin appearing on the first bill.
- i. Effective April 11, 2005, additional *QWEST BUSINESS LINE PLUS* lines may not be added. The Termination Liability will apply on the same terms and conditions for lines installed prior to April 11, 2005.
- j. If Qwest terminates the Service(s) for Cause, or if a customer terminates the Services(s) in whole or in part without Cause before the expiration date, the Customer will pay termination charges calculated at 15% of the remaining value of the terminated Services over the remaining Term, including any Services added after the date of this Acknowledgment. Additional terms are as specified in 2.2.14 of this Catalog.

A termination charge will be waived if the Customer places an order to discontinue the service and replaces the line(s) within the Qwest region or purchases similar guaranteed Qwest services at 115% of the current value of the commitment.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.2. (Cont'd)

- k. A termination charge will be waived when customers change to *QWEST CHOICE* Business or *QWEST CHOICE* Plus described in 5.9.1, or Business Line Volume Purchase Plan described in 5.2.13.
- l. Effective April 11, 2005, customers may not move the physical location of all or part of *QWEST BUSINESS LINE PLUS*.
3. Rates and Charges
  - a. The monthly rates that follow include business individual flat rate or additional flat rate line service and the standard features.
  - b. Existing customers will not incur nonrecurring charges when switching from *QWEST BUSINESS LINE PLUS* to basic business line service in Section 5 of this Catalog or *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus in 5.9.1 of this Catalog.
  - c. Existing *QWEST BUSINESS LINE PLUS* customers may add or change features within the obsolete *QWEST BUSINESS LINE PLUS* package while the service remains at the same address for the same customer. No additional *QWEST BUSINESS LINE PLUS* packages may be added.

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.3. (Cont'd)

d. *QWEST BUSINESS LINE PLUS* will be provided at the following rates:

**USOC**

- Month-to-Month Line NLUDE
- Rate Stabilized Line
  - 1 Year NLUDD
  - 2 Year NLUDG
  - 3 Year NLUDL

	NON- RECURRING CHARGE	MONTHLY RATE MONTH-TO- MONTH	MONTHLY RATE[1]		
			1 YEAR	2 YEAR	3 YEAR
• Per individual or additional flat rate business line	\$48.00	\$30.92	\$26.89	\$25.55	\$25.55

[1] Customers with service under a standard RSP that expires on or after April 11, 2005, will be billed at the rates and terms associated with the RSP period that they subscribed to until they move, disconnect the service or a change occurs in the rates or terms of the obsolete *QWEST BUSINESS LINE PLUS*.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

B. Business *CUSTOMCHOICE*

Effective April 11, 2005, Business *CUSTOMCHOICE* is obsolete. Customers will be allowed to retain the obsolete package only as long as service remains at the same location. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. Description

Business *CUSTOMCHOICE* is a package of features available to business customers only. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Services/Features

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line (Expanded)
  - Busy Line (External)
  - Busy Line (Overflow)
  - Busy Line/Don't Answer (Expanded)
  - Busy Line (External)/Don't Answer
  - Busy Line (Overflow)/Don't Answer
  - Busy Line (Programmable)
  - Don't Answer
  - Don't Answer (Expanded)
  - Don't Answer (Programmable)
  - Variable
- Call Transfer
- Call Waiting
- Call Waiting ID
- Caller ID Name and Number
- Continuous Redial
- Custom Ringing
- Do Not Disturb
- Hunting
- Last Call Return
- Long Distance Alert
- Message Waiting Indication

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.1.a. (Cont'd)

- Priority Call
  - Remote Access Forwarding
  - Scheduled Forwarding
  - Selective Call Forwarding
  - Speed Call - 8 Number
  - Speed Call - 30 Number
  - Three-Way Calling
  - Qwest Receptionist - Name & Number
- b. Optional Services/Features
- Minutes Free Calling Plan
2. Terms and Conditions
- a. A business customer may select an unlimited number of compatible services or features from the list in 105.9.1.B.1.a., preceding. All terms and conditions specified elsewhere apply for the respective services/features requested as part of this service.
- b. Existing Business *CUSTOMCHOICE* customers cannot take advantage of promotions for Business *CUSTOMCHOICE* or any of the services/features specified in 105.9.1.B.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Business *CUSTOMCHOICE* is subject to a minimum billing period of one month.
- d. The Company may withdraw this offering with 30 days prior customer notification.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.2. (Cont'd)

- e. The monthly rate for Business *CUSTOMCHOICE* covered under the Rate Stabilization Plan (RSP) is guaranteed against Company initiated increases for the duration of the plan. The minimum RSP term is one year. The maximum RSP term is three years. Customers selecting an RSP will be sent a confirmation outlining the length of the commitment of the RSP and the method of computing the early termination charge. The confirmation will remind customers that the tariff provisions govern and the customer is obligated for the entire RSP commitment period. Rates will begin appearing on the first bill.
- f. Effective April 11, 2005, additional Business *CUSTOMCHOICE* lines may not be added. The Termination Liability will apply on the same terms and conditions for lines installed prior to April 11, 2005.
- g. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay termination charges. These charges are calculated at 15% of the remaining value of the terminated services over the remaining period, including any services added after the date of the original installation. Additional terms are specified in 2.2.14.
- h. A termination charge will be waived if the customer places an order to discontinue the service and replaces the line(s) within the Qwest region, or subscribes to similarly guaranteed Company services at 115% of the current value of the original commitment.
- i. A termination charge will be waived when customers change to *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus described in 5.9.1 or the Business Line Volume Purchase Plan described in 5.2.13.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B. Business *CUSTOMCHOICE* (Cont'd)

3. Rates and Charges

- a. The monthly rates that follow include the rates for business individual flat rate or additional flat rate access line service.
- b. Existing customers will not incur nonrecurring charges when switching from Business *CUSTOMCHOICE* to *QWEST CHOICE* Business or *QWEST CHOICE* Business Plus described in 5.9.1 of this Catalog.
- c. Existing Business *CUSTOMCHOICE* customers may add or change features within the obsolete Business *CUSTOMCHOICE* package while the service remains at the same address for the same customer.
- d. Business *CUSTOMCHOICE* will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE</b>
(1) Per individual or additional flat rate business line.	PGOCL	\$54.95
(2) Rate Stability Plan, per individual or additional flat rate business line[1]		
• 1 Year	PGOCN	47.95
• 2 Year	PGOCO	45.95
• 3 Year	PGOCQ	43.95

[1] Customers with service under a standard RSP that expires on or after April 11, 2005, will be billed at the rates and terms associated with the RSP period that they subscribed to until they move, disconnect the service or a change occurs in the rates or terms of the obsolete Business *CUSTOMCHOICE*.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B.3.d. (Cont'd)

(3) Minutes Free Calling Plan

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

USOC	MINUTES	PER MINUTE RATE PERIOD	
		INITIAL (30 SEC.)	ADDITIONAL (6 SEC.)
OBK5X	0 - 100	—	—
	101 and over	\$0.045	\$0.009

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

C. *QWEST CHOICE* Business

Effective April 11, 2005, *QWEST CHOICE* Business in this configuration is obsolete. Customers will be allowed to retain their obsolete package as long as service remains at the same location. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. Description

*QWEST CHOICE* Business is a package is a package of features available to business customers in conjunction with an individual flat rate or additional flat rate access line. Business customers subscribing to the package will automatically be provided *UNISTAR* Service on their line and are entitled to choose five services/features from the following list in their package.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

C.1. (Cont'd)

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Hunting
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

- b. In addition to choosing five services or features from the list in 105.9.1.C.1.a., preceding, a customer may also select one or more additional services or features from the list in 105.9.1.C.1.a. at monthly rates specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**C. QWEST CHOICE Business (Cont'd)**

**2. Terms and Conditions**

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their five selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

C. QWEST CHOICE Business (Cont'd)

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4, preceding.
- b. Existing QWEST CHOICE Business customers cannot take advantage of promotions for QWEST CHOICE Business or any of the services/features specified in 105.9.1.C.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing QWEST CHOICE Business customers may add or change features as specified in 105.9.1.C.1.a., without a nonrecurring charge within the obsolete QWEST CHOICE Business package while the service remains at the same address for the same customer. No additional packages maybe added.
- d. Existing QWEST CHOICE Business customers may add or change features as specified in 105.9.1.C.1.b. without a nonrecurring charge and the discounted monthly rates for the features will apply where appropriate.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 105.9.1.C.1.a.
- f. QWEST CHOICE Business will be provided at the following rate:

	USOC	CURRENT MONTHLY RATE
• Per individual or additional flat rate business line	PGOBA	\$39.99

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

D. *QWEST CHOICE* Two-line Business

Effective April 11, 2005, *QWEST CHOICE* Two-line Business is obsolete. Customers will be allowed to retain their obsolete package as long as service remains at the same location. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. Description

Two-line *QWEST CHOICE* Two-line Business is a package of features available to business customers in conjunction with an individual flat rate line and an additional flat rate access line. Business customers subscribing to the package will automatically be provided *UNISTAR* Service on both lines, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line/Don't Answer or Hunting on the additional line and are entitled to choose five services/features from the following list in their package.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D.1. (Cont'd)

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID - Name and Number
- Call Forwarding Family
  - Call Forwarding Busy Line
  - Call Forwarding Busy Line/Don't Answer
  - Call Forwarding Don't Answer
  - Call Forwarding Variable
  - Remote Access Forwarding
- Call Transfer
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
- Custom Ringing
- Dial Lock
- Directory Assistance (6 calls)
- Easy Access
- Hunting
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

- b. In addition to choosing five services or features from the list in 105.9.1.D.1.a., preceding, a customer may also select one or more additional services or features from the list in 105.9.1.D.1.a. at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D. *QWEST CHOICE* Two-line Business (Cont'd)

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
- b. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
- d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may add Long Distance Alert as part of that selection.
- e. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their five selections of features/services.
- f. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- g. The five features selected in the package must be provided on the same line. Customers may subscribe to other features or services on the individual or additional line at the appropriate rates. Customers wishing to have *QWEST CHOICE* Business on both lines must subscribe to *QWEST CHOICE* Business on both lines at the rates specified in 105.9.1.C.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

D. *QWEST CHOICE* Two-line Business (Cont'd)

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate and additional flat rate line as specified in 5.2.4, preceding.
- b. Existing *QWEST CHOICE* Two-line Business customers cannot take advantage of promotions for *QWEST CHOICE* Two-line Business or any of the services/features specified in 105.9.1.D.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *QWEST CHOICE* Two-line Business customers may add or change features as specified in 105.9.1.D.1.a., at no charge within the obsolete *QWEST CHOICE* Business package while the service remains at the same address for the same customer. No additional packages maybe added.
- d. Existing *QWEST CHOICE* Two-line Business customers may add or change features as specified in 105.9.1.D.1.b., and the discounted rates for the features will apply where appropriate.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 105.9.1.D.1.a.
- f. *QWEST CHOICE* Two-line Business will be provided at the following rates:

	<b>USOC</b>	<b>CURRENT MONTHLY RATE</b>
• Per individual and additional flat rate business line	PGOBD	\$59.99

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

E. *CUSTOMCHOICE*

*CUSTOMCHOICE* introduced in this configuration on February 23, 1998, is obsolete and will no longer be available to new customers after September 30, 2000.

1. Description

*CUSTOMCHOICE* is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Following (Remote Access Forwarding)
- Call Forwarding
  - Busy Line (expanded)
  - Busy Line (overflow)
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Busy Line (programmable)
  - Don't Answer
  - Don't Answer (expanded)
  - Don't Answer (programmable)
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Custom Ringing Service
- Last Call Return
- Long Distance Alert
- Message Waiting Indication
- Priority Call
- *QWEST RECEPTIONIST* - Name and Number
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number
- Three-Way Calling

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

E. *CUSTOMCHOICE* (Cont'd)

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.E.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence additional or individual line flat rate service.
- b. Customers may continue to add features within the obsolete *CUSTOMCHOICE* package while the service remains at the same address for the same customer.
- c. *CUSTOMCHOICE* will be provided at the following rate.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual flat rate residence line[1]	PGOCH	\$16.45
• Per additional flat rate residence line[1]	PGOCJ	13.45

[1] *CUSTOMCHOICE* in this configuration is obsolete after September 30, 2000.



**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

F. *SELECTPAK*

*SELECTPAK* in this configuration is obsolete and will no longer be available to new customers after September 30, 2000.

1. Description

*SELECTPAK* is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding-Variable
- Call Waiting
- Continuous Redial
- Last Call Return
- Priority Call
- Three-Way Calling

2. Terms and Conditions

A customer is automatically provided with all of the services or features from the list in 1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

F. *SELECTPAK* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4.B. of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *SELECTPAK* customers cannot take advantage of promotions for *SELECTPAK* any of the services/features specified in 1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Customers may continue to add features within the obsolete *SELECTPAK* package while the service remains at the same address for the same customer.
- d. *SELECTPAK* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate residence line[1]	PGOVA	\$10.45

[1] *SELECTPAK* in this configuration is obsolete after September 30, 2000.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

G. Business *CUSTOMCHOICE*

Business *CUSTOMCHOICE* in this configuration is obsolete and will no longer be available to new customers after October 1, 2000.

1. Description

Business *CUSTOMCHOICE* is a package of features available to one, two, and three line business customers only. Business customers subscribing to the package are entitled to unlimited use of the services/features specified below:

a. Standard Services/Features

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line (Expanded)
  - Busy Line (External)
  - Busy Line (Overflow)
  - Busy Line/Don't Answer (Expanded)
  - Busy Line (External)/Don't Answer
  - Busy Line (Overflow)/Don't Answer
  - Busy Line (Programmable)
  - Don't Answer
  - Don't Answer (Expanded)
  - Don't Answer (Programmable)
  - Variable
- Call Transfer
- Call Waiting
- Call Waiting ID
- Caller ID Name and Number
- Continuous Redial
- Custom Ringing
- Hunting
- Last Call Return
- Long Distance Alert
- Message Waiting Indication

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

G.1.a. (Cont'd)

- Priority Call
  - *QWEST RECEPTIONIST* - Name & Number
  - Selective Call Forwarding
  - Speed Call - 8 Number
  - Speed Call - 30 Number
  - Three-Way Calling
- b. Optional Services/Features
- Minutes Free Calling Plan
2. Terms and Conditions
- a. A business customer may select an unlimited number of compatible services or features from the list in 105.9.1.G.1.a., preceding. All terms and conditions specified elsewhere apply for the respective services/features requested as part of this service.
- b. Existing Business *CUSTOMCHOICE* customers cannot take advantage of promotions for Business *CUSTOMCHOICE* or any of the services/features specified in 105.9.1.G.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Business *CUSTOMCHOICE* is subject to a minimum billing period of one month.
- d. The Company may withdraw this offering to customers at any time with appropriate notice.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

G. Business *CUSTOMCHOICE* (Cont'd)

3. Rates and Charges

- a. The monthly rates that follow are in addition to the rates specified in 5.2.4, preceding for business individual flat rate access line service.
- b. Existing customers will not incur nonrecurring charges when adding Business *CUSTOMCHOICE* to an existing business individual flat rate access line.
- c. Customers may continue to add features within the obsolete Business *CUSTOMCHOICE* package while the service remains at the same address for the same customer.
- d. Business *CUSTOMCHOICE* will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE</b>
(1) Per individual or additional flat rate business line.	PGOCM	\$23.06
(2) Minutes Free Calling Plan		

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

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

**NOTICE**  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**H. CUSTOMCHOICE**

*CUSTOMCHOICE* introduced in this configuration on October 1, 2000, is obsolete and will no longer be available to new customers after May 5, 2003.

1. Description

*CUSTOMCHOICE* is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Following (Remote Access Forwarding)
- Call Forwarding
  - Busy Line (expanded)
  - Busy Line (overflow)
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Busy Line (programmable)
  - Don't Answer
  - Don't Answer (expanded)
  - Don't Answer (programmable)
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Custom Ringing Service
- Do Not Disturb
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication
- Non-Listed Service Listing
- Priority Call

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

H.1. (Cont'd)

- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number
- Talking Call Waiting
- Three-Way Calling
- *QWEST RECEPTIONIST* - Name and Number

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.H.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence additional or individual line flat rate service.
- b. Existing *CUSTOMCHOICE* customers may add or change features within the obsolete *CUSTOMCHOICE* package while the service remains at the same address for the same customer.
- c. *CUSTOMCHOICE* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual flat rate residence line[1]	PGOCC	\$19.45
• Per additional flat rate residence line[1]	PGOCA	16.45

[1] *CUSTOMCHOICE* in this configuration is obsolete after May 5, 2003.

## **105. OBSOLETE EXCHANGE SERVICES**

### **105.9 PACKAGED SERVICES**

#### **105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

##### **I. *SELECTPAK***

*SELECTPAK* introduced in this configuration on October 1, 2000, (formerly known as *VALUECHOICE*) is obsolete and will no longer be available to new customers after May 5, 2003.

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

*SELECTPAK* is a package of features available to residential customers in conjunction with an additional or individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Waiting
- Continuous Redial
- Last Call Return
- Three-Way Calling

In addition to the standard features, a customer may select one or more of the following optional features:

- Call Forwarding – Variable
- Do Not Disturb
- Non-listed Service Listing
- Priority Call
- Talking Call Waiting

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

A customer is automatically provided with all of the standard services or features from the list in 105.9.1.I.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.



**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

I. *SELECTPAK* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *SELECTPAK* customers cannot take advantage of promotions for *SELECTPAK* any of the services/features specified in 105.9.1.I.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *SELECTPAK* customers may add or change optional features at no charge within the obsolete *SELECTPAK* package while the service remains at the same address for the same customer.
- d. *SELECTPAK* will be provided at the following rate. Customers may add additional optional features within the package at no additional charge.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate residence line[1]	PGOVC	\$13.45

[1] *SELECTPAK* in this configuration is obsolete after May 5, 2003.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

J. Two-line *CUSTOMCHOICE*

Two-line *CUSTOMCHOICE* is obsolete and is not available to new customers after May 5, 2003.

1. Description

Two-line *CUSTOMCHOICE* is a package of features available to residential customers in conjunction with an additional and individual flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Following (Remote Access Forwarding)
- Call Forwarding
  - Busy Line (expanded)
  - Busy Line (overflow)
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Busy Line (programmable)
  - Don't Answer
  - Don't Answer (expanded)
  - Don't Answer (programmable)
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Custom Ringing Service
- Do Not Disturb
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication
- Non-listed Service Listing
- Priority Call
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

J.1. Cont'd)

- Talking Call Waiting
- Three-way Calling
- QWEST RECEPTIONIST - Name and Number

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.J.1., preceding. All features selected must be provided on the same line. Customers may subscribe to other packages and a la carte features on the second line at the appropriate rates. Customers wishing to have CUSTOMCHOICE features on both lines must subscribe to CUSTOMCHOICE at the rates specified in 105.9.1.H.

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence additional and individual line flat rate service.
- b. Existing Two-line CUSTOMCHOICE customers may add or change features within the obsolete Two-line CUSTOMCHOICE package while the service remains at the same address for the same customer.
- c. Two-line CUSTOMCHOICE will be provided at the following rate:

	USOC	MONTHLY RATE
<ul style="list-style-type: none"> <li>• Per individual and additional flat rate residence line</li> </ul>	PGOCG	\$12.95

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**K. POPULARCHOICE**

*POPULARCHOICE* is obsolete and is not available to new customers after May 5, 2003.

1. Description

*POPULARCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- Security Screen
- Talking Call Waiting
- Three-way Calling
- *QWEST RECEPTIONIST* - Name and Number
- Voice Messaging Service

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.K.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**K. POPULARCHOICE (Cont'd)**

**3. Rates and Charges**

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *POPULARCHOICE* customers cannot take advantage of promotions for *POPULARCHOICE* or any of the services/features specified in 105.9.1.K.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *POPULARCHOICE* customers may add or change features within the obsolete *POPULARCHOICE* package while the service remains at the same address for the same customer.
- d. *POPULARCHOICE* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOP7	\$21.45
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOPX	21.45

[1] The rates shown are in addition to the rates identified in 105.9.1.K.3.a. and 105.9.1.K.3.c. above.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

L. Two-line *POPULARCHOICE*

*POPULARCHOICE* is obsolete and is not available to new customers after May 5, 2003.

1. Description

Two-line *POPULARCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- Security Screen
- Talking Call Waiting
- Three-way Calling
- *QWEST RECEPTIONIST* - Name and Number
- Voice Messaging Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

L. Two-line *POPULARCHOICE* (Cont'd)

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.L.1., preceding. All features selected must be provided on the same line. Customers may subscribe to other packages and a la carte features on the second line at the appropriate rates. Customers wishing to have *POPULARCHOICE* features on both lines must subscribe to *POPULARCHOICE* at the rates specified in 105.9.1.K.

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing Two-line *POPULARCHOICE* customers cannot take advantage of promotions for Two-line *POPULARCHOICE* or any of the services/features specified in 105.9.1.L.1., preceding, unless specifically allowed by the terms and conditions of the promotion.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

L.3. (Cont'd)

- c. Existing Two-line *POPULARCHOICE* customers may add or change features within the obsolete Two-line *POPULARCHOICE* package while the service remains at the same address for the same customer.
- d. Two-line *POPULARCHOICE* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOP8	\$15.95
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOPY	15.95

[1] The rates shown are in addition to the rates identified in 105.9.1.L.3.a. and 105.9.1.L.3.c. above.



**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**M. *CUSTOMCHOICE-COMplete***

*CUSTOMCHOICE-COMplete* is obsolete and is not available to new customers after May 5, 2003.

1. Description

*CUSTOMCHOICE-COMplete* is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features for *CUSTOMCHOICE* specified in 105.9.1.H.1. and the services/features specified below:

- *LINE-BACKER*
- *SECURITY SCREEN*
- Voice Messaging Service

2. Terms and Conditions

A *CUSTOMCHOICE-COMplete* customer may select an unlimited number of compatible *CUSTOMCHOICE* services or features found in 105.9.1.H.1. as well as those in 105.9.1.M.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

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**SECTION 105**

Original Sheet 101

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**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

M. *CUSTOMCHOICE-COMplete* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *CUSTOMCHOICE-COMplete* customers cannot take advantage of promotions for *CUSTOMCHOICE-COMplete* or any of the services/features specified in *CUSTOMCHOICE* in 105.9.1.H.1., or in 105.9.1.M.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *CUSTOMCHOICE-COMplete* customers may add or change features within the obsolete *CUSTOMCHOICE-COMplete* package while the service remains at the same address for the same customer.
- d. *CUSTOMCHOICE-COMplete* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual and additional flat rate residence line with Voice Messaging Service	PGOC7	\$26.45
• Per individual and additional flat rate residence line without Voice Messaging Service	PGOCX	26.45

[1] The rates shown are in addition to the rates identified in 105.9.1.M.3.a. and 105.9.1.M.3.c. above.

**NOTICE**  
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## 105. OBSOLETE EXCHANGE SERVICES

### 105.9 PACKAGED SERVICES

#### 105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

##### N Two-line *CUSTOMCHOICE-COMplete*

Two-line *CUSTOMCHOICE-COMplete* is obsolete and is not available to new customers after May 5, 2003.

##### 1. Description

Two-line *CUSTOMCHOICE-COMplete* is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features in Two-line *CUSTOMCHOICE* specified in 105.9.1.J.1., in addition to the services/features below:

- *LINEBACKER*
- *SECURITY SCREEN*
- Voice Messaging Service

##### 2. Terms and Conditions

- A Two-line *CUSTOMCHOICE-COMplete* customer may select an unlimited number of compatible Two-line *CUSTOMCHOICE* services or features found in 105.9.1.J.1. as well as those in 105.9.1.N.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply. Customers wishing to have *CUSTOMCHOICE-COMplete* features on both lines must subscribe to *CUSTOMCHOICE-COMplete* at the rates specified in 105.9.1.M.
- LINEBACKER* will be provided on both lines if the customer selects that service.

NOTICE

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**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

N. Two-line *CUSTOMCHOICE-COMplete* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing Two-line *CUSTOMCHOICE-COMplete* customers cannot take advantage of promotions for Two-line *CUSTOMCHOICE-COMplete* or any of the Two-line *CUSTOMCHOICE* services/features specified in 105.9.1.J.1., or in 105.9.1.N.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing Two-line *CUSTOMCHOICE-COMplete* customers may add or change features within the obsolete Two-line *CUSTOMCHOICE-COMplete* package while the service remains at the same address for the same customer.
- d. Two-line *CUSTOMCHOICE-COMplete* will be provided at the following rate:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual and additional flat rate residence line with Voice Messaging Service	PGOC8	\$22.95
• Per individual and additional flat rate residence line without Voice Messaging Service	PGOCY	22.95

[1] The rates shown are in addition to the rates identified in 105.9.1.N.3.a. and 105.9.1.N.3.c., above.

**NOTICE**  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**O. VALUECHOICE**

*VALUECHOICE* is obsolete and is not available to new customers after August 16, 2004.

1. Description

- a. *VALUECHOICE* is a package of services/features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features listed below:

Standard Services/Features:

- Anonymous Call Rejection
- Call Forwarding - Variable
- Call Waiting or Call Waiting ID
- Caller Identification - Name and Number
- Long Distance Alert
- Three-Way Calling

- b. In addition to the standard features, a customer may select one or more of the following optional features:

- Call Forwarding
  - Busy Line/Don't Answer (Expanded)
  - Busy Line (Overflow)/Don't Answer
- Message Waiting Indication
  - Audible
  - Audible/Visual
  - Visual

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

O.1. (Cont'd)

- c. In addition to the standard and optional features, a customer may select the following optional package of services.

- *PRIVACYPAK*
  - Call Rejection
  - Non-listed Service Listing
  - *SECURITY SCREEN*
  - Selective Call Waiting

2. Terms and Conditions

All terms and conditions specified elsewhere for the respective services/features as part of this service shall apply.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

O. *VALUECHOICE* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual line flat rate service.
- b. Existing *VALUECHOICE* customers cannot take advantage of promotions for *VALUECHOICE* unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *VALUECHOICE* customers may add or change features within the obsolete *VALUECHOICE* and optional packages at no charge while the service remains at the same address for the same customer.
- d. *VALUECHOICE* and optional packages will be provided at the following rate.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate residence line	PCV6X	\$11.49
• Optional <i>PRIVACYPAK</i>	FFKX2	5.00

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

P. Two-line *VALUECHOICE*

Two-line *VALUECHOICE* is obsolete and is not available to new customers after August 16, 2004.

1. Description

- a. Two-line *VALUECHOICE* is a package of services/features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features listed below:

Standard Services/Features:

- Anonymous Call Rejection
- Call Forwarding - Variable
- Call Waiting or Call Waiting ID
- Caller Identification - Name and Number
- Long Distance Alert
- Three-Way Calling

- b. In addition to the standard features, a customer may select one or more of the following optional features:

- Call Forwarding
  - Busy Line/Don't Answer (Expanded)
  - Busy Line (Overflow)/Don't Answer
- Message Waiting Indication
  - Audible
  - Audible/Visual
  - Visual

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

P.1. (Cont'd)

- c. In addition to the standard and optional features, a customer may select the following optional package of services.

- *PRIVACYPAK*
  - Call Rejection
  - Non-listed Service Listing
  - *SECURITY SCREEN*
  - Selective Call Waiting

2. Terms and Conditions

- a. All terms and conditions specified elsewhere for the respective services/features as part of this service shall apply.
- b. A customer may select an unlimited number of compatible services or features from the list in 105.9.1.P.1., preceding. All features selected must be provided on the same line. Customers may subscribe to other packages and a la carte features on the second line at the appropriate rates. Customers wishing to have Two-line *VALUECHOICE* features or *PRIVACYPAK* on both lines must subscribe to *VALUECHOICE* at the rates specified in 105.9.1.O.

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**SECTION 105**

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**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

P. Two-line *VALUECHOICE* (Cont'd)

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual line flat rate service.
- b. Existing Two-line *VALUECHOICE* customers cannot take advantage of promotions for Two-line *VALUECHOICE* unless specifically allowed by the terms and conditions of the promotion.
- c. Existing Two-line *VALUECHOICE* customers may add or change features within the obsolete Two-line *VALUECHOICE* and optional packages at no charge while the service remains at the same address for the same customer.
- d. Two-line *VALUECHOICE* and optional packages will be provided at the following rate.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Per individual or additional flat rate residence line	PGOVB	\$7.99
• <i>PRIVACYPAK</i>	FFKX 2	5.00

**NOTICE**  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

**Q. *PREFERREDCHOICE***

*PREFERREDCHOICE* is obsolete and is not available to new customers after August 16, 2004.

1. Description

*PREFERREDCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- *LINE-BACKER* Service
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*
- Selective Call Waiting
- Talking Call Waiting
- Three-way Calling
- *QWEST RECEPTIONIST* - Name and Number
- Voice Messaging Service

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

Q.1. (Cont'd)

- b. In addition to the standard and optional features, a customer may select the following optional package of services.

- *CONVENIENCEPAK*
  - Call Following
  - Custom Ringing
  - Do Not Disturb
  - Priority Call
  - Speed Calling 8
  - Speed Calling 30

2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.Q.1., preceding. All terms and conditions specified elsewhere for the respective services/features requested as part of this service shall apply.

3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing *PREFERREDCHOICE* customers cannot take advantage of promotions for *PREFERREDCHOICE* or any of the services/features specified in 105.9.1.Q.1., preceding, unless specifically allowed by the terms and conditions of the promotion.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

Q.3. (Cont'd)

- c. Existing *PREFERREDCHOICE* customers may add or change features within the obsolete *PREFERREDCHOICE* and optional packages at no charge while the service remains at the same address for the same customer.
- d. *PREFERREDCHOICE* and optional packages will be provided at the following rate.

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOFD	\$21.49
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOFE	22.49
• Optional <i>CONVENIENCEPAK</i>	FFK7N	5.00

[1] The rates shown are in addition to the rates identified in 105.9.1.Q.3.a. and 105.9.1.Q.3.c., preceding.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)**

R. Two-line *PREFERREDCHOICE*

Two-line *PREFERREDCHOICE* is obsolete and is not available to new customers after August 16, 2004.

1. Description

- a. Two-line *PREFERREDCHOICE* is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package are entitled to unlimited use of the standard services/features specified below:

- Anonymous Call Rejection
- Call Forwarding
  - Busy Line/Don't Answer (expanded)
  - Busy Line (overflow)/Don't Answer
  - Variable
- Call Rejection
- Call Waiting
- Call Waiting ID
- Caller ID - Name and Number
- Continuous Redial
- Easy Access
- Last Call Return
- *LINE-BACKER* Service
- Long Distance Alert
- Message Waiting Indication – Audible
- Message Waiting Indication – Audible/Visual
- Non-listed Service Listing
- *SECURITY SCREEN*
- Selective Call Waiting
- Talking Call Waiting
- Three-way Calling
- *QWEST RECEPTIONIST* - Name and Number
- Voice Messaging Service

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

## **105. OBSOLETE EXCHANGE SERVICES**

### **105.9 PACKAGED SERVICES**

#### **105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

##### R.1. (Cont'd)

- b. In addition to the standard and optional features, a customer may select the following optional package of services.

- *CONVENIENCEPAK*
  - Call Following
  - Priority Call
  - Custom Ringing
  - Speed Calling 8
  - Speed Calling 30
  - Do Not Disturb

##### 2. Terms and Conditions

A customer may select an unlimited number of compatible services or features from the list in 105.9.1.R.1., preceding. All features selected must be provided on the same line. Customers may subscribe to other packages and a la carte features on the second line at the appropriate rates. Customers wishing to have *PREFERREDCHOICE* features or the optional *CONVENIENCEPAK* on both lines must subscribe to *PREFERREDCHOICE* at the rates specified in 105.9.1.Q.

##### 3. Rates and Charges

- a. The monthly rates, following, must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing Two-line *PREFERREDCHOICE* customers cannot take advantage of promotions for Two-line *PREFERREDCHOICE* or any of the services/features specified in 105.9.1.R.1., preceding, unless specifically allowed by the terms and conditions of the promotion.

**NOTICE**

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**SECTION 105**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

R.3. (Cont'd)

- c. Existing Two-line *PREFERREDCHOICE* customers may add or change features within the obsolete *PREFERREDCHOICE* and optional packages at no charge while the service remains at the same address for the same customer.
- d. Two-line *PREFERREDCHOICE* and optional packages will be provided at the following rate.

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOFA	\$17.99
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOFB	17.99
• Optional <i>CONVENIENCEPAK</i>	FFK7N	5.00

[1] The rates shown are in addition to the rates identified in 105.9.1.R.3.a. and 105.9.1.R.3.c. above.

**NOTICE**  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

S. *QWEST CHOICE* Home

*QWEST CHOICE* Home is obsolete and is not available to new customers after August 16, 2004.

1. Description

*QWEST CHOICE* Home is a package of features available to residential customers in conjunction with an individual flat rate or additional flat rate access line. Residence customers subscribing to the package will automatically be provided with *LINEBACKER* Service on their line and are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**S.1. (Cont'd)**

- b. In addition to choosing three services or features from the list in 105.9.1.S.1., preceding, a customer may select one or more additional services or features from the list in 105.9.1.S.1., at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.
2. Terms and Conditions
    - a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
    - b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
    - c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
    - d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.
    - e. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
    - f. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
    - g. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.

**NOTICE**

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

S. QWEST CHOICE Home (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4, of the Exchange and Network Services Tariff for residence individual flat rate or additional flat rate line service.
- b. Existing QWEST CHOICE Home customers cannot take advantage of promotions for QWEST CHOICE Home or any of the service/feature specified in 105.9.1.S.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing QWEST CHOICE Home customers may add or change features within the obsolete QWEST CHOICE Home Services specified in 105.9.1.S.1., without a nonrecurring charge while the service remains at the same address for the same customer
- d. Existing QWEST CHOICE Home customers may add or change features as specified in 105.9.1.S.1.b., and the discounted features will apply where appropriate.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 105.9.1.S.1.
- f. QWEST CHOICE Home will be provided at the following rates:

	USOC	MONTHLY RATE[1]
• Per individual or additional flat rate residence line	PGORA	\$16.49

[1] The rates shown are in addition to the rates identified in 105.9.1.S.3.a. and 105.9.1.S.3.c. above.

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

T. *QWEST CHOICE* Two-line Home

*QWEST CHOICE* Two-line Home is obsolete and is not available to new customers after August 16, 2004.

1. Description

*QWEST CHOICE* Two-line Home is a package of features available to residential customers in conjunction with an individual flat rate and additional flat rate access line. Residence customers subscribing to the package will automatically be provided *LINEBACKER* Service on both lines and are entitled to choose three services/features from the following list in their package.

a. Standard Features

- Caller ID Family
  - Anonymous Call Rejection
  - Caller ID – Name and Number
  - *SECURITY SCREEN*
- Call Forwarding Busy Line/Don't Answer
- Call Forwarding Family
  - Call Following
  - Call Forwarding Variable
  - Selective Call Forwarding
- Call Rejection
- Call Waiting Family
  - Call Waiting
  - Call Waiting ID
  - Selective Call Waiting
  - Long Distance Alert
  - Talking Call Waiting
- Custom Ringing
- Directory Assistance (6 calls)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Three-Way Calling
- Voice Messaging Service

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

**T.1. (Cont'd)**

- b. In addition to choosing three services or features from the list in 105.9.1.T.1., preceding, a customer may select one or more additional services or features from the list in 105.9.1.T.1., at rates and charges specified elsewhere. Directory Assistance and Voice Messaging cannot be selected as additional services or features.
2. Terms and Conditions
    - a. All terms and conditions specified elsewhere for the respective services/features requested as part of this package shall apply.
    - b. A customer may choose one or more of the features in the Caller ID Family as one of their selections. A customer choosing Security Screen must also choose Caller ID - Name and Number.
    - c. A customer may choose one or more compatible features in the Call Forwarding Family as one of their selections.
    - d. A customer may choose Call Waiting, Call Waiting ID or Selective Call Waiting from the Call Waiting Family as one of their selections. They may also add Talking Call Waiting and/or Long Distance Alert as part of that selection.

**NOTICE**

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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

T.2. (Cont'd)

- e. A customer choosing Caller ID - Name and Number will automatically be provided with Anonymous Call Rejection.
- f. A customer who chooses Qwest Voice Messaging Service will also be provided with Call Forwarding Busy Line/Don't Answer, Easy Access and Message Waiting Indication as part of their Voice Messaging Service selection. A customer who wishes to use another provider's Voice Messaging Service will be provided with Call Forwarding Busy/Don't Answer, Easy Access and Message Waiting Indication and it will not be counted as one of their three selections of features/services.
- g. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- h. The three features selected in the package must be provided on the same line. Customers may subscribe to other features or services on the individual or additional line at the appropriate rates. Customers wishing to have *QWEST CHOICE* Home on both lines must subscribe to *QWEST CHOICE* Home on both lines at the rates specified in 105.9.1.S.

**NOTICE**

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**Qwest Corporation**

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**SECTION 105**

Original Sheet 122

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE**

T. *QWEST CHOICE* Two-line Home (Cont'd)

3. Rates and Charges

- a. The monthly rates following must be and may only be applied in addition to the rates specified in 5.2.4 of the Exchange and Network Services Tariff for residence individual flat rate and additional flat rate line service.
- b. Existing *QWEST CHOICE* Two-line Home customers cannot take advantage of promotions for *QWEST CHOICE* Two-line Home or any of the service/feature specified in 105.9.1.T.1., preceding, unless specifically allowed by the terms and conditions of the promotion.
- c. Existing *QWEST CHOICE* Two-line Home customers may add or change features within the obsolete *QWEST CHOICE* Two-line Home Services specified in 105.9.1.T.1., without a nonrecurring charge while the service remains at the same address for the same customer
- d. Existing *QWEST CHOICE* Two-line Home customers may add or change features as specified in 105.9.1.T.1.b., and the discounted features will apply where appropriate.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified 105.9.1.T.1.
- f. *QWEST CHOICE* Two-line Home will be provided at the following rates:

	<b>USOC</b>	<b>MONTHLY RATE[1]</b>
• Per individual and additional flat rate residence line	PGORB	\$12.99

[1] The rates shown are in addition to the rates identified in 105.9.1.T.3.a. and 105.9.1.T.3.c. above.

**NOTICE**  
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**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES (Cont'd)**

**105.9.2 PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A. Additional Line Feature Packages

Additional Lines Feature Packages are obsolete and is not available to new customers after May 5, 2003.

1. Description

- a. Additional Feature Packages are optional packages available to residential customers. Additional Line Feature Packages offer the customer a choice of subscribing to either the Fax Package, Teen/Roommate Package, or Home Office Package as described below.

(1) Fax Package

- Custom Ringing
- Continuous Redial
- Last Call Return

(2) Teen/Roommate Package

- Call Waiting
- Three-Way Calling
- Last Call Return

(3) Home Office Package

- Caller ID-Name and Number
- Call Forwarding-Variable
- Three-Way Calling
- Custom Ringing

2. Terms and Conditions

- a. The rates and charges are in addition to all rates and charges for the associated underlying service.
- b. All terms and conditions specified elsewhere for the respective services/features shall apply.

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**SECTION 105**

**Original Sheet 124**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.2 PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE**

A.2. (Cont'd)

- c. Existing customers may continue to subscribe to the Additional Lines Feature Packages while the service remains at the same address for the same customer but, may not add or change packages.
- d. Packages are available only on additional lines and only one package will be provided per additional line.
- e. Customers must agree to subscribe to all services in the packages.

3. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Fax Package, each line arranged	FPR2U	\$3.95
• Teen/Roommate Package, each line arranged	FPR3W	5.95
• Home Office Package each line arranged	FPR4X	7.95

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

## 105. OBSOLETE EXCHANGE SERVICES

### 105.9 PACKAGED SERVICES

#### 105.9.2 PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

##### B. *SMARTSET* Feature Packages

*SMARTSET* Feature Packages are obsolete and are not available to new customers after April 11, 2005. Customers will be allowed to retain their obsolete packages only as long as service remains at the same location for the same customer.

##### 1. Description

- a. *SMARTSET* Feature Packages are optional packages available to business customers. *SMARTSET* Feature Packages offer the customer a choice of subscribing to either the *SMARTSET* or *SMARTSET PLUS* Package as described below.

##### (1) *SMARTSET* Package

- Call Waiting (includes Call Waiting ID).
- Caller ID Name and Number
- Call Forwarding Variable

##### (2) *SMARTSET PLUS* Package

- Call Waiting (includes Call Waiting ID)
- Caller ID Name and Number
- Call Forwarding Busy Line/don't Answer Expanded
- Message Waiting Indication Audible

##### 2. Terms and Conditions

- a. The rates and charges are in addition to all rates and charges for the associated underlying service.
- b. All terms and conditions specified elsewhere for the respective services/features shall apply.
- c. Nonrecurring charges do not apply to change an existing Custom Calling Package to either the *SMARTSET* or *SMARTSET PLUS* Package.

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**SECTION 105**

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**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**105. OBSOLETE EXCHANGE SERVICES**

**105.9 PACKAGED SERVICES**

**105.9.2 PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE**

B. *SMARTSET* Feature Packages (Cont'd)

3. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• <i>SMARTSET</i> Package, each line arranged	NLUY1	[1]	\$11.95
• <i>SMARTSET PLUS</i> Package, each line arranged	NLUY2	[1]	11.95

[1] Same nonrecurring charge as found in 5.4.3.

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**Catalog No. 3**

**Washington**

**SECTION 106**

**Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

<b>SUBJECT</b>	<b>SHEET</b>
Calling Connection Plans.....	3
Interexchange Receiving Services .....	1
Optional Service Offerings .....	3
Standard Service Offerings .....	1

**NOTICE**  
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.2 STANDARD SERVICE OFFERINGS**

**106.2.5 INTEREXCHANGE RECEIVING SERVICE**

A. Description

1. Interexchange Receiving Service is a special billing arrangement permitting business customers to pay for long distance charges originated by their customers in other exchanges.
2. A telephone number designation is assigned to each service in each exchange where the customer requests Interexchange Receiving Service.
3. Each Interexchange Receiving Service may have a directory listing in both sending and receiving exchanges at no additional charge. See 5.7.1 in the Exchange and Network Services Tariff for listing conditions and rates.

B. Definitions

Receiving Location

The exchange where the customer to Interexchange Receiving Service is located. (Receives the long distance call.)

Sending Location

The exchange at the distant city, subscribed to by the Interexchange Receiving Service customer. (Sends the long distance call.)

C. Terms and Conditions

1. Interexchange Receiving Service is available to customers of individual line business exchange service, business PBX service and Centrex-Type service located in the receiving exchange, unless restricted from accepting collect calls.
2. Message toll charges received on Interexchange Receiving Service will be billed at the station operator handled rates.

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.2 STANDARD SERVICE OFFERINGS**

**106.2.5 INTEREXCHANGE RECEIVING SERVICE**

C. Terms and Conditions (Cont'd)

3. Only calls originating in the exchange subscribed for will be completed to the Interexchange Receiving Service number. The customer's service in the receiving exchange must not be included in the local calling area of the calling telephone.

D. Rates and Charges

The rate for Interexchange Receiving Service is determined by the rate in effect at the sending location.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• If the sending location is in Company territory each Interexchange Receiving Service, per exchange	ENT	\$4.25
• If the sending location is in the territory of another company each Interexchange Receiving Service, per exchange	ENV	[1]

[1] Rate of connecting company applies.

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

A. Description

Volume Calling Connection

Effective 11-15-01, this Plan is grandfathered to existing customers. New subscribers or changes to the existing plan are not allowed.

Customers subscribing to this plan are charged a special rate that is not distance sensitive as specified in C., following. In addition, customers receive a discount based on the monthly MTS Plan usage billed to their account. The discount applies to the customer's total amount of intraLATA toll billed each month, per account. Customers will receive Call Detail with this Plan.

In addition, customers will receive a discount on the Customer-Dialed Calling Card charge as specified in C., following.

A multilocation option is available to business customers with additional locations within the state. There are two types of locations that can be included in this Plan. The first type of location account(s) must have a legal or formal affiliation such as a partnership or subsidiary relationship with the main account. There is no restriction as to the number of allowed location accounts of this type. The second type of location account(s) is not required to have any direct affiliation/relationship with the main account. A customer may have up to a maximum number of 25 location accounts of this type and each account must be authorized by the main account customer. If the location account is located in another local exchange telephone company, the monthly rate specified in C., following, applies to one account per local exchange telephone company.

The main account and location account(s) will receive an additional discount specified in C., following. In addition, customers will receive a discount on the Customer-Dialed Calling Card charge specified in C., following. Both the main account and each additional location account must be located within the state. The monthly rate specified in C. is applied to the main account only.

**NOTICE**

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**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

A. Description (Cont'd)

Tenant Calling Connection

Effective 11-15-01, this Plan is grandfathered to existing customers. New subscribers or changes to the existing plan are not allowed.

Tenant Calling Connection Plan is a toll discount plan available to building owners/managers and their tenants located in the same building. These customers, building owners/managers and their tenants, are charged a special non-distance sensitive rate as specified in C., following. Customers also receive a discount based on the volume of monthly MTS usage billed to their account. The discount applies to the customer's total amount of intraLATA toll billed each month, per account. In addition, customers receive a discount on the calling card service charge as specified in C., following. The building owner/manager receives an additional discount as indicated in C., following, on their account and on each tenant's account.

Tenant Calling Connection will be offered in designated multi-tenant office buildings, shopping malls, and office parks in which the owner/manager agrees via contractual agreement to endorse the Company as the preferred telecommunications provider. Office buildings must have a minimum of 100,000 square feet of leasable space; shopping malls must have a minimum of 250,000 square feet of leasable space; and, office parks must have a total accumulated square footage for all buildings of at least 200,000 square feet, and all must be located in targeted cities. Additionally, at least one building within the office park must contain a minimum of 50,000 leasable square feet.

Office buildings, with less than 200,000 square feet and shopping malls with less than 250,000 square feet will also qualify if the building is located in a targeted city, and if the owner/manager of other office buildings of more than 200,000 square feet or shopping malls of more than 250,000 square feet, subscribes to the plan at both locations.

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**SECTION 106**

**Original Sheet 5**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS (Cont'd)**

B. Terms and Conditions

For terms and conditions, see 6.3.18.

C. Rates and Charges

Volume Calling Connection and Multilocation Option

	<b>USOC</b>	<b>MULTILOCATION DISCOUNT</b>	<b>MONTHLY RATE</b>
• Plan with Call Detail	OVDXX	—	\$5.00
• Multilocation-Main Account	OVM1M	2%	5.00
• Multilocation-Location Account	OVM1A	2%	—

Customers will receive a 30% discount on the Customer-Dialed Calling Card charge, in accordance with 6.2.1, preceding.

The following table is used to apply rates for calls subscribed to under this plan. The time periods of day, and evening/night/weekend are the same as found in 6.2.1, preceding

	<b>INITIAL PERIOD (30 SECONDS)</b>	<b>ADDITIONAL PERIOD (6 SECONDS)</b>
• All Days and Hours	\$0.045	\$0.009

	<b>VOLUME DISCOUNT MONTHLY PLAN USAGE</b>	<b>ADDITIONAL DISCOUNT</b>
	\$ 50.00 - \$99.99	10%
	100.00 and over	20%

**NOTICE**  
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**106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE**

**106.3 OPTIONAL SERVICE OFFERINGS**

**106.3.18 CALLING CONNECTION PLANS**

C. Rates and Charges (Cont'd)

Tenant Calling Connection

USOC	DISCOUNT	VOLUME DISCOUNT	
		MONTHLY PLAN USAGE	ADDITIONAL DISCOUNT
OVM3A	2%	\$ 50.00 - \$99.99	10%
		100.00 and over	20%

Customers will receive a 30% discount on the Customer-Dialed Calling Card charge, in accordance with 6.2.1, preceding.

The following table is used to apply rates for calls subscribed to under this plan. The time periods for day and evening/night/weekend are the same as found in 6.2.1, preceding.

	INITIAL PERIOD (30 SECONDS)	ADDITIONAL PERIOD (6 SECONDS)
• All Days and Hours	\$0.045	\$0.009

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**SECTION 107**

**Original Index Sheet 1**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

<b>SUBJECT</b>	<b>SHEET</b>
800 Serviceline Option .....	22
Ancillary WATS Service .....	23
Outward WATS .....	21
Outward WATS and 800 Serviceline Option .....	1

**NOTICE**  
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

A. Description

1. Wide Area Telecommunications Service (WATS) provides for dial-type communications between a WATS termination and other exchanges within a Local Access and Transport Area (LATA) and in accordance with the regulations and schedules of charges specified in this Catalog.
2. The Washington LATAs covered by this Catalog are delineated in the National Exchange Carrier Association Tariff, F.C.C. No. 4.
3. A WATS access line is a transmission path between the WATS first standard network interface (provided by the Company) or the WATS customer's premises and the Company central office.
4. WATS is provided in three service arrangements: Outward WATS (OUTWATS) (either shared OUTWATS or intraLATA only OUTWATS), or 800 Serviceline Option.
  - a. The OUTWATS customer is furnished a WATS access line arranged for outward calling only. OUTWATS provides for dial-type calling from a WATS termination by way of the WATS access line and the public switched network to other locations within the LATA.
    - OUTWATS can be provided by the Company either for intrastate intraLATA use only or as a shared service in conjunction with an Interexchange Carrier (IC).
  - b. The 800 Serviceline Option customer is furnished an 8XX number (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) to be associated with an individual line or trunk. 800 Serviceline Option does not include an access line.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

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

5. Intrastate OUTWATS will be provided jointly by the Company and the IC on a shared basis. For a shared WATS access line, the Company provides the WATS access line, transports the intraLATA traffic and bills both the WATS access line and intraLATA usage to the end user as set forth in this Catalog. The IC transports the interLATA traffic and bills interLATA usage to the end user at the IC's applicable WATS usage rates. The IC shall order Switched Access Service under the terms and conditions of the Company's Access Service Tariff.
6. Intrastate 800 Serviceline Option may be provided jointly by the Company and the IC on a complementary basis. With complementary service, the Company provides the 8XX number to be associated with an individual line or trunk, transports the intraLATA traffic and bills both the 8XX number and intraLATA usage to the end user as set forth in this Catalog. The interLATA traffic is transported and billed by the IC as set forth in 5., preceding.
7. A dual jurisdiction WATS access line is a facility used for the provision of interstate and intrastate WATS and is provided subject to the terms and conditions of the Company's Interstate Access Service Tariff, F.C.C. No. 1. Any intrastate intraLATA traffic retained and transported by the Company will be billed to the end user at the usage rates set forth in this Catalog. The interLATA traffic is transported and billed by the IC as set forth in 5., preceding.
8. Interstate interLATA OUTWATS will be provided by the IC.
9. IntraLATA only Outward WATS and/or 800 Serviceline Option will be provided by the Company.
10. WATS is furnished only if the necessary service components are available.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

B. Definitions

800 Serviceline Option

The 800 Serviceline Option customer is furnished an 8XX number (i.e., 800, 822, 833, 844, 855, 866, 877 or 888, as available) to be associated with an individual line or trunk. 800 Serviceline Option is an option served over an exchange access facility and is not an access line. One 8XX number may be assigned to each existing or newly provided exchange telephone number which allows for the completion of 8XX calls in addition to all other usage normally handled on this termination. Message detail (calling number/calling location where possible and duration of calls) is included. Billing is based on a specified rate per hour as defined in 107.1.3.A.2.a., following. Volume discounts may apply.

Communications Systems

As used in this Section, channels and other facilities which are capable, when not connected to Wide Area Telecommunications Service, of communications between customer-provided equipment or Company stations. When used in connection with communication systems provided by an IC, denotes channels and other facilities.

Hunting Arrangement

As used in this Section, a grouping of access lines arranged for the completion of a given call or arranged for overflow to or from another access line or group of access lines.

## 107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 107.1 OUTWARD WATS AND 800 SERVICELINE OPTION

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

##### Interexchange Carrier (IC)

A person or entity engaged for hire in interstate, intrastate interLATA, or foreign communications with or without wires. Services of ICs are normally provided to end users.

##### Interexchange Channel

A path for electrical communication which interconnects exchanges (or locations outside of exchanges) in which WATS stations are located.

##### Multiline Terminating System

Switching equipment (e.g., PBX, Centrex, Automatic Call Distribution, tandem switching equipment) and key telephone type systems which are capable of terminating more than one local central office line, WATS access line, private line service or communications system.

##### Outward WATS (OUTWATS) Service (Shared)

A WATS access line arranged for OUTWATS Service provides for the origination of calls to designated service areas or bands. The service is considered shared when the Company provides and bills for a dedicated access line and the associated intraLATA usage and the interexchange carrier provides and bills the interLATA usage. IntraLATA usage is bulk billed as defined in 107.1.1.A.2., following.

##### OUTWATS IntraLATA Only Service

A WATS access line arranged for OUTWATS Service which provides for the origination of direct dialed calls from the WATS access line and the public switched network to exchanges within the same LATA in the state. Calls will be blocked from leaving the LATA. IntraLATA usage is bulk billed as defined in 107.1.1.A.2., following.

## 107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

### 107.1 OUTWARD WATS AND 800 SERVICELINE OPTION

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

##### Service Group

When used in connection with OUTWATS, denotes one or more OUTWATS access lines terminated in the same multiline terminating systems at the same premises.

##### Service Terminating Arrangement

Company-provided equipment which terminates WATS at a customer's premises. The service terminating arrangement provides a clear delineated interface which facilitates the design, isolation, and testing of WATS. Where a protective connecting arrangement is required, the service terminating arrangement is provided as a part of the protective connecting arrangement.

##### Switching Equipment

Equipment which performs the functions of establishing and releasing connections between two or more Company-provided services, or Company-provided service or services and a communications system or systems provided by the customer, or IC.

##### Usage Sensitive Tapered Schedule

A rate schedule which applies hourly rates for each additional hour of use. Rates decrease at defined levels of use, called taper points.

##### WATS Access Line

The transmission path between a WATS termination and the point in a Company central office where access to the switched network is obtained for the purpose of completing WATS calls and consists of all facilities, including outside plant facilities, from the Company serving central office equipment to the Standard Network Interface on the customer's premises.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.



**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

C. WATS Terminations

1. The terminating point of a WATS access line is a Standard Network Interface (SNI) (See B., preceding). The first termination is the WATS access line, and all other terminations on the same line are WATS access line extensions.
2. The WATS access line may terminate in one of the following:
  - a. Terminal equipment, e.g., multiline terminating systems or a communication system on the customer's premises, on the customer's side of the SNI.
  - b. Switching equipment in the Company central office.
  - c. Interexchange Carrier Central Office Connecting Facility channels in the Company central office.

D. Terms and Conditions

1. Dial-Type Service
  - a. WATS calls must be dialed and completed without the assistance of a Company operator except when facilities or conditions do not allow customer dial completion or when an interrupted call is reestablished by a Company operator.
  - b. WATS does not include person-to-person service, collect, conference, or other calls requiring operator handling except where facilities are not available for dial completion.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

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

**2. Area of Service**

- a. All WATS access lines and access line extensions must be located within the LATA.
- b. An IntraLATA only Outward WATS message must originate and terminate within the same LATA within the state.
- c. An 800 Serviceline Option message must originate and terminate within the same LATA within the same state.

**3. Transmission Quality**

- a. Satisfactory transmission cannot be assured when the WATS access line is connected to other Company services or to customer-provided equipment or services.
- b. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.
- c. The design, maintenance and operation of WATS envisions that communications will originate or terminate at a WATS station for the purpose of communicating with stations within the LATA. Connections of a communications system provided by the customer or IC to WATS may be made. However, the Company will not be responsible for the through transmission of signals or for the quality of transmission on connections.
- d. The Company's undertaking to provide facilities is made only to those carriers which comply with the Rules and Regulations of the Washington Utilities and Transportation Commission for communication carriers within the State of Washington.

**4. Connection to Other Services**

- a. WATS to other services is permitted on a switched basis only. No permanent connection between WATS and other services may be established.
- b. All arrangements concerning the IC services will be made by the customer with that carrier.

**NOTICE**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

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

**5. Priority of Service**

The installation and restoration of service shall be in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in the Access Service Tariff, Section 13.

Subject to compliance with the above mentioned rules, when a shortage of facilities exists either for temporary or protracted periods, Message Telecommunication Service will be established before all other services.

The rates and charges for TSP are in the Access Service Tariff, 13.3.2.

The Company will allow resale of a service only after the parties seeking this service have prior authorization from the Washington Utilities and Transportation Commission to resell the service.

**6. Company Liability**

- a. In view of the fact that the customer has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of the facilities of the Company, the service and facilities furnished by the Company are subject to the terms, conditions and limitations specified.
- b. The Company's liability, if any, for its willful misconduct is not limited by this Catalog. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions of D.6.c. through D.6.h., following, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the Outward WATS access line, or 800 Serviceline Option number, whichever is appropriate for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Catalog as an allowance for interruptions.

**NOTICE**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**D.6. (Cont'd)**

- c. The Company shall be indemnified and saved harmless by the customer or customers against claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities or the use of; against claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus any systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.
- d. No carrier participating in this service shall be liable for any act or omission of any other carrier also participating in the service.
- e. The Company does not guarantee nor make any warranty with respect to equipment provided by it for use in an explosive atmosphere. The customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability, whether suffered, made, instituted or asserted by customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of the equipment provided.

The Company may require each customer to sign an agreement for the furnishing of the equipment as a condition precedent to furnishing the equipment.

The customer shall furnish, install and maintain sealed conduit with explosion proof fittings between this equipment and points outside the hazardous area where connection may be made with regular facilities of the Company. The customer may be required to install and maintain this equipment within the hazardous area if, in the opinion of the Company, injury or damage to Company employees or property might result from installation or maintenance by the Company.

- f. The Company shall not be responsible to the customer, if changes in facilities, equipment, operations or procedures of the Company require that the WATS telephone number be changed.

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

D.6. (Cont'd)

- g. The Company will not be liable for any act or fraud of any customer.
- h. The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of service or the attachment of the instruments, apparatus and associated wiring furnished by the Company on the premises or by the installation or removal of, when the defacement or damage is not the result of negligence of the agents or employees of the Company.

7. Completion 800 Serviceline Option messages

An 800 Serviceline Option customer must subscribe to and make use of adequate facilities so that use of the service does not interfere with another customer's service or proper operation of the public switched network. The Company, without incurring any liability, may terminate or refuse to furnish 800 Serviceline Option to any customer who fails to comply with the conditions, provided that, in case of a termination of service, at least five working days have elapsed following written notification to the customer by mail or in person of the Company's intention to terminate the service for cause.

8. Use of Service

WATS may be used by the customer or an authorized representative of the customer. Orders involving installation, rearrangement, billing, or discontinuance of service will be accepted by the Company only from the customer.

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**Washington**

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**EXCHANGE AND  
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Effective: December 1, 2007

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

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

**9. Abuse or Fraudulent Use**

The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

- a. The placing or acceptance of a WATS call by a WATS customer, his agent, employee or representative, in response to an uncompleted Message Telecommunication Service call, which was not completed in order to transmit or receive intelligence without the payment of the applicable message toll charge;
- b. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, WATS by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or through any other fraudulent means or device, with intent to avoid the payment, in whole or in part, of the regular rates and/or charges for the service;
- c. The use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
- d. The use of profane or obscene language;
- e. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

**10. Maintenance and Repairs**

The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer shall be responsible for damages to facilities of the Company caused by the negligence or willful act of the customer. The customer may not rearrange, disconnect, remove or attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any network facilities installed by the Company except upon the written consent of the Company.

**11. Pay Telephone Charge**

The Pay Telephone Charge applies to all calls placed from pay telephones. This charge is in addition to all other applicable 800 Serviceline rates and charges.

**NOTICE  
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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

**E. Application of Monthly Rates and Usage**

**1. Rate Structure**

- a. WATS usage rates are for telecommunications between the WATS termination and another location within the LATA.
- b. WATS usage rates in this Catalog apply only to those messages originating and terminating within the same LATA.
- c. WATS usage rates are based on the average hours of use per access line for OUTWATS.

**2. Service Group**

See definition in 107.1.B., preceding.

**3. Minimum Average Time Requirement and Quick Call for OUTWATS:**

- a. All messages completed in one billing period in a service group must average at least one minute in duration.
- b. If the average duration of all the messages is less than one minute, the total use for the service group equals the number of messages multiplied by one minute.

**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E. Application of Monthly Rates and Usage (Cont'd)**

**4. Timing of Calls**

- a. Chargeable time begins when connection is established between a station associated with the WATS access line and the calling or called station.
- b. Chargeable time ends when the caller hangs up thereby releasing the network connection. If the called party hangs up but the caller does not, chargeable time ends when the network connection is released by automatic timing equipment in the telecommunications network.
- c. When 800 Serviceline Option is directly connected (i.e., not connected through a multiline terminating system) at a customer's premises to a communications system, chargeable time begins when the call terminates in or passes through the first multiline terminating system or terminal equipment on that communications system. It is the customer's responsibility to furnish appropriate answer supervision to the point of connection with the 800 Serviceline Option so that the chargeable time may begin.
- d. All messages completed in one billing period through 800 Serviceline Option will be billed a minimum of thirty seconds per message.

**5. Minimum Service Period**

The minimum service period for WATS is one day.

**6. Fractional Periods**

- a. The charge for a fractional part of a month will be a proportionate part of the monthly recurring charge based on the actual number of days the service is provided.
- b. For the purpose of administering this condition with respect to the determination of the charge for a fractional part of a month, every month is considered to have thirty days.

**NOTICE**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E. Application of Monthly Rates and Usage (Cont'd)**

7. Method of Determining Usage Charges for OUTWATS
  - a. Note the total number of messages for the service group.
  - b. Determine the equivalent hours used by applying the minimum average time requirement of one minute (one message = one minute).
  - c. Note the total actual hours used for the service group.
  - d. Determine the chargeable hours, the greater of b. or c., preceding, rounded to the nearest tenth (one decimal place).
  - e. Determine the number of access lines in the service group in service during the month. Access lines in service for a fraction of a month are based on the number of days in service divided by thirty days. The result is rounded to the nearest hundredth (two decimal places).
  - f. Determine the average use per line in the service group by dividing the chargeable hours in d., preceding, by the number of access lines in e., preceding.
  - g. Determine the usage charge per line by multiplying the hourly rate for the appropriate taper(s) by the number of hours used in each taper and then totaling these charges.
  - h. Determine the total usage charge for the service group by multiplying the usage charge per access line in g., preceding, by the number of access lines shown in e., preceding.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E. Application of Monthly Rates and Usage (Cont'd)**

**8. Advance Payments**

- a. Applicants for service who have no account with the Company or whose financial responsibility is not a matter of general knowledge, may be required to make an advance payment, if applicable, at the time of application. The amount of the advance payment will be determined by the Company as stated in 2.3.3 of this Catalog.
- b. The amount of the advance payment is credited to the customer's account as applying to an indebtedness for the service furnished.

**9. Payment of Charges**

The customer is responsible for payment of all charges for service furnished the customer. When, for technical or mechanical reasons, it is necessary for the Company to activate or connect WATS line(s) prior to the date requested and the customer uses the service during that period, and/or in instances where service cannot be disconnected on the date requested and the customer uses the service beyond that date, charges are applicable for the entire period during which the service was used. Connection charges from the appropriate Company's tariffs are payable upon establishment of service. All other charges from time to time in force and effect are payable monthly in advance, except additional hourly charges, which are payable upon rendition of a bill by the Company.

**10. Billing Period**

The billing period is calculated as follows:

- a. The period billing includes the first day usage appears.
- b. The period billed includes the last day usage appears after the requested disconnect date. For example: A customer requests a WATS service disconnect to be effective on the 15th of the month and the Company disconnects the line(s) on the 20th. The customer does not use the line on the 16th or 17th but does use it on the 18th, the charges are then calculated based on eighteen days usage.

**NOTICE**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

E. Application of Monthly Rates and Usage (Cont'd)

11. Deposits

The applicant or customer for service may be required to make a deposit with the Company as shown in 2.3.3 of this Catalog.

The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation. Where the service is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded.

Upon establishment of a satisfactory credit rating, a deposit will be refunded or credited to the customer at any time prior to termination of the service.

12. Cancellation of Application For Service For OUTWATS

- a. Where an application for service is cancelled by the applicant prior to the start of any design work or installation of facilities, no charge applies.
- b. Where installation of facilities has been started prior to the cancellation, appropriate connection charges as shown in the Company's catalogs will apply.
- c. If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company and the Company may collect a charge equal to the estimated costs incurred in the installation, less estimated net salvage.
- d. Installation is considered to have been started when the Company incurs any expense in connection with, or in preparation for, provision of service which would not otherwise have been incurred, provided:
  - The customer has advised the Company to proceed with the installation, and
  - The Company has accepted the order.
- e. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.

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**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E. Application of Monthly Rates and Usage (Cont'd)**

**13. Minimum Contract Period**

The minimum contract period is one day and applies separately for OUTWATS, and 800 Serviceline Option.

**14. Termination of Service For Cause**

Upon nonpayment of any sum due the Company, or upon a violation of any of the conditions governing the furnishing of service, the Company may, without incurring any liability, discontinue furnishing the service, upon proper written notice.

**15. Allowance For Interruptions**

Allowances for interruptions apply to each WATS access line shown in 15.a. through 15.f., following:

- a. When the WATS access line is interrupted for a period of less than two hours, no credit applies.
- b. When the WATS access line is interrupted for a period of two to twenty-four hours, the following credit applies.

**CREDIT  
ALLOWANCE**

- Allowance \$25.40

- c. When the WATS access line is interrupted for a period of more than twenty-four hours, the following credit applies for each twenty-four hour period or any fraction thereof.

**CREDIT  
ALLOWANCE**

- Allowance \$25.40

- d. The credit in 15.b. and 15.c., preceding, includes all credit to be applied for an interruption.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E.15. (Cont'd)**

- e. No credit allowances will be made for:
  - Non-completion of WATS messages due to busy network conditions.
  - Interruption of the service due to customer-provided equipment or systems.
  - Interruption of service during any period in which the Company is not afforded access to the premises at which the WATS access line is terminated.
  - Interruption of service during any period when the customer has released the WATS access line to the Company for maintenance purposes, or implementation of a customer order for a change in service arrangements.
  - Interruption of service due to negligence of the customer.
- f. Message toll service furnished a customer when WATS is interrupted is charged for at the message toll service rates contained in Section 6, preceding.
- g. When 800 Serviceline Option is interrupted, the credit allowance is the same as for the service with which it is associated.

**16. Minimum Average Time Requirement for IntraLATA OUTWATS**

- a. All messages completed in one billing period in a service group must average at least one minute duration.
- b. If the average duration of all messages is less than one minute, the total use for the service group equals the number of messages multiplied by one minute.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

**E. Application of Monthly Rates and Usage (Cont'd)**

**17. Rate Conditions**

- a. The rates and charges shown apply only between Company rate centers, and rate centers of connecting companies within a LATA which participate in the service, and between rate centers of connecting companies who are participating in the service but do not have an effective intraLATA WATS catalog filed.
- b. Calls placed over WATS access lines to rate centers of connecting companies within a LATA which do not participate in WATS will be furnished at message toll service rates as shown in Section 6.
- c. The usage rate structure for OUTWATS is a usage sensitive tapered schedule.
- d. Monthly usage charges for a service group are computed on an average usage per line basis according to a tapered schedule for OUTWATS. There is no minimum monthly usage requirement. Hourly rates for each additional hour of use decrease at defined levels of use called taper points. The WATS schedule reflects four taper points. The minimum average time requirement is applied as described in 107.1.E.3., preceding.
- e. The usage rate structure for 800 Serviceline Option is based on a flat rate per hour.
- f. WATS requires a separate monthly charge for each access line or 800 Serviceline Option number independent of usage.

**NOTICE**

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION**

E. Application of Monthly Rates and Usage (Cont'd)

18. Directory Assistance - See 6.2.4, Directory Assistance Service, of the Exchange and Network Services Catalog.
19. Directory Listings
  - a. One free directory listing will be provided for 800 Serviceline Option. Additional directory listings will be provided at the applicable additional listing rate. (See 5.7.1, Directory Listings of this Catalog.)
  - b. Directory listings are not furnished with OUTWATS.
20. Customers may retain the same 800 Serviceline Option telephone number when moving to another location.
21. Other Charges

All other charges and rates will be those shown in this Catalog covering the exchange where the WATS access line is located.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

**107.1.1 OUTWARD WATS**

A. Rates and Charges

1. Outward WATS Access Line

	<b>USOC</b>	<b>MONTHLY RATE</b>
• OUTWATS - shared with AT&T, each line	WAX	\$30.00
• OUTWATS - shared with Interexchange Carrier (IC) other than AT&T, each line	WOB	30.00
• OUTWATS - Shared, IC bills own interLATA usage, each line	WO2	30.00
• OUTWATS - intraLATA only, each line	WOA	30.00
		<b>NONRECURRING CHARGE</b>
• Install or connect new		\$48.00
• Change of IC		5.00
• Change from intraLATA only to shared or shared to intraLATA only		5.00

2. The hourly rates for outward WATS apply to the average use of each rate period, rounded to the nearest tenth of an hour, for each access line within a service group.

	<b>CHARGE</b>
• Usage rate per access line, per hour	
- First 10 hours	\$10.70
- Next 20 hours	9.50
- Next 30 hours	7.70
- Over 60 hours	6.70

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

**107.1.3 800 SERVICELINE OPTION**

A. Rates and Charges

1. 800 Serviceline Option Number

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Each	WFA++	\$5.00
		<b>NONRECURRING CHARGE</b>
• Changes		\$15.00

2. Usage Rate for 800 Serviceline Option

- a. The hourly rate for 800 Serviceline Option is \$6.00. Fractional hours will be rounded to the nearest tenth of an hour.
- b. All usage in excess of \$60.00 will be discounted by the following percentages.

<b>AMOUNT</b>	<b>DISCOUNT</b>
0 thru \$60.00	0%
\$60.01 thru \$200.00	10%
\$200.01 thru \$500.00	12%
\$500.01 thru \$1,000.00	15%
Over \$1,000.00	20%

**CHARGE**

3. Pay Telephone Charge

- Per completed call[1] \$0.26

[1] This charge is in addition to all other applicable 800 Serviceline rates and charges.

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**107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)**

**107.1 OUTWARD WATS AND 800 SERVICELINE OPTION (Cont'd)**

**107.1.4 ANCILLARY WATS SERVICE**

**A. Access Line Extension Charges for IntraLATA WATS**

1. Extensions of individual access lines are provided only within the State of Washington.
2. For the purpose of determining charges where two or more WATS stations are furnished for use with the same WATS access line, one station will be designated as a main station. Any other WATS station furnished for use with the same WATS access line will be designated as an extension.
3. Extension service may be provided at locations other than the building where the primary service is located. In these cases, the rates in this Section apply plus Terminal Loop rates in 105.2.4 of the Private Line Transport Services Catalog. If extension service is located in a different central office serving area than where the primary service is located or if the extension service is located outside the base rate area, Mileage Charges, as specified in 105.2 of the Private Line Transport Services Catalog, apply in addition to the extension and Terminal Loop rates.
4. Rates and charges for business and intrastate WATS off premises extension service are payable for each additional equipment location.

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Extensions - same exchange		
- For the first extended line on a premises different from the premises on which the access line of the same service terminates	WSP	\$1.75

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

A. General

1. AS OF MARCH 30, 1981, NEW INSTALLATIONS OF CENTREX-CO SERVICE WILL NO LONGER BE OFFERED. CENTREX-CO SUBSCRIBERS IN SERVICE AS OF MARCH 30, 1981, WILL BE ALLOWED TO ADD STATIONS TO EXISTING LOCATIONS OR TO ADD NEW SECONDARY LOCATIONS. A NEW INSTALLATION IS THE ESTABLISHMENT OF A CENTREX SYSTEM IN A CENTRAL OFFICE IN WHICH THE CUSTOMER OR SUBSCRIBER DOES NOT HAVE AN EXISTING CENTREX SYSTEM. INCLUDED IN THIS PROHIBITION IS THE MOVE FROM ONE CENTRAL OFFICE TO ANOTHER CENTRAL OFFICE.
2. AS OF OCTOBER 26, 1980, NEW INSTALLATIONS OF CENTREX SERVICE WILL BE LIMITED TO SUBSCRIBERS WITH PRIMARY AND SECONDARY LOCATIONS ONE AIRLINE MILE OR LESS FROM THE GEOGRAPHICAL CENTRAL OFFICE. THE GEOGRAPHICAL CENTRAL OFFICE IS THAT WHICH HOUSES THE FIRST MAIN DISTRIBUTING FRAME WHICH THE CABLE FROM THE CUSTOMER PREMISES IS TERMINATED. CENTREX SUBSCRIBERS IN SERVICE AS OF OCTOBER 26, 1980, WILL BE ALLOWED TO ADD STATIONS TO EXISTING LOCATIONS OR TO ADD NEW SECONDARY LOCATIONS BEYOND ONE MILE AT EXISTING RATES.
3. CENTREX SERVICE IS NOT AVAILABLE TO EXISTING MONTH TO MONTH CUSTOMERS AFTER DECEMBER 5, 1994. CENTREX SERVICE IS NOT AVAILABLE TO EXISTING CUSTOMERS WITH RATE STABILITY PLAN AGREEMENTS AFTER THE LAST DAY OF THE EXISTING TERM. RATE STABILIZED AGREEMENTS CANNOT BE RENEWED, MODIFIED OR EXTENDED. AT THE TIME OF EXPIRATION CUSTOMERS MAY CONVERT TO CENTREX PLUS OR AN ALTERNATIVE SERVICE.
4. The Primary location of a Centrex System may move only within the area of the serving central office, subject to the availability of facilities. Movement of a Primary location will require a Service Order on each line at the Primary location and each line of a Secondary location that has a changed mileage measurement to the Primary location.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE (Cont'd)**

B. Description

1. Centrex Service Systems are provided for business service or combined administrative and dormitory service for colleges, and similar educational institutions.
2. Basic Centrex System
  - a. A Basic Centrex System is composed of a Serving Central Office Component and a Primary Customer location with possibly one or more Secondary locations.
  - b. Basic Centrex service includes the following:
    - Direct intercommunicating between station lines
    - Direct outward dialing by primary station lines
    - Sequential hunting of station lines
    - Station restriction
    - Direct in-dialing to primary station lines
    - Primary station line identification of outward toll traffic, except for systems receiving service by means of a supplemental system
    - Detail billing of toll traffic by primary station line number
    - Machine intercepting of vacant terminals
    - Manual transfer of incoming central office calls by the attendant
    - Night connections

Basic Centrex Service has a minimum monthly rate per system of 20 primary station lines rated as Centrex lines. Lines rated as FX or WATS lines are not included in this count.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

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

- c. The following selection of optional line features are available to the Centrex customer:

- Automatic Callback
- Automatic Line
- Call Forwarding
- Call Park
- Call Pickup - Barge In
- Call Pickup and Hold
- Call Waiting
- Conference Calling
- Data Call Protection
- Data Set Interface
- Deny Terminating
- Dial Call Waiting
- Electronic Set Service
- Group Intercom
- Message Waiting
- Reminder Ring
- Speed Calling - Basic
- Speed Calling - Enhanced
- Toll Restriction

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

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

- d. The following selection of optional group features are available to the Centrex customer:
- Additional Listed Number Trunk Groups
  - Automatic Route Selection - Basic (ARS-B)
  - Call Transfer
  - Distinctive Ringing
  - Electronic Tandem Switching Feature
  - Intercept
  - Intercept Rearrangements
  - Multiple Position Hunt
  - Simplified Message Desk Interface
  - Split Service
  - Station Message Detailed Recording - Basic (SMDR-B)
  - Termination of Lines and Trunks
  - Uniform Call Distribution (UCD)

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

B. Description (Cont'd)

3. Dormitory Service

Station lines are those located in the living quarters (dormitories, apartments, etc.) of students, faculty members and employees when such quarters are owned by the college or university or in privately owned common student housing facilities authorized by the educational institution or the living quarters of student nurses or employees when such quarters are owned by the hospital.

a. Dormitory station lines may have:

- Direct inward and outward dialing
- Intercommunication with other Centrex station lines of the system
- Access to the attendant
- Access to the Company operator

b. They do not have:

- Direct Access to the Toll Network
- Transfer service
- Toll Restriction
- All other Centrex optional features
- Third party billing on toll calls

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE (Cont'd)**

C. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.
2. Exchange Access Lines (main in-dialing telephone stations, excluding restricted, dormitory and extension stations).
  - a. Station lines located on premises of a business subscriber or in the administrative buildings of a college or university, faculty clubs, student unions, and administrative quarters of dormitories.
  - b. Station lines located on premises other than the subscribers.

Such station lines are provided only if a separate exchange service is also furnished at the same off-premises station line location.

- c. If the subscriber has a requirement for the same in dialing station line number to appear at a noncontinuous property location, a second primary station line can be provided at the noncontinuous property location, and the two primary station lines tied together. If facilities and operating conditions permit, the same Centrex number will be assigned at both locations. In this situation the 2nd line appearance will be charged at the appropriate rate for a main station line at a secondary location.
- d. Centrex standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

C. Terms and Conditions (Cont'd)

3. Restricted Station Lines

- a. Station lines limited to connection with other Centrex station lines of the same system. These station lines may be furnished on premises of the same or different subscriber.
- b. Restricted station lines are not counted in meeting the minimum monthly rate for primary station lines.

4. Mileage

- a. All station lines of Centrex service will be furnished, within the base rate area, at the rates included in this section.
- b. All stations/station lines of Centrex Service within the exchange, but outside of the Base Rate Area have the following charges:
  - Centrex station/station line charges apply.
  - Transport mileage charges from the Private Line Transport Services Catalog apply, in addition to the above.
  - If features are required on the line, additional feature charges apply.
- c. All stations/station lines of Centrex Service within the same exchange, but in another central office have the following charges:
  - Centrex station/station line charges apply.
  - Transport mileage charges from the Private Line Transport Services Catalog apply, in addition to the above.
  - If features are required on the line, additional feature charges apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

**C.4. (Cont'd)**

- d. All stations/station lines of Centrex Service that terminate in another Company exchange within the free calling area have the following charges:
- Centrex station/station line charges apply.
  - Transport mileage charges from the Private Line Transport Services Catalog apply, in addition to the above.
  - If features are required on the line, additional feature charges apply.
- e. All stations/station lines of Centrex Service that terminate in another exchange outside the free calling area, or another exchange which is not a Company exchange, have the following charges:
- Line charges as specified in 5.1.4 of this Catalog, Foreign Exchange.
  - Interexchange mileage charges apply from 5.1.4 of this Catalog, Foreign Exchange, in addition to the above.
  - If features are required on the line, additional feature charges apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

**C.4. (Cont'd)**

- f. All stations/station lines of Centrex Service that terminate in another LATA or another state have the following charges:
  - Line charges, as specified in the Private Line Transport Services Catalog, apply.
  - Basic Private Line termination charges apply for each private line terminated.
  - If features are required on the line, additional feature charges apply.
- g. Feature Group A (FGA) cannot be used as a Centrex station/station line. It can, however, be arranged for use as a Foreign Exchange. It would be accessed by a 1XX code by the Centrex user and by a seven digit telephone number in the originating exchange. The following charges would apply:
  - Trunk charges, from Section 6 of the Access Service Tariff, apply.
  - For each FGA terminated, a Miscellaneous Trunk termination charge applies.
  - If features are required on the line, additional feature charges apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**For Informational Purposes Only – Not Subject to WUTC Review**

**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 109**

**Original Sheet 10**

**EXCHANGE AND**

**NETWORK SERVICES**

**Effective: December 1, 2007**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

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

**5. Dormitory Station Lines**

- a. Subscribers to Centrex dormitory service who disconnect a minimum of 25 stations per location may have the option of paying the estimated cost rather than nonrecurring charges from Section 5 of this Catalog for the reconnection of service. The equipment must have been disconnected at the customer's request and left in place in excess of two months. Equipment is left in place at the discretion of the Company for its own operational purposes and is not to be considered a service option. The Company has the responsibility for determining if the equipment has been out of service and has remained in place for more than two months.
  - This alternative applies only to equipment located on the same premises, requested for reconnection at the same location with the same features, on the same service order. The estimated costs include the labor expense plus materials used in completing the reconnection in the central office and the common service order costs.
- b. All toll calls originating from dormitory station lines are placed through and controlled by a Company operator. Local calls may be directly dialed by the station user.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.1 CENTREX SERVICE (Cont'd)

D. Rates and Charges - General

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

	<b>MONTHLY RATE</b>
a. Exchange Access Station Line Rate	[2]
b. Intercommunication Station Line Rate	
(1) Station Lines at Primary and each Secondary Location	

		<b>EACH STATION LINE PER MONTH[2]</b>			
	<b>USOC</b>	<b>FIRST 100</b>	<b>NEXT 100</b>	<b>NEXT 700</b>	<b>OVER 900</b>
• Intercommunication Station Lines	NRX	\$11.91	\$8.25	\$7.64	\$7.37

[1] The rate per month is the sum of the Exchange Access and the Intercommunication Station Line Rates.

[2] See 109.1.1 of this Catalog.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 109**

**Original Sheet 12**

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.1 CENTREX SERVICE**

D. Rates and Charges - General (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. Restricted Station Line[1]			
a. At a primary location	RX5, RUV	—	\$7.20
b. On a supplemental system or at an off-premises location	RX6, RVW	—	7.20
4. Miscellaneous Charges			
a. Changes in Centrex System Code, each	N/A	\$15.00	—
b. Changes in Centrex Line Code, each	N/A	15.00	—

[1] A nonrecurring charge from Section 5 of this Catalog applies per station line.

**NOTICE**  
**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.4 CENTRAFLEX SYSTEM 3**

A. General

1. *CENTRAFLEX* System 3 (CS3) Service is no longer offered to new customers as of August 28, 1986.
2. CS3 Service is not available to existing month to month customers after December 5, 1994. CS3 Service is not available to existing customers with Rate Stability Plan Agreements after the last day of the existing term. Rate Stabilized Agreements cannot be renewed, modified, or extended. At the time of expiration customers may convert to Centrex Plus or an alternative service.
3. The Primary location of a CS3 system may move if the Company determines that its facilities and conditions are adequate for the provision of CS3 service. Secondary locations may be moved from one location to another and new secondary locations may be established.
4. Line additions to existing systems will be permitted but may not exceed a 100 percent increase of the subscriber's total number of lines in-service as of August 28, 1986.

B. Description

1. The CS3 system allows a multiline subscriber to integrate separate lines into a single communications system. A minimum of 40 lines is required on the CS3 system. The charges for this offering consist of both an exchange access line and an intercom line. The intercom lines will be provided at a basic line charge up to 1.5 airline miles from the central office. Lines terminated beyond this point will be charged an additional rate.
2. The following standard features are included in the basic CS3 intercom line rate:
  - Add-on
  - Attendant Call Transfer
  - Call Hold
  - Call Transfer
  - DID/DOD
  - Intragroup/Intercom Dialing
  - Station Toll Billing
  - Touch-Tone

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

B. Description (Cont'd)

3. The following selection of optional line features are available to the CS3 customer:
  - Automatic Call Back Calling
  - Automatic Call Transfer
  - Automatic Line
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Forwarding - Variable
  - Call Park
  - Call Pickup
  - Call Waiting - Originating
  - Call Waiting - Terminating
  - Conference Calling
  - Custom Restriction
  - Data Call Protection
  - Data Set Interface
  - Deny Terminating
  - Dial Call Waiting
  - Dial 9 Restriction
  - Electronic Set Service
  - Group Intercom
  - Message Waiting
  - Speed Calling

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

B. Description (Cont'd)

4. The following selection of optional group features are available to the CS3 customer:

- Attendant Service
- Automatic Route Selection (ARS)
- Centrex Station Rearrangements (CSR)
- Distinctive Ringing
- Electronic Tandem Switching (ETS)
- Facility Terminations
- Intercept
- Multiple Position Hunt
- Multiple Systems
- Simplified Message Desk Interface
- Single Digit Feature Access Code
- Station Message Detail Recording (SMDR)
- Trunk Answer Any Station
- Uniform Call Distribution (UCD)

C. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.
2. CS3 is not available on Trunks, Remote Switching Systems (RSS), Centrex Service, Public Communications Service or Multiparty Service.
3. CS3 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.
4. A customer may choose to combine access lines terminating at different locations into a single CS3 system.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

C. Terms and Conditions (Cont'd)

5. The customer may elect to subscribe to *CENTRAFLEX* 3 under a Term Pricing Agreement which features exemption from Company initiated rate increases in intercom and feature rates over a three year period.[1] In exchange for the Company's guarantee of stabilized rates, the customer must agree to remain in service for the entire three year period. The Termination Liability/Waiver Policy, as set forth in Section 2 of this Catalog applies to the Term Pricing Agreement. If the customer disconnects before the three year agreement period expires, a cancellation charge will apply as specified in the Termination Liability/Waiver Policy, set forth in Section 2 of this Catalog.

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

6. Subscriber "Location"

A *CENTRAFLEX* 3 subscriber location is synonymous with a premise as defined by the Company in Section 2 of this Catalog.

7. Mileage

The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.

- a. Feature Group A (FGA) cannot be used as a basic *CENTRAFLEX* 3 access line. It can, however, be arranged for use as a Foreign Exchange (FX).
- b. A trunk from another exchange can be connected to the *CENTRAFLEX* 3 system. It would be accessed by a 1XX code by the *CENTRAFLEX* 3 user and by a seven digit telephone number in the originating exchange. The following charges would apply:

[1] End User Common Line (EUCL) charges as legislated by the Federal Communications Commission (F.C.C.) are not included in the Term Pricing Agreement, and are subject to change at any time.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

C.7.b. (Cont'd)

- (1) Trunk charges from 5.1.4 of this Catalog, Foreign Exchange Service or Section 6 from the Access Service Tariff, FGA, apply.
  - (2) Interexchange mileage charges apply as specified in 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the FX charges above.
  - (3) For each FX or FGA terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FX or FGA on an outgoing call. If the FX or FGA is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge.
  - (4) If features are required on the line, additional feature charges apply.
- c. A *CENTRAFLEX 3* line with a telephone number access on the *CENTRAFLEX 3* system that terminates in a set in another exchange has the following charges.
- (1) Line charges specified in 5.1.4 of this Catalog, Foreign Exchange Service, apply.
  - (2) Interexchange mileage charges apply from 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.
- d. A *CENTRAFLEX 3* line with telephone number access on the *CENTRAFLEX 3* system that terminates in a set in another central office in the same exchange has the following charges:
- (1) *CENTRAFLEX 3* Main Station line charges apply.
  - (2) Transport mileage charges from the Private Line Transport Services Catalog apply, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

C.7. (Cont'd)

- e. A *CENTRAFLEX* 3 line with a telephone number access on the *CENTRAFLEX* 3 system that terminates in a set in another LATA or in another State has the following charges:
  - (1) Line charges as specified in the Private Line Transport Services Catalog, or F.C.C. No. 1, apply.
  - (2) Basic Private Line termination charges apply for each private line terminated.
  - (3) If features are required on the line, additional feature charges apply.
- 8. Terminal Loop rates may not be applied to CS3. Term Loops in service as of June 5, 1987 will continue to be provided until the expiration of the customer's current Term Pricing Agreement. (The agreement which is in effect June 5, 1987.) Upon expiration of the agreement, the customer must convert all Term Loop Service to the then prevailing CS3 Extension Line rates or disconnect the service.
- 9. Supersedure of a CS3 is not permitted.
- 10. Effective January 23, 1992, month to month CS3 service will no longer be offered. Existing customers with contracted CS3 service extending beyond January 23, 1992, may continue to subscribe to CS3 service only until their contract expires. Maintenance will be provided for contracted service.

Existing CS3 customers may also continue service at the same rate on a month to month basis for a period of ninety days following the effective date of the Centrex Plus filing, Reference No. 2568L.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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

D. Rates and Charges

1. The rates and charges following are for *CENTRAFLEX* System 3 (CS3) only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.
2. CS3 is no longer offered to new subscribers as of August 28, 1986.

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
3. Main Station Lines				
a. Basic CS3 up to 1.5 miles <sup>[1]</sup>				
• Per exchange access line and extension line	N/A	[2]	[2]	—
• Per intercom line	NRN	—	\$22.68	\$11.91

[1] In addition, End User Common Line Charges apply. Intercom is required on both access line and extension line.

[2] See rates and charges in 109.1.4 of this Catalog.

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.4 CENTRAFLEX SYSTEM 3**

D.3. (Cont'd)

	USOC	NON- RECURRING CHARGE	REGULAR MONTHLY RATE	TERM PRICING AGREEMENT MONTHLY RATE
b. Additional Transport, each additional 1/4 mile over 1.5 miles, each	1LVBY	—	\$8.00	\$5.00
				<b>NONRECURRING CHARGE</b>
4. Miscellaneous Charges				
• Change in System Code, per system				\$15.00
• Change in Line Code, per line				15.00

NOTICE  
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.5 CENTRAFLEX SYSTEM 4**

A. General

1. *CENTRAFLEX* System 4 (CS4) Service is no longer offered to new customers as of August 28, 1986.
2. CS4 Service is not available to existing month to month customers after December 5, 1994. CS4 Service is not available to existing customers with Rate Stability Plan Agreements after the last day of the existing term. Rate Stabilized Agreements cannot be renewed, modified, or extended. At the time of expiration customers may convert to Centrex Plus or an alternative service.
3. The primary location of a CS4 system may move only within the area of the existing serving central office, subject to the availability of facilities. Secondary locations may be moved or established.

B. Description

1. CS4 service is a business communications system which integrates individual business lines into a single "trunk-rated" communications system. The minimum CS4 system size is 50 lines. All lines in the system have intercom calling capability and have controlled access to the general network, dependent upon the number of Network Access Registers subscribed to. The basic CS4 line is provided in 1/4 mile increments up to 2 miles from the central office. Lines terminated beyond this point will be charged an additional rate.
2. The following features are included in the basic line rate:
  - Add-on
  - Attendant Call Transfer
  - Call Hold
  - DID/DOD
  - Intragroup/Intercom Dialing
  - Station Call Transfer - Internal
  - Station Call Transfer - Outside
  - Station Toll Billing
  - Touch-Tone

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

B. Description (Cont'd)

3. The following selection of optional line features are available to the CS4 customer:

- Automatic Call Back Calling
- Automatic Call Transfer
- Automatic Line
- Call Forwarding - Busy Line
- Call Forwarding - Don't Answer
- Call Forwarding - Variable
- Call Park
- Call Pickup
- Call Waiting - Originating
- Call Waiting - Terminating
- Conference Calling
- Custom Restriction
- Data Call Protection
- Data Set Interface
- Deny Terminating
- Dial Call Waiting
- Dial 9 Restriction
- Electronic Set Service
- Group Intercom
- Message Waiting
- Speed Calling

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

B. Description (Cont'd)

4. The following selection of optional group features are available to the CS4 customer:

- Attendant Service
- Automatic Route Selection (ARS)
- Direct Inward System Access (DISA)
- Distinctive Ringing
- Electronic Tandem Switching (ETS)
- Facility Terminations
- Intercept
- Multiple Position Hunt
- Multiple Systems
- Simplified Message Desk Interface
- Single Digit Feature Access Code
- Station Message Detail Recording (SMDR)
- Trunk Answer Any Station
- Uniform Call Distribution (UCD)

C. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

C. Terms and Conditions (Cont'd)

2. The customer may elect to subscribe to CS4 service on a month-to-month basis or under a Term Pricing Agreement for the intercom and features offered pursuant to the agreement which ensures exemption from Company initiated rate increases for those services. The customer may choose a three-, four-, or five-year agreement period. A three-year agreement assures rate stability for the agreement period plus a 3% system discount while a four-year agreement includes a 6% discount and a five-year agreement includes an 8% discount in addition to rate stability. The discount is applicable to all CS4 features and lines except the Network Access Facility. In exchange for the Company's guarantee of stabilized rates, the customer must agree to remain in service for the entire agreement period. The Termination Liability/Waiver Policy, as set forth in Section 2 of this Catalog, applies to the Term Pricing Agreement. If the customer disconnects before the agreement period expires, a cancellation charge will as specified in the Termination Liability/Waiver Policy, set forth in Section 2 of this Catalog.

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

3. Subscriber "Location"

A *CENTRAFLEX* 4 subscriber location is synonymous with a premises as defined by the Company in Section 2 of this Catalog.

4. Intercom dialing is not available between CS4 systems.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

C. Terms and Conditions (Cont'd)

5. Mileage

The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.

- a. Feature Group A (FGA) cannot be used as a basic *CENTRAFLEX* 4 access line. It can, however, be arranged for use as a Foreign Exchange (FX).
- b. A trunk from another exchange can be connected to the *CENTRAFLEX* 4 system. It would be accessed by a 1XX code by the *CENTRAFLEX* 4 user and by a seven digit telephone number in the originating exchange. The following charges would apply:
  - (1) Trunk charges from 5.1.4 of this Catalog, Foreign Exchange Service, or Section 6, of the Access Service Tariff, FGA, apply.
  - (2) Interexchange mileage charges apply as specified in 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the FX charges above.
  - (3) For each FX or FGA terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FX or FGA on an outgoing call. If the FX or FGA is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge.
  - (4) If features are required on the line, additional feature charges apply.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

C.5. (Cont'd)

- c. A *CENTRAFLEX* 4 line with a telephone number access on the *CENTRAFLEX* 4 system that terminates in a set in another exchange has the following charges.
  - (1) Line charges specified in 5.1.4 of this Catalog, Foreign Exchange Service, apply.
  - (2) Interexchange mileage charges apply from 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.
- d. A *CENTRAFLEX* 4 line with telephone number access on the *CENTRAFLEX* 4 system that terminates in a set in another central office in the same exchange has the following charges.
  - (1) *CENTRAFLEX* 4 Main Station line charges apply.
  - (2) Transport mileage charges from the Private Line Transport Services Catalog, apply, in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

C.5. (Cont'd)

- e. A *CENTRAFLEX* 4 line with a telephone number access on the *CENTRAFLEX* 4 system that terminates in a set in another LATA or in another State has the following charges:
  - (1) Line charges as specified in the Private Line Transport Services Catalog, or F.C.C. No. 1, apply.
  - (2) Basic Private Line termination charges apply for each private line terminated.
  - (3) If features are required on the line, additional feature charges apply.
- 6. *CENTRAFLEX* 4 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8 and Speed Calling 30.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4 (Cont'd)**

D. Rates and Charges

1. The rates and charges following are for CS4 only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
2. Common Equipment, per system	ELX	\$350.00	\$60.00
3. Network Access Register	N/A	[1]	[1]
4. Main Station Lines			
a. Basic Network and Intercom Access Line terminated at customer's premises, including 1/4 mile transport, each[2]	RXENF	43.00	6.70
b. Additional Transport, each additional 1/4 mile up to 1 mile, each	1LXUM	—	3.00

[1] See Network Access Registers in 5.3.6 of this Catalog.

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

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Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.5 CENTRAFLEX SYSTEM 4**

D.4. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
c. Additional Transport, each additional 1/4 mile over 1 mile, up to 2 miles, each	1LXUY	—	\$3.25
d. Additional Transport, each additional 1/4 mile over 2 miles, each	1LXUZ	—	5.75
			<b>NONRECURRING CHARGE</b>
5. Miscellaneous Charges			
• Change in System Code, per system			\$15.00
• Change in Line Code, per line			15.00

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

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

#### **109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

Effective April 11, 2005, CCMS is obsolete and not available to new customers. Customers will be allowed to retain their obsolete service only as long as service remains at the same location for the same customer.

#### A. Description

CCMS provides optional features to two or more exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system.

CCMS can be provided to business exchange access lines in the category of simple flat, complex flat and basic measured.

The following standard features are included in the basic CCMS package:

- Call Transfer
- *CONSULTLINE*
- Three Way Calling
- Touch-Tone

Touch-tone dialing is required for operation and is part of the basic package offering.

The following optional features are available to the CCMS customer:

- |                                |   |
|--------------------------------|---|
| • 800 Service Call Transfer    | • Last Call Return                          |
| • Call Forwarding-Busy Line    | • Priority Call                             |
| • Call Forwarding-Don't Answer | • Programmable Call Forwarding-Busy Line    |
| • Call Forwarding-Variable     | • Programmable Call Forwarding-Don't Answer |
| • Call Pick-Up - Per Line      | • Selective Call Forwarding                 |
| • Call Rejection               | • Six-Way Conference                        |
| • Call Waiting                 | • Speed Calling 6 - Per Line                |
| • Continuous Redial            | • Speed Calling 30 - Per Line               |
| • Distinctive Ring             | • Speed Calling 30 - Shared                 |
| • Intercom 6 - Per System      |   |
| • Intercom 30 - Per System     |   |

#### **NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS) (Cont'd)**

B. Features Description

Call Forwarding - Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The number to which calls are transferred is specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

Call Forwarding - Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

Call Forwarding - Variable

Provides for the automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant. The attendant or station user may establish the transfer by dialing a code. The quality of transmission for calls utilizing this feature may vary depending on the distance and routing involved.

Call Pickup

Permits a station user of a designated pick up group to answer a call directed to another station in the group by dialing a code.

**NOTICE**

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## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)

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

##### Call Rejection

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

##### Call Transfer - Individual All Calls

Allows a station to transfer any call to another station in the system without the aid of an attendant. Also allows a station to hold any call, originate a call to another station inside or outside the system for consultation and add-on to the call for a three-party conference. One person on the final connection must still be within the system.

##### Call Waiting - Terminating

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

##### CONSULTLINE

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

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)

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

##### Continuous Redial

This feature allows a business customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available.

##### Distinctive Ringing/Call Waiting Tone

Allows the customer to distinguish between incoming and Intercom calls by providing distinctive ringing patterns. Station lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and Intercom calls which are waiting.

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

- Type A - Intra-system
- Type B - DID, Attendant completed, Tie Lines

##### Intercom 6 Number

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

##### Intercom 30 Number

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

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

B. Features Description (Cont'd)

Last Call Return

This feature allows a business customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked, by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

Priority Call

This feature allows a business customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list.

Programmable Call Forwarding-Busy Line

This feature allows a CCMS customer to have incoming calls forwarded to another number when the called number is busy. The CCMS customer can activate and deactivate the forwarding feature by dialing a code. The CCMS customer can also establish or change the number to which calls will be forwarded.

Programmable Call Forwarding-Don't Answer

This feature allows a CCMS customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The CCMS customer can activate and deactivate the forwarding feature by dialing a code and can establish or change the number to which calls will be forwarded. Customers may also change the number of ring cycles.

Selective Call Forwarding

This feature allows a business customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

B. Features Description (Cont'd)

Six-Way Conferencing

This feature permits the Customized Call Management Services (CCMS) customer to establish a Conference Call with up to six conferees, including the originator. Conferees may be inside or outside the CCMS system. This feature is available where technically feasible.

Speed Calling 6 Number

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

Speed Calling 30 Number

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

Speed Calling 30 Number - Shared

Allows a user of a *CENTRON* I line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to thirty preprogrammed numbers. All lines in a *CENTRON* I group share the same list, which can be reprogrammed from a customer specific line. Speed Calling 30 and Intercom 30 cannot be combined on the same line.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

B. Features Description (Cont'd)

Three Way Calling

The station user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the station user may choose to add on the previously held call into a three way conference. The quality of transmission may vary when calls are forwarded or connected via Three Way Calling depending on the distance and routing involved.

Touch-Tone

Touch-tone signaling is included as part of the Centrex-type line. Although telephone sets not equipped with tone signaling may terminate in the system, no guarantee of feature capability will be made in respect to those sets. Touch-tone provides access codes for features using \* and # buttons.

800 Service - Call Transfer

Allows Call Transfer capability on InWATS Service. Series Hunting is for six InWATS or less. Multiline Hunting is for seven or more. Call Transfer must be assigned to the line prior to application of any other optional calling feature.

C. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.
2. A CCMS system may be served by Foreign Exchange provided that those lines all originate in the same central office entity.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

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

3. CCMS is not available on trunks, remote switching systems (RSS), Centrex systems, Public Communications Service or multiparty service.
4. All access lines terminating in a system must be served by the same central office entity.
5. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
6. CCMS standard and optional features cannot be used in combination with the following Custom Calling services; Call Waiting, Call Forwarding-Variable, Three Way Calling, Speed Calling 8 and Speed Calling 30.
7. Except as specifically provided herein, features from other tariff schedules are not available on CCMS.
8. Customers subscribing to Call Forwarding-Variable as described herein may subscribe to Call Forwarding-Variable-Remote Activation at rates and charges specified in 5.4.3 of this Catalog.
9. When a CCMS system contains both residence and business lines, only one residence line is permitted. In addition, no Hunting or Call Forward-Busy Line features are permitted between the business and residence lines. The business line must be the first line on the system. If a telephone number change is required to combine a residence line and a business line in one system, no nonrecurring charge is applicable for the number change.
10. The Call Forwarding and Call Waiting features are not permitted on the same line. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

**NOTICE**

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Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS) (Cont'd)**

D. Rates and Charges

1. The following business rates and charges are for CCMS only and are in addition to the applicable monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.
2. Existing CCMS customers may add or change features within the obsolete Customized Call Management Services while the service remains at the same address for the same customer. The customer may not add any CCMS lines.
3. Monthly Rates

	<b>USOC</b>	<b>MONTHLY RATE</b>
a. Basic Package, per exchange access line, including Call Hold, Call Transfer, Three Way Calling, Touch-Tone, per line	MVP11	\$5.00
b. Optional Features		
• 800 Service, per line arranged		
- Call Transfer Series	EE8	2.00
- 800 Service Call Transfer, Multiline	YYO	1.75
• Call Forwarding- Busy Line, per line arranged		
- Incoming only	MVPBL	2.00
- All Calls	MVPBC	2.00
• Call Forwarding-Don't Answer, per line arranged		
- Incoming only	MVPDA	2.45
- All Calls	MVPDC	1.25
• Call Forwarding-Variable, per line arranged	MVPCF	1.25

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

D.3.b. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Call Pickup Basic, per line arranged	E3P	\$1.00
• Call Rejection, per line	MVPSR	3.50
• Call Waiting, per line arranged	MVPCW	2.00
• Continuous Redial, per line	MVPAC	2.50
• Distinctive Ringing, per line arranged	MVPDR	1.00
• Intercom 6 Number, per system	MVP1N	3.00
• Intercom 30 Number, per system	MVP1C	6.00
• Last Call Return, per line	MVPAR	2.50
• Priority Call, per line	MVPDW	2.50

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

D.3.b. (Cont'd)

	<b>USOC</b>	<b>MONTHLY RATE</b>
• Programmable Call Forwarding, Busy Line, per line	MVPCB	\$4.50
• Programmable Call Forwarding, Don't Answer, per line	MVPCA	3.50
• Selective Call Forwarding, per line	MVPSF	2.50
• Six-Way Conferencing	MVP6C	5.00
• Speed Calling 6 Number, per line	ESTC1	2.00
• Speed Calling 30 Number, per line	ESFC3	2.50
• Speed Calling 30 Number- Shared		
- First line	ESF1L	6.00
- Each additional user	ESFAL	1.00

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.7 CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)**

D. Rates and Charges (Cont'd)

4. Nonrecurring Charges

a. One nonrecurring charge applies per line, per customer request to:

- Establish optional feature(s) and miscellaneous line terminating arrangements.
- Change optional feature(s) in an existing arrangement.

**NONRECURRING  
CHARGE**

- Per line

\$11.00

b. The nonrecurring charge will not apply:

- To discontinue all optional features
- To discontinue one or more features when the remaining features stay the same.

c. There is no minimum period of service for CCMS.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description

For Optional Service Feature availability, refer to each Centrex-type Service.

1. Additional Listed Number Trunk Group

This feature provides more than one listed number trunk group in a system for identification of incoming listed number calls.

2. Attendant Access Line

Allows a system to designate one or several terminals as an attendant with attendant features. The Attendant Access Line includes Touch-Tone, Intercom Dialing, DID/DOD, Station Toll Billing and the Attendant Call Transfer features.

3. Attendant Call Through Test

Provides an arrangement which allows a 51A Console attendant to select certain tie line trunks and verify the operational status of any one of these trunks by making a test call.

4. Attendant Call Transfer

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

5. Attendant Set Interface

The Attendant Set Interface enables a group of DMS 100 lines to be served by a single attendant position. The Attendant Set Interface is available only in the DMS 100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

6. Automatic Call Back Calling

Provides an arrangement that permits a station line user, when attempting an Intercom call to a busy station line, to be automatically connected to that line when both the called and the calling lines are subsequently idle. Both the calling and the called stations are permitted only one request at a time. Once requested, Automatic Call Back Calling will remain active for a period not to exceed thirty minutes unless deactivated by the calling station line.

7. Automatic Call Transfer

Provides an arrangement where calls placed to one telephone number are automatically transferred to another telephone number within the same central office control group. This feature may only be applied to a customer's Listed Directory Number.

8. Automatic Line

Provides an automatic connection between a calling station that goes off-hook and a predetermined location either within or outside the system. Activation is by going off-hook. The calling station does not receive dial tone. Automatic Line is often called a Hotline. The Automatic Line is available only in the DMS 100 central office.

9. Automatic Route Selection - Basic (ARS-B)

Provides automatic selection of preferred private routes subscribed to by the customer for the completion of Direct Distance Dialed calls to points outside the local calling area by dialing an access code. If all the lines in the initial route selected are busy, the call will advance to other routes as determined by the customer's preprogrammed choices. The final completing route may be the MTS Network or overflow to tone, but not to both, if all routes are busy.

**NOTICE**

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

### **109.1 DIAL SWITCHING SYSTEMS**

#### **109.1.10 OPTIONAL SERVICE FEATURES**

##### A.9. (Cont'd)

- Access Code

A one-, two-, or three-digit code, dialed by the station user, which causes the ARS feature to automatically scan the digits and select a first choice completing route, when available, or subsequent route if the first choice route is not available. Access to route patterns can be arranged through separate access codes so that calls to the same point made by different groups of customer stations could be processed through different patterns. A separate common equipment and patterns and facilities will be required for each group of such stations.

- Facility

Individual WATS, Foreign Exchange, CCSA, and Non-senderized, Non-Tandem Tie Lines compatible with ARS and numbering consistent with the MTS Network. Tandem Tie Lines or Tandem Tie Line Groups may not be included as routes in patterns.

- Overflow

A distinctive tone (120 ipm busy signal) a call receives when all routes in a pattern are unavailable.

- Pattern

A group of routes arranged to be selected in sequence, specified by the subscriber, with a maximum of 10 routes in a pattern. The same pattern may be accessed by both the three- and six-digit translation.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.10 OPTIONAL SERVICE FEATURES

##### A.9. (Cont'd)

- Route

One or more facilities of the same type used to complete a ten-digit off-network call to a public network telephone number.

- Six-digit Translation

Provides screening of NPA codes and central office codes to determine proper call routing where calls are limited to specific central office designations within an NPA.

- Three-digit Translation

Provides screening of only Number Plan Area (NPA) codes to determine proper call routing.

#### 10. Call Park

The Call Park feature allows a station to hold one call against its own telephone number. The held call may then be retrieved from any station by first requesting a Call Park retrieve and then dialing the telephone number against which the call is held. Once a call has been parked against a telephone number, the user is free to originate and receive calls on that number. The Call Park feature is available only in the DMS 100 central office.

#### 11. Call Forwarding

The Call Forwarding and Call Waiting features are not permitted on the same line. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

- Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The number to which calls are transferred is specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

NOTICE

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## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.10 OPTIONAL SERVICE FEATURES

##### A.11. (Cont'd)

- Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

- Over Private Facilities

A Centrex line may establish the automatic routing of incoming calls to a specific dedicated facility which is terminated in that line user's system. The term Private Facility applies to WATS and Tie Lines arranged for senderized operation, and the local and toll message network. A recorded announcement is furnished to inform the caller that the call is being forwarded.

- Variable

Provides for the automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant. The attendant or station user may establish the transfer by dialing a code. The quality of transmission for calls utilizing this feature may vary depending on the distance and routing involved.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

12. Call Pickup

Permits a station user of a designated pick up group to answer a call directed to another station in the group by dialing a code.

13. Call Rejection

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

14. Call Transfer

• Call Transfer - Individual All Calls

Allows a station to transfer any call to another station in the system without the aid of an attendant. Also allows a station to hold any call, originate a call to another station inside or outside the system for consultation and add-on to the call for a three-party conference. One person on the final connection must still be within the system.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

15. Call Waiting

The Call Waiting and Call Forwarding features are not permitted on the same line.

- Originating

Permits a station user originating a call to direct a call waiting tone toward a busy called station within the same system, whether or not the called station is equipped for Call Waiting service.

- Terminating

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

- Terminating Intragroup

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that either an incoming call or an Intercom call is waiting. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

16. Conference Calling

The quality of transmission for calls utilizing this feature may vary depending on the distance and the routing involved.

- Attendant Dial Controlled

Establishes and controls a conference connection at the attendant's position. Up to five conferees plus the attendant may be connected.

- Station Dial Controlled

Establishes and controls a conference connection by the station user. Up to five conferees plus the originating station may be connected.

17. Custom Restriction

Allows a station line to be optioned so that calls may be initiated and received only from within the system.

18. Data Call Protection

The Data Call Protection feature allows a customer to have the No. Double-Connect option assigned to individual lines within a customer group. This option protects the data calls from interruption. When this option is assigned to a line, connection of test or busy verification circuits to the line will not be allowed while the line is busy. The Data Call Protection feature is available only in the DMS 100 central office.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

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

**19. Data Set Interface**

The Data Set Interface enables data units to be used in conjunction with the DMS 100 switch. This interface requires the use of a unique data "card" in the central office. The Company warrants that the Data Set Interface will function satisfactorily, provided the service loop is no longer than 1.5 airline miles or 8,000 cable feet from the serving central office. The Data Set Interface is available only in the DMS 100 central office.

**20. Deny Terminating**

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

**21. Deny Terminating - Semi-Restricted**

Same as Deny Terminating except allows the attendant to transfer a call from the outside to the restricted station line.

**22. Dial Call Waiting**

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

**23. Dial 9 Restriction**

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

**24. Direct Dialing/Originating, Terminating**

- Originating allows a station user the capability of Direct-Outward-Dial calls to the exchange or toll network on a "dial 9" basis.
- Terminating allows an incoming call from the exchange or toll network to reach a specific station line without attendant assistance.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

25. Directed Call Pickup

Permits any station, by dialing a code, to pick up a call directed toward another station, provided the call telephone permits call pickup.

- Barge-In

Permits the dialing of a code from any station to pick up a call which has been answered or is ringing at another telephone, provided the called telephone permits dial pickup. If the called station has been answered, a Three Way call is established.

- Non Barge-In

Eliminates the establishment of the Three Way call. Busy tone is provided if the called station has been answered.

26. Distinctive Ringing/Call Waiting Tone

Allows the customer to distinguish between incoming and Intercom calls by providing distinctive ringing patterns. Station lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and Intercom calls which are waiting.

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

- Type A - Intra-system
- Type B - DID, Attendant completed, Tie Lines

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

27. Electronic Set Service

Electronic Set Service permits the use of special electronic telephone sets with the DMS 100 digital switch. This service utilizes a unique line "card" to provide communications control for the electronic telephone sets. Each electronic set must have a primary directory number associated with it. The Company will provide service to electronic telephone sets up to a route limit of 1.5 airline miles or 8,000 cable feet from the serving central office. The Electronic Set Service is available only in the DMS 100 central office.

- Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic set is called a Multiple Appearance Directory Number (MADN), and may appear on up to 32 separate sets. A maximum of 30 parties are permitted on a single MADN call.

- Private Business Number (PBN)

A Private Business Number (PBN) allows the appearance of a "Plain Old Telephone Number (POTS)" as one of the directory numbers on an electronic set. The PBN may not be the primary directory number, nor may it be a number of a MADN group.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

28. Electronic Tandem Switching (ETS)

Provides specialized routing and recording of calls over a private tie line network.

a. Deluxe Queuing

Deluxe Queuing permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use. Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone. Two queuing arrangements are available:

(1) Off-hook Queue

When a call cannot be completed over the first choice route, the calling station remains off-hook and is held in queue until a facility becomes available.

(2) Ring-back Queue

When a call cannot be completed over the first choice route, the calling station goes on-hook and is called back when a facility becomes available.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A.28. (Cont'd)

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

SMDR-P provides a record, on compatible equipment located at the customer's premises, of calls originating from within the system to locations outside the same system. Facility groups may also be designated as requiring originating and/or terminating records.

(1) Account Codes

Account Codes are an SMDR-P option which permits a station user to dial a series of digits (code) which will appear in the SMDR-P record for that particular call. The Account Code can be used by the customer for account or project identification. Adding an Account Code to a call, where arrangements have been made to provide this capability, is at the discretion of the station user. Each customer's Account Codes must contain the same number of digits, not to exceed eight, and must not conflict with on-network code assignments.

29. Facility Terminations

Allows the subscriber to connect dial-type Tie Lines, Private Lines, Private Switched Network Access Lines, Other Common Carrier (OCC) private communication services or similar services, from the Centrex-type switching equipment to another PBX, Centrex-type system, or similar system. Similar system is construed to mean any multifunctional system or hybrid key system classified as multifunctional, in addition to any PBX or Centrex-type system, including: Automatic Call Distributing Systems, adjunct switching systems, facility concentrators, etc. The system may be Company provided, customer provided, or OCC provided and may be located on either the same or different premises as the Centrex-type system. Private line is construed to mean any intrastate (intraexchange, interexchange, etc.) or interstate service that directly connects the Centrex-type service to another PBX, Centrex-type system, or private network switch or similar system. In addition, these circuits may be used as miscellaneous equipment terminations.

**NOTICE**

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

### **109.1 DIAL SWITCHING SYSTEMS**

#### **109.1.10 OPTIONAL SERVICE FEATURES**

##### A.29. (Cont'd)

- Autovon Dial Access Line

This equipment is used for the termination of military Autovon circuits.

- Basic Private Line Termination

This termination provides connection for a category of private lines that includes but is not limited to one-way (in or out) dial tie lines, two-way dial tie lines, dial repeating tie lines, tandem tie lines, private switched network access lines, Enhanced Private Switched Communication Service release link trunks and OCC services. This termination is used for connection to services that operate on a cut-through, call-originating basis.

- Basic Senderized Private Line Termination

This termination is used for connection to Company provided dial private line (or similar) services or OCC provided services that operate on a senderized call originating basis.

- Digital Facility Interface

This termination provides a digital interface for a high capacity (1.544 mb/s) facility which terminates on a customer's Centrex-type system. The hi-cap facility can be used to connect a Centrex-type system to a Centrex-type system, a Centrex-type system to a PBX/Key System, or a Centrex-type system to an Interexchange Carrier. Tandem capability is available only where facilities and operating conditions permit. This service is not provided on D4 Channel Banks.

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

### **109.1 DIAL SWITCHING SYSTEMS**

#### **109.1.10 OPTIONAL SERVICE FEATURES**

##### A.29. (Cont'd)

- Miscellaneous Trunk Termination

This termination is used for the terminations of Foreign Exchange lines, Wide Area Telephone Service lines, code call systems, dictation terminals and loudspeaker paging systems.

- Network Access Trunk

This trunk is used to connect a Centrex-type system to another switched services vehicle and to provide Centrex-type Custom Calling features.

- Toll Access Trunk

Provides manual access to toll operators. This service prohibits Dial 9 Access.

#### 30. Group Intercom

The Group Intercom (GIC) feature enables a customer to terminate, using abbreviated dialing, on a member of a predesignated group. An Intercom Group can have a maximum size of 10 members, 100 members, 1,000 members or 10,000 members. The GIC group size governs the number of digits in the dialing plan. The Group Intercom feature is available only in the DMS 100 central office.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

31. Intercept and Telephone Number Reuse

Allows the system to disconnect individual lines and provide various forms of intercept for them. These include:

- Attendant Intercept

Provides Intercept Service to the attendant.

- Machine Intercept - Common Announcement

Provides Intercept Service to a common announcement.

- Machine Intercept - Dedicated Announcement

Provides Intercept Service to a dedicated announcement.

- Selected Line to Attendant

Provides Intercept Service to the attendant. Only available on a 51A Data Link Console.

- Selected Number to Subscriber Premises

This option uses the disconnected telephone number as a DID number which is outpulsed to the subscriber's premises and provides one-way intercom calling.

- Selected Number to Terminal

Establishes a Multiline Hunt Group (MLHG) with a variable amount of lines terminating on the subscriber's premises. Once the MLHG is established, any disconnected number may be routed to the terminals of the MLHG.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

32. Intercom Dialing

- *CENTRAFLEX* 2, 3, 4, *CENTRON*, Centrex, and Group Use

A user can dial other lines on the system on a two-digit, three-digit, or four-digit basis. A customer utilizing a measured type of line will not be billed a measured rate for Intercom calls originating within the system.

33. Last Call Return

This feature allows a business customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the calling party's number is blocked, by the calling party, the service will not return the call. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

**NOTICE**

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

### **109.1 DIAL SWITCHING SYSTEMS**

#### **109.1.10 OPTIONAL SERVICE FEATURES**

##### A. Features Description (Cont'd)

#### 34. Message Waiting Interface

The Message Waiting feature allows internal or external calls to be automatically routed to a predetermined location (e.g. a message center) if the call is not answered at the original destination. The called station can be provided with an audible (stutter dial tone) or visual indication that a message is waiting, and can retrieve messages by directly accessing the predetermined message collection location. The Message Waiting feature is available only in the DMS 100 central office.

- Message Queuing

If a message desk concept is not employed, a message queuing capability may be used to indicate to a station that another station has attempted to contact it. When alerted that a message is waiting, the terminating station user can dial a "call request" code to automatically ring back the originating caller.

#### 35. Multiple Position Hunt

Provides a loop hunting arrangement that provides the ability to distribute calls over a group of up to 16 loops of console positions, each of which can handle up to six types of calls. Incoming calls are routed only to idle positions with an idle loop for that call type. This feature provides ringing on queue only. Calls cannot be transferred to a Recorded Announcement or Silence on Hold. One Queue Slot per Foreign Exchange line is required.

#### 36. Multiple Systems

Allows various systems to be selectively connected together for purposes of abbreviated dialing between systems (number range coordination is required) and joint facility access (Joint User considerations apply). When so connected, separate bills will still be rendered to the individual customers-specified lead telephone number.

**NOTICE**

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.10 OPTIONAL SERVICE FEATURES

A. Features Description (Cont'd)

37. Reminder Ring

Provides for a distinctive ringing signal to be furnished to a Call Forwarding - Variable or Call Forwarding Over Private Facilities equipped main station line at the time a call is forwarded.

38. Simplified Message Desk Interface (SMDI)

Provides information regarding the nature of an incoming call to a Message Desk location via a data link between the central office and the customer's premises-located message desk terminal equipment. Call information forwarded to the Message Desk location includes the identity of the station from which the call was forwarded (if the call is intraoffice), the originating caller's telephone number, and whether the call was forwarded because the called number was busy or not answered. SMDI is for use with voice messaging service only.

Nonpublished information may be provided in conformance with a non-disclosure agreement prohibiting the display, storage, or disclosure of non-published information relating to calling numbers outside a customer's Centrex-type system. The non-disclosure agreement will be signed annually.

39. Single Digit Feature Access Code

Allows access to certain line features by pressing a single digit on a touch-tone dial. Attendant service will be required with this feature. Dialing Digits are assigned to specific functions as follows:

DIGIT	FUNCTION	DIGIT	FUNCTION
1	Call Hold	9	Message Network Calling
2	Call Pickup	0	Attendant
7	Intercom Calling	*	Call Forwarding-Deactivate
8	Network Calling	#	Call Forwarding-Activate

(The remaining Digits are optionally assignable.)

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

40. Source Billing of Attendant Calls

This feature allows the attendant's billing directory number to be replaced with the source party's billing directory number in all automatic message accounting records which result from a Centrex attendant extending a call. This change in billing directory number occurs only if the source party belongs to the same system as the attendant. It will not occur if the source party completes the dialing after the attendant selects the trunk facility on outgoing calls.

41. Speed Calling

A maximum of 127 lines can be equipped for Speed Calling per common block.

- Basic

An arrangement which allows the attendant or station user to originate calls by dialing abbreviated codes which have been assigned to frequently called numbers. Changes, additions, or deletions to the line must be made by the Company. Available in six- and thirty-code list sizes. Speed Calling - Basic is not available to new subscribers. Centrex systems may be equipped for either Basic or Enhanced Speed Calling, but not in combination.

- Speed Calling - Enhanced (Customer Changeable)

An arrangement which allows the attendant or station user to originate calls by dialing abbreviated codes which have been assigned to frequently called numbers. The customer may change a speed calling list by dialing an access code. Customers may share speed call lists, but only the first line (maximum 127 lines per common block) using the list has the ability to change it. Available in six- and thirty-code list sizes. Centrex systems may be equipped for either basic or enhanced Speed Calling, but not in combination.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

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

**42. Split Service**

Permits segregation of station lines for a customer into separate groups (maximum of 25 per system) thereby enabling each group to have a different set of common features. This service can also be used to provide additional Night Numbers and Console Groups.

**43. Station Call Through Test**

Allows the customer to access senderized two-way tie lines, two-way Foreign Exchange lines, one-way outgoing trunks, two-way automatic trunks and non-senderized two-way tie lines, and verify the correct operation of these facilities by making a test call from a Centrex telephone set. A touch-tone telephone set and Attendant Access Line must be provided in conjunction with Station Call Through Test.

**44. Station Message Detail Recording - Basic (SMDR-B)**

An arrangement to provide a record by station number of originating intercity calls. Station message details include the calling station number, called number, date, time-of-day, length of call and the type of facility used. For calls placed on Message Toll Service (MTS) facilities, the charge incurred is included. Station message details may be provided on calls placed over WATS, CCSA, and MTS facilities, but will not include Intercom calls or tie line calls originated by station users. If the customer has ARS Service, SMDR-B can also provide details on FX and FGA facilities for those calls routed through ARS. Station message details will be provided on magnetic tape.

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

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

45. Station Toll Billing

Each Centrex-type line will receive a billing record of all toll calls.

46. Three Way Calling

The station user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the station user may choose to add on the previously held call into a three way conference. The quality of transmission may vary when calls are forwarded or connected via Three Way Calling depending on the distance and routing involved.

47. Toll Restriction

This feature prevents toll calls from being placed over a Centrex station line. Callers will hear a busy tone, all trunks busy tone or any other distinct signal that will indicate that the call cannot be completed.

48. Toll Restriction Enhanced

This feature prevents toll calls from being placed over a Centrex station line when dialing 9+1, but allows calls when 9+0 is dialed.

49. Touch-Tone

Touch-tone signaling is included as part of the Centrex-type line. Although telephone sets not equipped with tone signaling may terminate in the system, no guarantee of feature capability will be made in respect to those sets. Touch-tone provides access codes for features using \* and # buttons.

50. Trunk Answer Any Station

Will allow any line in the trunk answer group to be picked up by any other line of the system.

**NOTICE**

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## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.10 OPTIONAL SERVICE FEATURES

##### A. Features Description (Cont'd)

#### 51. Uniform Call Distribution

Provides a hunting arrangement which evenly distributes incoming calls to answering positions. Optional features available on a UCD system are:

- Centrex-type Optional Features

The optional features of Speed Calling, and Call Pickup and Hold are available on UCD station lines. If the UCD is equipped, each station line in the UCD system must be so equipped.

- Delay Announcements

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

- Make Busy

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

- Queuing

The capability of having incoming calls waiting in queue slots until a station is available to take the call. A visual or audible indication is available to alert the customer of the amount of time a call has been waiting in a queue slot. This is available through the Calls Waiting Indication per Unique Timing State is preselected by the customer in timing states set up on waiting period divisible by six seconds.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

A. Features Description (Cont'd)

52. 800 Service

- Call Transfer

Allows Call Transfer capability on InWATS Service. Series Hunting is for six InWATS or less. Multiline Hunting is for seven or more. Call Transfer must be assigned to the line prior to application of any other optional calling feature.

- Optional Features

Also available on 800 Service are: Call Pickup and Hold, Dial Call Waiting, Call Waiting, Call Forwarding-Variable, Call Forwarding-Don't Answer, and Enhanced Speed Calling.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES (Cont'd)**

B. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Call Forwarding			
a. Call Forwarding - Don't Answer, Fixed, each station line equipped[1]			
• Calls incoming to the system	E9GNC	\$ 6.75	\$2.45
• Calls incoming to and originating in the system	E9GUR	5.75	1.25
b. Call Forwarding - Don't Answer, Customer Programmable, each station line equipped[2]			
• To a preset (fixed) call forward number			
- Calls incoming to the system	EFD	25.00	3.45
- Calls incoming to and originating in the system	EF3	25.00	2.25

[1] Available on CS4 and *CENTRON* under Tapered Rates, see D.

[2] Presently only available in 5ESS central offices with the appropriate BRCS package.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 109**  
Original Sheet 67

**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.1.b. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
<ul style="list-style-type: none"> <li>• To a customer programmable (variable) call forward number[1]                             <ul style="list-style-type: none"> <li>- Calls incoming to the system</li> <li>- Calls incoming to and originating in the system</li> </ul> </li> </ul>	EFK	\$20.00	\$3.45
	EF8	20.00	2.25
c. Call Forwarding-Busy Line, fixed, each station line equipped			
<ul style="list-style-type: none"> <li>• Calls incoming to the system                             <ul style="list-style-type: none"> <li>- Centrex, Group Use</li> <li>- CS3, CS4, <i>CENTRON</i></li> <li>- CS2</li> </ul> </li> <li>• Calls incoming to and originating in the system                             <ul style="list-style-type: none"> <li>- Centrex, Group Use[2]</li> <li>- CS3</li> <li>- CS2</li> </ul> </li> </ul>	E6GNC	5.25	0.20
	E6GNC	5.25	0.20
	E5E	11.00	2.00
	E6GUR	4.25	0.10
	E6GUR	4.25	0.10
	E5EUR	11.00	2.00

[1] Presently only available in 5ESS central offices with the appropriate BRCS package.

[2] Available on CS4 and *CENTRON* under Tapered Rates, see D.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.1. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
d. Call Forwarding-Busy Line, Customer Programmable[1]			
• To a preset (fixed) call forward number			
- Calls incoming to and originating in the system			
- Centrex, Group Use, CS3, <i>CENTRON</i>	EKY	\$25.00	\$1.10
- CS2	GJY	25.00	2.00
• To a customer programmable (variable) call forward number[1]			
- Calls incoming to and originating in the system			
- Centrex, Group Use, CS3, <i>CENTRON</i>	EEP	25.00	1.10
- CS2	GJP	25.00	2.00

[1] Presently only available in 5ESS central offices with the appropriate software package.

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**Qwest Corporation**

Catalog No. 3

Washington

**SECTION 109**

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.1. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
e. Call Forwarding-Variable, each station line equipped[1]			
• Centrex, Group Use	EAT	\$ 4.25	\$ 1.25
• CS2, CS3	EAT	4.25	1.05
f. Call Forwarding Over Private Facilities[2]			
• Common equipment, per system equipped	EAY	100.00	100.00
- Service Establishment Charge[3]	NRO	400.00	—
• Each station line equipped	EAP	5.10	4.50

[1] Available on CS4 and *CENTRON* under Tapered Rates, see D.

[2] Not available with Group Use, CS2, CS3, CS4, *CENTRON*.

[3] The Service Establishment Charge is applicable on a one-time basis in addition to the common equipment nonrecurring charge.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. Call Waiting			
• Call Waiting - Originating, each station line equipped[1,2]	ESZ	\$3.25	\$2.15
• Call Waiting - Terminating, each station line equipped			
- Centrex, Group Use	ESX	3.25	2.15
- CS2, CS3, CS4, <i>CENTRON</i>	E6H	3.25	2.15
• Call Waiting - Terminating, Intragroup, each station line equipped[3]	E6N	3.25	2.15
• Dial Call Waiting, each station line equipped[1]	E6C	3.25	2.15

[1] Not available with Group Use.

[2] Available on CS4 and *CENTRON* under Tapered Rates, see D.

[3] Not available with CS2, CS3, CS4, *CENTRON*.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
3. Call Transfer			
• Call Transfer - Individual, all station lines in the system[1]	E6F	—	\$0.85
• Call Transfer - Individual - all Calls (with Call Transfer - Individual), all station lines in the system[2]	E2H, E2HMC	\$ 3.25	0.25
• 800 Service Call Transfer[3]			
- Series, per station line equipped	EE8	20.00	2.00
- Multiline, per station line equipped	YYO	20.00	1.75

[1] Centrex only.

[2] Centrex and Group Use.

[3] Not available on Group Use.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
4. Automatic Call Back[1]			
• Common Equipment, per system	ACY	\$ 40.00	\$34.00
- Service Establishment Charge[2]	NRO	440.00	—
• Per station line equipped			
- Centrex	SAK	6.95	0.80
- CS2, CS3, CS4, <i>CENTRON</i>	SAK	2.20	0.80

[1] Not available with Group Use.

[2] The Service Establishment Charge is applicable on a one-time basis in addition to the common equipment nonrecurring charge.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
5. Speed Calling - Basic[1,2]			
• Six code capacity, each station line or attendant position arranged	EST	\$3.25	\$1.75
• Thirty code capacity, each station line or attendant position arranged	ESF	3.25	2.50
• Changes, additions or deletions of one or more numbers of the Speed Calling list on the same order, each order	N/A	5.00	–

[1] Not available with CS2, CS3, CS4, *CENTRON*.

[2] Speed Calling - Basic is available only to subscribers having such service at a location prior to December 11, 1981.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
6. Speed Calling - Enhanced			
• Six Code individual list[1]			
- Six Code list, per list[2]			
- Centrex	ESHC6	\$3.25	\$1.75
- CS2, CS3	EST1L	3.25	2.75
- Line using Six Code list, per line			
- Centrex	EST1L	3.25	1.00

[1] Not available with Group Use.

[2] Available on CS4 and *CENTRON* under Tapered Rates, see D.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B.6. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Thirty code group list[1]			
- Thirty code list, per list			
- Centrex only	ESHC3	\$3.25	\$3.00
- First line using the thirty code list, per line			
- Centrex	ESF1L	3.25	2.00
- CS2, CS3[2]	ESF1L	3.25	5.00
- Each additional line using the thirty code list, per line[2]	ESFAL	3.25	1.00

[1] Not available with Group Use.

[2] Available on CS4 and *CENTRON* under Tapered Rates, see D.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
7. Distinctive Ringing and Call Waiting Tone[1]			
• Common equipment for either or both Class B and C ringing/tone, per system	DRR	\$ 50.00	\$30.00
- Service Establishment Charge[2]	NRO	125.00	—
• Class B ringing/tone, per main station line equipped	BRT	3.25	1.25

[1] Not available with Group Use.

[2] The Service Establishment Charge is applicable on a one-time basis in addition to the common equipment nonrecurring charge.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
8. Call Pickup[1]			
• Basic, per line[2]	E3P	\$ 3.25	\$1.00
• Directed - Barge In, per line	DPG	3.25	1.00
• Directed - Non-Barge In, per line	E6D	3.25	1.00
9. Call Pickup and Call Hold[3]			
• Call Hold, per line			
- Centrex only	EAB	3.25	0.25
• Call Pickup and Call Hold, per line	EPH	4.25	1.25
10. Dial 9 Restriction, per line[4]	ETB	15.00	1.15
11. Custom Restriction, per line[4]	ERSFC	9.50	1.15

[1] Not available with Group Use.

[2] Available on CS4 and *CENTRON* under Tapered Rates, see D.

[3] Not available with CS2, CS3, CS4, *CENTRON*.

[4] Not available with Centrex, Group Use.

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B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
12. Deny Terminating, per line[1]	ERSDO	\$ 9.50	\$1.15
13. Toll Restriction, per line[2]	RJL	12.25	0.40
14. Toll Restriction Enhanced	TR9	12.25	0.40
15. Automatic Call Transfer, each listed directory number[3]	BGMFL	20.00	2.50
16. Reminder Ring[4]			
• Furnished on Centrex with the initial installation of Call Forwarding - Variable or Call Forwarding Over Private Facilities	N/A	—	—
• Furnished on Centrex subsequent to the initial installation of such optional service feature, per station line equipped	NRO	1.00	—

[1] Not available with Group Use.

[2] Not available with CS2, CS3, CS4, *CENTRON*.

[3] Not available with Centrex, Group Use.

[4] Not available with CS2, CS3, CS4, *CENTRON*, Group Use.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
17. Data Set Interface, each line[1,2]	RDDX1	\$80.00	\$2.00
18. Electronic Set Service[1]			
• Primary Directory Number, each	RXXR1	[3]	[3]
• Electronic Set Interface, each	NEB	5.70	1.00
• Electronic Set button programming, per button[4]	B28	5.00	—
• Multiple Appearance of a Directory Number, each	MA6	7.00	1.00
• Private Business Number, each	DR6	5.00	1.00
• Adjunct Module, per module	ADY	15.00	0.25

[1] Not available with Group Use.

[2] In addition, a standard access line is required.

[3] Assumes line rate from associated class of service.

[4] Button programming charge is applicable to both primary and extension electronic sets.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
19. Message Waiting Interface[1]			
• Message Waiting - Audible Notification, per line	AWS	\$18.00	\$1.00
• Message Waiting - Visual Notification, per line	P2C	27.00	2.50
20. Call Park[1,2]			
• Call Park, per line	CP9	6.35	0.75
• Change Call Park Recall Time-Out Timer	NRO	6.35	—
21. Automatic Line, each[1, 3]	DOK	9.35	0.50
22. Data Call Protection, each line assigned[1]	C3W	7.60	1.25
23. Group Intercom, per line[1]	DXHPG	9.50	2.10

[1] Not available with Group Use.

[2] Three Way Calling/Call Transfer must be assigned to the station in order to activate the Call Park store function.

[3] In addition, a standard access line is required.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
24. Automatic Route Selection - Basic[1]			
• Common equipment, per system	ART	\$1,000.00	\$125.00
• Each facility terminated in patterns[2]	AR5	4.75	4.00
• Route Selection Patterns with 3 digit translation			
- With final route to Message Toll Service Network, each pattern	AR9	100.00	10.00
- With final route to overflow tone, each pattern	ARG	100.00	40.00
• Route Selection Patterns with 6 digit translation			
- With final route to Message Toll Service Network, each pattern	ARH	500.00	20.00

[1] Not available with Group Use.

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

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.24. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Additions and Changes[1]		
- Changes in existing patterns, each pattern		
- First change on an order	NRO	\$50.00
- Each additional change on the same order	NRO	2.00
- Changes in 3 or 6 digit translation codes, each		
- First change on an order	NRO	50.00
- Each additional change on the same order	NRO	2.00

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

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
25. Facility Termination			
• Basic Private Line Termination, per trunk	BP1	\$48.00	\$70.00
• Basic Senderized Private Line Termination, per trunk	BP2	48.00	75.00
• Miscellaneous Trunk Termination, per trunk[1]			
- Paging	EWJ	48.00	70.00
- FX	TCR	48.00	70.00
• Network Access trunk, per trunk			
- CS2, CS3, CS4, <i>CENTRON</i>	TCP	48.00	51.60
- Centrex, Group Use	TCP	48.00	51.60

[1] For customers with Paging units located on the customer's premises, an additional 2001 channel circuit, from the Private Line Transport Services Catalog, is required.

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B.25. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Toll Access Trunk[1]	T86	\$ 48.00	—
• Autovon Access Line			
- With multi-level precedence or preemption capabilities, each	DKB	48.00	\$ 70.00
- Without multi-level precedence or preemption capabilities, each	DKC	48.00	70.00
• Digital Facility Interface[2]			
- Common Equipment, one required per 24 circuit connections	D1E1X	600.00	220.00
- Circuit Connections, each circuit			
- Centrex-type to Centrex-type	M5P	16.00	21.00
- Centrex-type to PBX/Key system	M62	16.00	21.00
- Centrex-type to Interexchange Carrier	M63	16.00	21.00

[1] Not available with Centrex, Group Use.

[2] The rates and charges for the Digital Facility Interface are in addition to the rates and charges applicable for the appropriate high capacity facility.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
26. Multiple System Features[1]			
• Interblock Abbreviated Dialing for each system arranged to be reached with abbreviated dialing	EBS	\$15.00	\$10.00

27. Intercept and Telephone Number Reuse[2]

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

a. Attendant Intercept[3]

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

b. Machine Intercept - Common Announcement[3]

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

[1] Not available with Centrex, Group Use.

[2] Not available with Group Use.

[3] For options a., b., or c., only one option can be used per customer.



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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.27. (Cont'd)

c. Machine Intercept - Dedicated Announcement[1]

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• One announcement channel and one announcement trunk	LA2MC	\$220.00	\$100.00
• Additional trunk			
- Centrex	LA2MA, FCG1	— 16.75	12.00 —
- CS2, CS3, CS4, <i>CENTRON</i>	LA2MA, FCG1	— 12.00	12.00 —
• Subsequent trunk additions to existing machine dedicated announcements			
- First trunk	LA2MA, NCG1	— 55.00	12.00 —
- Additional trunk			
- Centrex	LA2MA, NCGS	— 16.75	12.00 —
- CS2, CS3, CS4, <i>CENTRON</i>	LA2MA, NCGS	— 12.00	12.00 —

[1] For options a., b. or c., only one option can be used per customer.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B.27. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
d. Selected Line to Attendant[1]			
• Intercepted Centrex Line, each	LA2SW	\$20.00	\$1.00
e. Selected Number to Terminal			

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

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

[1] This option can only be used in conjunction with Intercept option b. or c. In addition, it is only available on a 51A Data Link Console.

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**109.1.10 OPTIONAL SERVICE FEATURES**

B.27. (Cont'd)

f. Selected Number to Customer Premises

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

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

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**109.1.10 OPTIONAL SERVICE FEATURES**

B.27. (Cont'd)

g. Intercept Rearrangements For Centrex

	<b>NONRECURRING CHARGE</b>
• Dedicated Machine to Common Machine	\$220.00
• Dedicated Machine to Attendant[1]	225.00
• Common Machine to Dedicated Machine	
- First trunk	230.00
- Each additional trunk	10.00
• Common Machine to Attendant[1]	45.00
• Attendant to Dedicated Machine[1]	
- First trunk	240.00
- Each additional trunk	12.00
• Attendant to Common Machine[1]	45.00
• Dedicated Machine to Selected Line Intercept, going to common announcement[1]	20.00
• Dedicated Machine to Selected Line Intercept, going to common announcement[1]	230.00
• Change Dedicated Machine Intercept Announcement Recording[1]	100.00

[1] Centrex only.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
28. Multiple Position Hunt[1]			
• Each Console	MP7	\$ 100.00	\$ 15.00
• Each Loop	MP8	20.00	1.00
• Each Queue Slot	MP9	50.00	15.00
29. Trunk Answer any Station, per line in TAAS Group[2]	DMA	4.75	0.50
• Service Establishment Charge[3]	NRO	75.00	—
30. Station Message Detail Recording - Basic			
• Common equipment, per serving central office[1]	CMM	2,000.00	100.00
• Each private facility (WATS and Private Line) group in- cluded in the arrangement	CMW	100.00	10.00
• Tie Line	CMT	4.75	10.00

[1] Not available with Group Use.

[2] Not available with Centrex, Group Use.

[3] A Service Establishment Charge is applicable on a one-time basis in addition to the nonrecurring charge above.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.30. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Carrier access line	CMZ	\$4.75	\$10.00
• Each foreign exchange line	CMQ	4.75	5.00
• Message detail charges, each message[1]	N/A	—	0.02
• Directory Assistance Line Summary			
- Per account	NRO	[2]	—
- Per summary	N/A	—	0.02
• SMDR Service Establishment Charges			

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

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

[1] Special test tapes, program reruns, or program modifications requested by the subscriber will be provided only if facilities and operating conditions permit and at estimated costs.

[2] See Section 10, Supplemental Billing Service in this Catalog.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

31. Electronic Tandem Switching  
Features (ETS)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
a. Deluxe Queuing			
• Common equipment	QDC	\$ 820.00	\$110.00
• Ring-back queue slots, each	QDR	4.75	11.00
b. Station Message Detail Recording - Premises (SMDR-P)			
• Central office equipment			
- Common equipment, each	MDR	1,000.00	710.00
- Service Establishment Charge[1]	NRO	2,625.00	—
- Per facility terminated in ARS-D or UN/AAR patterns when the system is equipped for originating records, each[2]	MDX	7.25	5.35
- Per tie line facility equipped for terminating records, each	MDT	7.25	0.50

[1] The Service Establishment Charge is applicable on a one-time basis in addition to the common equipment nonrecurring charge.

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

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
32. Conference[1]			
• Attendant Dial Controlled Conference Trunk, per trunk			
- Centrex only	RKT	\$100.00	\$40.00
• Station Dial Controlled Conference Trunk, per trunk			
- Centrex only	EAN	100.00	40.00
• Station Line or Attendant Line with Access to Pooled Conference Trunks, per line			
- Centrex	RSE	3.25	—
- CS2, CS3, CS4, <i>CENTRON</i>	MDM	3.25	5.00

[1] Not available with Group Use.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
33. Uniform Call Distribution(UCD)			
a. UCD, per hunt group[1]	A6T	\$32.00	—
b. Each station line in the hunt group	A6V	8.75	\$ 0.40
c. Queuing[2]			
(1) Common equipment	A8A	85.00	6.00
(2) Each queue slot[3]	A83RA	4.75	10.00
(3) Line Additive for Incoming Call Queuing			
• Exchange Access Additive, per station line in queue	A6W	4.75	37.00
• Intercom Additive, per station line in queue	A6Y	4.75	23.00

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

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

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

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.33.c.(3) (Cont'd)

- In a UCD system equipped for queuing, charge for:
  - Station Line
  - Queuing arrangement for each station line
  - Line additive - Exchange access per station line in queue
  - Intercom additive per station line in queue
- If station line is restricted to intercom only, charge for:
  - Station Line
  - Queuing arrangement per station line
  - Line additive for incoming call queuing per station

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(4) Calls Waiting Indication, per Unique Timing State[1]	A66CE	\$85.00	\$4.30
d. Make Busy Arrangements[2]			
• Per group of station lines	A9A	85.00	1.70
• Per station line	A6G	85.00	1.70

[1] In addition, for each Unique Timing State, apply rates for a Type 1001 Intraexchange, half-duplex channel from the Private Line Transport Services Catalog. Limit of three (3) Unique Timing States per UCD System.

[2] In addition, apply rates for a Type 1001 Intraexchange, half-duplex channel from the Private Line Transport Services Catalog.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B.33. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
e. Delay Announcements[1]			
• Per Announcement Channel	A8GCE	\$ 85.00	\$50.00
• Per Announcement Access Trunk	A8GAT	19.75	9.80
• Per station line	A8GST	4.75	1.40
34. Single Digit Feature Access Plan[2]			
• Single Digit Feature Access, per Common Block	NRO	1,000.00	—

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

[2] Not available with Group Use.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
35. Split Service[1]			
• First common block	N/A	[2]	[2]
• Each additional common block (excluding common block required for dormitory service)	EBS	\$ 350.00	\$ 40.00
36. Simplified Message Desk Interface[3,4,5]			
• Common Equipment	AML	2,100.00	130.00
• Input/Output channel, each	ANZ	3.25	230.00
• Message Desk, each	AMLEX	3.25	0.60
• Per system line equipped	ANZEX	11.00	0.15

[1] Not available on CS2, CS3, CS4, *CENTRON*, Group Use.

[2] Included in Basic Centrex Service

[3] Not available on Group Use.

[4] The 1200 baud Private Line from the Private Line Transport Services Catalog, and a customer-provided message desk modem and terminal equipment hardware will also be required.

[5] An audible message waiting tone is available upon request at no additional charge.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
37. Centrex Attendant			
• Cordless, standard type (51A)			
- Central office data link equipment, each	EDD	\$2,115.00	\$265.00
• Central Office Equipment 50B Console			
- Attendant Access Line	N/A	[1]	[1]
- Circuit Group Busy Indication, common equipment, per circuit group[2]	EAX	65.00	9.00
• Attendant Call Through Test, per Centrex System equipped	TET	100.00	50.00

[1] See Section 109.1.16 of this Catalog.

[2] In addition, charges and rates apply as specified for a 1000 Series Control Channel from the Private Line Transport Services Catalog.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

B. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
38. <i>CENTRAFLEX</i> 2, 3 & 4 and <i>CENTRON</i> Attendant			
• Attendant Access Line	N/A	[1]	[1]
39. Group Use Attendant			
• Central office data link equipment, each	EDD	\$2,115.00	\$265.00
40. Digital Service			
• Attendant Set Interface			
- Attendant Interface	EDM	435.00	40.00
- Attendant console button programming charge	B28PC	6.00	–

[1] See Section 109.1.16 of this Catalog.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.10 OPTIONAL SERVICE FEATURES (Cont'd)

##### C. CENTRON Management System (CMS)

###### 1. Description

CMS is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry; the ability to move, add, delete and change features; the ability to move and change lines; and the generation of Basic Management Reports. CMS is available to customers with CENTRON, Centrex or Integrated Service Digital Network (ISDN) systems served by a 1AESS, 1ESS, DMS100 or 5ESS central office.

###### 2. Features

###### a. Standard

###### Inquiry

The ability to immediately access a data base to review the status of the lines and features of the customer's system.

###### Move, Add, Delete and Change

The ability to perform telephone number changes and to move, add delete or change most features of the system from customer-provided equipment located on the customer's premise.

###### Basic Management Reports

The ability to design and create management reports regarding the customer's system. These reports vary by switch type and may change with software updates.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

C. *CENTRON* Management System (CMS) (Cont'd)

3. Terms and Conditions

- a. The Company will furnish and maintain CMS software for use by the customer.
- b. The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal is Customer Premises Equipment (CPE), and therefore, will not be furnished by the Company. Also, an associated telephone line is required, which is in addition to the rates and charges for CMS.
- c. The customer can utilize inquiry anytime, 22 hours a day, seven days a week, from the CMS data base. Management Reports can be required anytime, 22 hours a day, seven days a week. The Company reserves all rights to take the CMS computer down for maintenance or software updates as required. When possible, this will be done during off-peak hours and customers will be warned in advance. Move, add, delete and change requests are processed once a day unless the customer subscribes to Priority Service.
- d. The Company will process change requests, accumulated in the CMS throughout the day, during off-peak load hours. These requests will be processed overnight or at a customer specified future date. All normal and emergency central office functions have priority over customer requested change requests. The Company assumes no responsibility for change requests delayed by such priority functions.
- e. If requested, the Company will provide the customer a list of features able to be managed by CMS at initial installation based on the serving wire center technology. The Company reserves the right to upgrade or change the provisioning methodology of CMS at any time. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

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**109.1.10 OPTIONAL SERVICE FEATURES**

C.3. (Cont'd)

- f. The Company establishes limits on the number of lines that can be equipped with a feature, depending on the quantity of features purchased. Information will be provided through CMS as to what these limits are. The customer may add, move delete or change features through CMS within such limits. Additions above the subscribed limits of CMS will not be processed.
- g. New connects and disconnects of lines are not permitted through CMS.
- h. The customer assumes full responsibility for those features managed by CMS. The Company will not maintain a record of which features are on each line, but only a total count of the number of features purchased. For maintenance purposes, the Company will rely on remote access to the customer's CMS data base. The customer's CMS operator must screen all end user trouble reports prior to reporting to the Company.
- i. Since CMS software allows the customer to move and change telephone numbers (commonly known as "number swaps") within their system, the customer will be responsible for labeling the demarcation point when number swaps occur. All maintenance calls to the Company which do not prove to be on the Company side of the demarcation point will result in the application of maintenance of service charges, regardless of whether the demarcation point is accurately labeled.
- j. The customer is not allowed to move or change telephone numbers extended outside of the central office serving the customer's system.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

C. *CENTRON* Management System (CMS) (Cont'd)

4. Rate Conditions

- a. Nonrecurring charges do not apply when the customer moves, adds, deletes or changes features through CMS, nor do they apply when the customer moves or changes lines through CMS.
- b. Customers managing features with CMS must purchase such features in incremental blocks of 10 each. The total number of blocks of features purchased will be indicated on the customer's bill. The total number of features purchased will be within the limit established in the CMS.
- c. Charges for features added through CMS carry the same recurring charge as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
- d. The charge per line for CMS applies to all lines of the system, even though some lines may be designated as not changeable.
- e. Initial training of the customer in the use of CMS is included at the time of initial installation.
- f. If CMS is removed, the nonrecurring charge per feature will apply to reestablish the association between lines and features in the customer's record.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

C. *CENTRON* Management System (CMS) (Cont'd)

5. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• System Provisioning			
- Inquiry; Move, Add, Delete and Change; Basic Management Reports, per line	MB5XL	—	\$0.75
• System Establishment			
- Initial	MB5XX	\$1,000.00	—
- Subsequent	MB5XX	1,000.00	—

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES (Cont'd)**

D. Optional Feature Tapered Rates - not available on CS2, CS3, Centrex and Group Use

1. Nonrecurring Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Speed Calling		
- Six code, per line equipped	EST1L	\$3.25
- Thirty code, per line equipped	ESF1L	3.25
- Each additional line equipped using list, per line equipped	ESFAL	3.25
• Call Forwarding		
- Busy Line equipped	E6GUR	4.25
- Don't Answer, per line equipped	E9GUR	5.75
- Variable, per line equipped	EAT	4.25
• Call Pickup, per line equipped	E3P	3.25
• Call Waiting - Originating, per line equipped	ESZ	3.25

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.10 OPTIONAL SERVICE FEATURES**

D. Optional Feature Tapered Rates - not available on CS2, CS3, Centrex and Group Use (Cont'd)

2. Monthly Rates

		<b>MONTHLY RATE[1]</b>			
	<b>USOC</b>	<b>FIRST 25 LINES EQUIPPED (1-25)</b>	<b>NEXT 50 LINES EQUIPPED (26-75)</b>	<b>NEXT 75 LINES EQUIPPED (76-150)</b>	<b>OVER 150 LINES EQUIPPED (151 &amp; OVER)</b>
• Speed Calling					
- Six code, per line equipped	EST1L	\$2.75	\$2.30	\$1.85	\$1.40
- Thirty code, per line equipped	ESF1L	5.00	4.20	3.40	2.50
- Each additional line equipped using list, per line equipped	ESFAL	1.00	0.85	0.70	0.50

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

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**109.1.10 OPTIONAL SERVICE FEATURES**

D.2. (Cont'd)

		<b>MONTHLY RATE[1]</b>			
	<b>USOC</b>	<b>FIRST 25 LINES EQUIPPED (1-25)</b>	<b>NEXT 50 LINES EQUIPPED (26-75)</b>	<b>NEXT 75 LINES EQUIPPED (76-150)</b>	<b>OVER 150 LINES EQUIPPED (151 &amp; OVER)</b>
• Call Forwarding					
- Busy Line, equipped	E6GUR	\$0.10	\$0.10	\$0.05	\$0.05
- Don't Answer, per line equipped	E9GUR	1.25	1.00	0.75	0.55
- Variable, per line equipped	EAT	1.05	0.85	0.70	0.60
• Call Pickup, per line equipped	E3P	1.00	0.85	0.70	0.50
• Call Waiting - Originating, per line equipped	ESZ	2.15	1.80	1.45	1.10

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

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.11 GROUP USE**

A. Description

1. GROUP USE SERVICE IS AVAILABLE ONLY TO SUBSCRIBERS HAVING SUCH SERVICE ORDERED OR INSTALLED AT A LOCATION PRIOR TO JUNE 10, 1977.
2. Group Use Service is an arrangement of service, where each member of the group individually subscribes to service, yet all share common services. All customers must:
  - a. Be primarily engaged in the public service activities of: Airports, Medical Complexes or governmental agencies.
  - b. Usually be located either on continuous property or contiguous geographical locations within a closed area.
  - c. Show a common interest.
3. The following features are included in the basic Group Use Service:
  - Dial intercommunicating between stations of a Group Use System
  - Direct outward dialing
  - Station line rotary hunting
  - Station line restriction
  - Touch-Tone Calling
  - Direct in-dialing to station lines
  - Station line identification of outward toll traffic
  - Detail billing of toll traffic by station line number
  - Machine intercepting of vacant terminals
  - Call Transfer-Individual to enable a station user to transfer incoming central office calls to another station line without the aid of an attendant

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.11 GROUP USE**

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

4. The following features are included in the basic Group Use Service:
  - a. Consultation Hold to enable a station user to place an incoming central office call on hold, dial another station line for private consultation and then return to the calling party.
  - b. Add-On to enable a station user to add another station line to an incoming central office call.
  - c. Trunk Answer From Any Station to enable station users to answer incoming trunk line calls during the absence of an attendant. Available when subscribing to attendant's equipment and may be provided when required with a service of 20 or more main station lines without attendant position where facilities and operating conditions permit.
5. The following selection of optional features are available to the Group Use customer:
  - Call Forwarding
  - Call Pickup and Hold
  - Call Transfer
  - Call Waiting
  - Conference Calling
  - Speed Calling
  - Termination of Lines and Trunks
  - Toll Restriction

**B. Terms and Conditions**

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.11 GROUP USE**

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

2. Group Use Service is offered as a complete service. The exchange access and intercommunication portion of the station line charges are not offered separately.
3. The definitions, terms and conditions applicable to Centrex station lines apply to Group Use Service station lines except as otherwise noted.

4. Classification of Station Lines

- a. Main station lines are those located on the premises of a customer, excluding restricted and extension station lines. Such lines may be located on premises of a different customer only if separate Exchange Service is also furnished at that location.

Each individual customer will have their main station lines priced starting with the rate for the "1st 10 station lines".

- b. Restricted lines are limited to connection with other Group Use Service lines of the system. These lines may be furnished on the premises of the same or different customers.
- c. Extension station lines are provided only on the same continuous property as the main station lines, except for extension station lines terminating on a Telephone Answering Service or Concentrator in the same central office district as the main station line.
- d. A Group Use Telephone Number is any telephone number which has been assigned to the Group Use system. Once this number has been assigned, it cannot be removed from the system for use in other classes of service such as Business Lines, PBX Trunks, or for routing to a Company Intercept Operator, unless the entire Group Use system is disconnected.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.11 GROUP USE**

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

**5. Subscriber "Location"**

- a. For the administration of this section, customer location means space occupied by the customer in a building or buildings located on the customer's continuous property.
  - b. Primary location means the customer's principle location. This is usually the location associated with the directory listing and where the attendant equipment is installed.
  - c. Secondary location means a customer location other than the primary location served by one or more station lines of the system. At each secondary location, main station lines are rated starting with the rate for the "1st 10 station lines".
6. The rates for main or restricted station lines cover lines within the central office district that include the customer's primary location. Where such lines are located in another central office district, or another Company exchange within the local service area, Transport Mileage Rates, from the Private Line Transport Services Catalog, also apply.

Group Use Service station lines terminating in a foreign exchange other than a Company exchange within the local service area of the customer's primary location will be provided at rates for foreign exchange lines or trunks as appropriate.

**C. Rates and Charges**

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

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.11 GROUP USE**

C. Rates and Charges (Cont'd)

2. Main Station Lines

a. Exchange Access Station Line Rate[1]

b. Intercommunication Station Line Rate

		<b>EACH STATION LINE PER MONTH[2]</b>					
	<b>USOC</b>	<b>FIRST 10</b>	<b>NEXT 15</b>	<b>NEXT 25</b>	<b>NEXT 50</b>	<b>NEXT 100</b>	<b>OVER 200</b>
• Station Line, each	NRX	\$14.30	\$14.10	\$13.45	\$12.20	\$7.50	\$7.10
				<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>	
3. Restricted station line, each[2]				RX5,RUV	—	\$ 7.15	
4. Extension station line, with or without a key, terminating on a TAS or Concentrator in the same central office district as the main station line, each				RXC	\$4.75	11.65	

[1] See 109.1.11 of this Catalog.

[2] A nonrecurring charge from Section 5 of this Catalog applies per station line.

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**109.1.11 GROUP USE**

C. Rates and Charges (Cont'd)

	<b>NONRECURRING CHARGE</b>
5. Miscellaneous Charges	
• Changes in System Code, per system	\$15.00
• Changes in Line Code, per line	15.00

**109.1.12 CENTRAFLEX SYSTEM 1**

*CENTRAFLEX* System 1 is grandfathered to existing business customers effective February 2, 1990. Service that is moved, changed or disconnected is no longer considered grandfathered.

A. Description

*CENTRAFLEX* System 1 (CS1) Service provides optional custom calling features to exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system. The CS1 is offered in two categories. The CS1-Six Pack provides a system of features on two to six central office lines. The CS1-Bell Pack provides a system of features on two to thirty central office lines. All lines of a system must be either CS1-Six Pack lines or CS1-Bell Pack lines. The lines cannot be mixed between Six Pack and Bell Pack systems.

CS1 is provided to business exchange access lines in the category of simple flat, complex flat and basic measured. A CS1 system may contain both residence and business lines; however, only one residence line is permitted, and a business line must be the first line on the system. Flat rate and measured-type lines may not be mixed on the same CS1 system.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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

B. Features Description

Call Forwarding

• Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The number to which calls are transferred is specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

• Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

• Variable

Provides for the automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant. The attendant or station user may establish the transfer by dialing a code. The quality of transmission for calls utilizing this feature may vary depending on the distance and routing involved.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.12 CENTRAFLEX SYSTEM 1**

B. Features Description (Cont'd)

Call Hold

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

Call Pickup

Permits a station user of a designated pick up group to answer a call directed to another station in the group by dialing a code.

Call Transfer - Individual All Calls

Allows a station to transfer any call to another station in the system without the aid of an attendant. Also allows a station to hold any call, originate a call to another station inside or outside the system for consultation and add-on to the call for a three-party conference. One person on the final connection must still be within the system.

Call Waiting - Terminating

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.13 CENTRON SERVICE**

*CENTRON* Service is no longer offered to new customers as of April 1, 1994.

*CENTRON* Service is not available to existing month to month customers after December 5, 1994. *CENTRON* Service is not available to existing customers with rate stability plan agreements after the last day of the existing term. Rate stabilized agreements cannot be renewed, modified or extended. At the time of expiration customers may convert to Centrex Plus or an alternative service.

A. Description

1. *CENTRON* Service is a business communications system which integrates individual business lines into a single "trunk-rated" communications system. All lines in the system have intercom calling capability and have controlled access to the general network, dependent upon the number of network access registers subscribed to. The *CENTRON* line provides basic service up to one mile from the central office. Lines terminated beyond this point will be charged an additional rate.
2. The minimum *CENTRON* size is 20 lines at each location. If any secondary location does not meet the 20 line minimum requirement, the Below Minimum Line rate shall apply in addition to the Basic Network and Intercom Access Line rate. (Lines include both *CENTRON* and ISDN lines that are part of the same system.)
3. The following features are included in the basic line rate:
  - Three-Way Calling
  - Attendant Call Transfer
  - Call Hold
  - DID/DOD
  - Intercom Dialing
  - Station Call Transfer - Internal
  - Station Call Transfer - Outside
  - Station Toll Billing
  - Touch-Tone

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

A. Description (Cont'd)

4. The following selection of optional line features are available to the *CENTRON* customer:
  - Automatic Call Back Calling
  - Automatic Call Transfer
  - Automatic Line
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Forwarding - Variable
  - Call Park
  - Call Pickup
  - Call Waiting - Originating
  - Call Waiting - Terminating
  - Conference Calling
  - Custom Restriction
  - Data Call Protection
  - Data Set Interface
  - Deny Terminating
  - Dial Call Waiting
  - Dial 9 Restriction
  - Electronic Set Service
  - Group Intercom
  - Message Waiting
  - Speed Calling

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

A. Description (Cont'd)

5. The following selection of optional group features are available to the *CENTRON* customer:

- Attendant Service
- Automatic Route Selection (ARS)
- Distinctive Ringing
- Electronic Tandem Switching (ETS)
- Facility Terminations
- Intercept
- Multiple Position Hunt
- Multiple Systems
- Simplified Message Desk Interface
- Single Digit Feature Access Code
- Station Message Detail Recording (SMDR)
- Trunk Answer Any Station
- Uniform Call Distribution (UCD)

B. Terms and Conditions

1. The Centrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Centrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Centrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

B. Terms and Conditions (Cont'd)

2. The customer may elect to subscribe to *CENTRON* Service on a month-to-month basis or under a Term Pricing Agreement for the intercom and features offered pursuant to the agreement which ensures exemption from Company-initiated rate increases for those services. The customer may choose a three-, four- or five-year agreement period. An agreement assures rate stability for the agreement period plus a 3% system discount. The discount is applicable to all *CENTRON* features and lines except the Network Access Register. In exchange for the Company's guarantee of stabilized rates, the customer must agree to remain in service for the entire agreement period. The Termination Liability/Waiver Policy, as set forth in the Exchange and Network Services Catalog, Section 2, applies to the Term Pricing Agreement. If the customer disconnects before the agreement period expires, a cancellation charge will apply as specified in the Termination Liability/Waiver, Section 2 of this Catalog.

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

3. Subscriber "Location"
  - a. Subscriber primary location is that customer location within the area of their current serving central office designated on the customer's billing record. Any subsequent changes to the primary location are subject to the conditions specified in this schedule.
  - b. Subscriber secondary location is a customer location other than the primary location served by one or more main station lines of the *CENTRON* system.
4. Intercom dialing is not available between *CENTRON* systems.
5. *CENTRON* standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in 5.4.3 of this Catalog: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.
6. The "Automatic Dial 9" central office feature is not available on *CENTRON* service.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

B. Terms and Conditions (Cont'd)

7. Mileage

The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.

- a. Feature Group A (FGA) cannot be used as a basic *CENTRON* access line. It can, however, be arranged for use as a Foreign Exchange (FX).
- b. A trunk from another exchange can be connected to the *CENTRON* system. It would be accessed by a 1XX code by the *CENTRON* user and by a seven digit telephone number in the originating exchange. The following charges would apply:
  - (1) Trunk charges from 5.1.4 of this Catalog, Foreign Exchange Service, or Section 6 of the Access Service Tariff, FGA, apply.
  - (2) Interexchange mileage charges apply as specified in 5.1.4 of this Catalog, Foreign Exchange Service, in addition to the FX charges above.
  - (3) For each FX or FGA terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FX or FGA on an outgoing call. If the FX or FGA is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge.
  - (4) If features are required on the line, additional feature charges apply.
- c. A *CENTRON* line with a telephone number access on the *CENTRON* system that terminates in a set in another exchange has the following charges.
  - (1) Line charges specified in 5.1.4 of this Catalog, Foreign Exchange Service, apply.
  - (2) Interexchange mileage charges apply from 5.1.4 of this Catalog, Foreign Exchange Service, apply in addition to the above.
  - (3) If features are required on the line, additional feature charges apply.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

B.7. (Cont'd)

d. A *CENTRON* line with telephone number access on the *CENTRON* system that terminates in a set in another central office in the same exchange has the following charges.

- (1) *CENTRON* Main Station line charges apply.
- (2) Transport mileage charges from the Private Line Transport Services Catalog apply, in addition to the above.
- (3) If features are required on the line, additional feature charges apply.

e. A *CENTRON* line with a telephone number access on the *CENTRON* system that terminates in a set in another LATA or in another State has the following charges:

- (1) Line charges as specified in the Private Line Transport Services Catalog or F.C.C. No. 1, apply.
- (2) Basic Private Line termination charges apply for each private line terminated.
- (3) If features are required on the line, additional feature charges apply.

C. Rates and Charges

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

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

C. Rates and Charges (Cont'd)

	USOC	NON-RECURRING CHARGE	REGULAR MONTHLY RATE	TERM PRICING AGREEMENT MONTHLY RATE
2. Common Equipment, per system	ELX	\$350.00	\$20.00	\$20.00
3. Converted Common Equipment (Conversion of a <i>CENTRAFLEX 2</i> , <i>CENTRAFLEX 3</i> , <i>CENTRAFLEX 4</i> , or Centrex System to <i>CENTRON</i> ), each	ELX	250.00	20.00	20.00
4. Network Access Register	N/A	[1]	[1]	[1]

[1] See 5.3.6 of this Catalog.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

C. Rates and Charges (Cont'd)

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
5. Main Station Lines				
a. Intercom Line				
• Basic Network Line terminated at customer's premises, including one mile transport, each[1,2]	EXM	\$48.00	\$23.50	\$5.00
• Extended Line terminated at customer's premises, including one mile transport, each	EC8	48.00	23.50	5.00
• Intercommunication Calling[3]	NCM	—	6.50	6.50

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

[2] A one time credit of \$1.26 for customers in service on June 2, 1990 will apply per line, per W.U.T.C. Order No. U-89-2698-F.

[3] Intercommunication Calling is required for Basic Network or Extended Line.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.13 CENTRON SERVICE**

C.5. (Cont'd)

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
b. Additional Transport, each additional 1/4 mile over one mile, each	1LXUR	—	\$6.00	\$6.00

6. Below Minimum Main Station Lines

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

	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>REGULAR MONTHLY RATE</b>	<b>TERM PRICING AGREEMENT MONTHLY RATE</b>
• Below Minimum Transport, per line	1DT	—	\$25.25	\$25.25

7. Miscellaneous Charges

	<b>NONRECURRING CHARGE</b>
• Changes in System Code, per system	\$15.00
• Changes in Line Code, per line	15.00

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.16 CENTREX PLUS SERVICE**

Effective September 1, 2004, Centrex Plus Service is grandfathered to current customers. Customers currently on month-to-month arrangements will need to migrate to another Qwest service by December 1, 2004. Customers whose contract term expires on or after September 1, 2004, but before December 30, 2008, will be allowed to extend their contract, as long as they do not extend beyond December 30, 2008. All existing contracts whose term expires after December 30, 2008, will be honored, however no contract extensions will be permitted.

A. Description

1. Centrex Plus Service is a business communications system that consists of Centrex Plus station lines served from the same central office switch in a wire center. All station lines must be assigned as a single system referred to as an individual customer group and billed as one system. Each station line is equipped with a common set of standard features as listed in B., following, and may also be equipped with optional features listed in C., following.

Centrex Plus station lines may have either non-restricted access to the public switched network (non-blocking) or restricted access (blocking) to the public switched network. Customers desiring restricted access must subscribe to Network Access Registers (NARS) as found in 5.3.6 of the Exchange and Network Services Catalog. Customers desiring nonrestricted access must subscribe to Centrex Plus usage charges as found in Section 9 of this Catalog.

A customer may have multiple service address locations served by one system however each service address will be treated as a separate and unique customer service address.

2. Centrex Plus standard features include the following features depending upon the technical availability of such feature in the serving central office switch:
  - Audible Message Waiting
  - Automatic Call Back
  - Call Forwarding - Busy Line
  - Call Forwarding - Don't Answer
  - Call Forwarding - Variable
  - Call Hold
  - Call Park
  - Call Pickup

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

A.2. (Cont'd)

- Call Waiting
    - Call Forwarding of Call Waiting Calls
    - Dial Originating
    - Originating
    - Terminating
    - Cancel Call Waiting
  - Call Waiting
    - Call Forwarding of Call Waiting Calls
    - Dial Originating
    - Originating
    - Terminating
    - Cancel Call Waiting
  - Conference Calling
  - Data Call Protection
  - Direct Inward Dialing
  - Direct Outward Dialing
  - Distinctive Ringing/Distinctive Call Waiting Tone
  - Executive Busy Override
  - Hunting
  - Individual Line Billing
  - Intercept
  - Intrasystem Calling
  - Last Number Redial
  - Line Restrictions
  - Make Set Busy
  - Network Speed Call
  - Outgoing Trunk Queuing
  - Speed Calling
  - Three-Way Calling/Consultation Hold/Call Transfer
  - Touch-Tone
  - Trunk Answer Any Station (Night Service)
3. Centrex Plus optional features include the following features depending upon the technical availability of such feature in the serving central office switch:
- Account Codes
  - Attendant Access Line Service
  - Attendant Set Interface[1]
  - Authorization Codes

[1] Available only from a DMS-100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

A.3. (Cont'd)

- Automatic Route Selection (ARS)
  - Facility Restriction Level[2]
  - Time of Day Control
  - Expensive Route Warning Tone
- Call Forwarding via Private Facilities
- Caller ID LIDB Listing
- Centrex Management System (CMS)
- Direct Inward System Access (DISA)[1]
- Electronic Set Service[1]
  - Auto Answer Back
  - Automatic Dial
  - Automatic Line
  - Business Set Call Forward Per Key
  - Business Set Inspect Key
  - Call Forward Reason Display
  - Direct Station/Busy Lamp Field
  - Display Called Number
  - Display Calling Number
  - Executive Message Waiting
  - Fast Transfer
  - Group Intercom
  - Group Intercom All Calls
  - Message Center
  - Message Waiting Set
  - Originating/Terminating Line Select
  - Privacy Release
  - Query Time
  - Station Camp-on
- Hot Line
- Loudspeaker Paging
- Message Waiting Visual
- Multiple Position Hunt
- Music on Hold[1]
- Music on Hold System[2]
- Remote Access
- Station Message Detail Recording
- Time of Day NCOS (Network Class of Service) Update[1]
- Time of Day Routing[1]
- Trunk Verification From Designated Station[1]
- Uniform Call Distribution

[1] Available only from a DMS-100 central office.

[2] Available only from a 5ESS central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

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

4. Miscellaneous facility terminations are those lines and trunks which are not a basic part of the Centrex Plus system, e.g., Voice Grade Circuits, Wide Area Telecommunications Service, etc., but which require Centrex Plus switching capabilities in order to be directly accessed by Centrex Plus station lines in an abbreviated dialing pattern, e.g. 1XX code.
5. Split service common equipment is required when a Centrex Plus customer desires to segregate Centrex Plus station lines into a separate group of lines with unique and/or a different set of common system features but all the lines are still part of the same Centrex Plus system.
6. Centrex Plus Service and features are provided up to the Company's side of the network demarcation point specified herein. The customer will be responsible for provision of all wire and/or cable facilities on the customer's side of the network demarcation point. Any such facilities installed by the Company on the customer's side of the network demarcation point will be provided on a time and materials basis.

**B. Terms and Conditions**

1. Customers may interconnect their Centrex Plus system to other switching systems (e.g., PBX, Centrex Plus or to a Long Distance Carrier POP) through the use of Voice Grade Circuits found in the Private Line Transport Services Tariff.
2. Temporary suspension, either full or partial, of Centrex Plus Service is not permitted. Seasonal disconnects are allowed providing all monthly rates and charges still apply.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

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

3. Where a Centrex-type customer elects to convert to Centrex Plus Service, nonrecurring charges do not apply to existing Centrex type station lines, terminating facility arrangements, and optional service features converting to Centrex Plus as long as the existing system continues to be served by the same central office switching equipment; there is no interruption of service; and there are no moves, changes or additions to the existing system and the customers contract length is equal to or longer than the existing contract.
4. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex Plus Service.
5. The rates and charges specified for Centrex Plus are in addition to the regular rates and charges for the services with which the Centrex Plus may be associated, e.g., Wide Area Telecommunications Service, Voice Grade Circuits, etc.
6. One primary directory listing is furnished without charge for each Centrex Plus system. Directory listings of station lines may be provided at the regular business additional listing rate as specified in 5.7.1 of this Catalog.
7. Intercept service will be provided on individual listed directory numbers only when a total Centrex Plus disconnection occurs.
8. Customers can use their existing telephone numbers as a Centrex Plus station line number as long as the existing number and Centrex Plus system are served by the same central office switch.
9. Each customer will be required to sign an agreement for the furnishing of services on a rate stabilized basis. The agreement is subject to the terms of the Termination Liability/Waiver Policy as set forth in Section 2 of this Catalog.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

B. Terms and Conditions (Cont'd)

10. After the service date, a customer removing station lines in whole or in part, below a minimum line commitment quantity, will be subject to a termination charge. A service date will be considered the date of initial installation of station lines for a new system or the effective date of a contract renewal for existing systems. A minimum line commitment will be considered to be 60% of the number of lines initially installed and in service on the annual anniversary date of the Rate Stability Agreement. Company billing records will serve as documentation of the number of lines in service for the purpose of establishing the minimum line commitment. During the first year of a Rate Stability Agreement, the minimum line commitment will be based on the total number of lines in service 60 days after the first line is installed for a new system or the number of lines in service upon renewal of a Rate Stability Agreement for an existing system. In subsequent years of an agreement the minimum line commitment will be based on the number of lines in service on the anniversary date of the agreement. The anniversary date will be considered to be the date of the last signature executing the agreement or a date specified in the agreement.

Termination charges will only be applicable to Centrex Plus main station lines unless other applicable elements are noted in an agreement. Termination charges are not applied to common equipment, or optional features.

11. Nonrecurring charges can be spread over the life of the agreement at the present cost of money to the Company.
12. Multiple Customer Service Address Locations

Multiple customer service address locations may be served by one Centrex Plus System.

The customer must designate one service address as the primary location. Each additional service address will be billed as the primary location, beginning with the 1-20 station line rate for each station line as described in C., following.

13. Centrex Plus Service is not available on Public Communications Service or multiparty service.
14. Centrex Plus station lines located at a service address in different exchanges or central offices but are part of the same Centrex Plus system are subject to rates and charges found in the Private Line Transport Services Catalog.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

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

15. The quality of transmission for calls utilizing Call Forwarding or Conference Calling may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in 5.4.5 of this Catalog.
16. Centrex Plus Service requires special central office equipment and is not provided in all central offices. The Company may furnish Centrex Plus where there are available facilities and central office equipment, with the proper program updates, as determined by the Company.
17. Centrex Plus optional features will be furnished only where facilities and conditions permit.
18. Centrex Plus telephone numbers may be sequential or nonsequential. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.
19. Customers may reserve additional telephone numbers for future use at the rates specified for Direct-Inward-Dialing Service, found in 5.3.4 of this Catalog.
20. Customers not wishing to change their listed directory number to be part of a total system may keep their existing number(s); however, there would be a Centrex Plus chip-in charge for translating listed directory numbers from outside the Centrex Plus customer group. Centrex Plus Service chip-in occurs when a non-sequential telephone number or block of numbers is added to a new or existing sequential Centrex Plus number arrangement.
21. To provide basic performance necessary for the Centrex plus Network Access Channel to function the customer may order a Standard Feature Package element from the Centrex Plus Catalog. If a Centrex Plus Standard Feature Package element is not ordered from the Centrex Plus Catalog, the customer will need to further designate another Company service(s) from which the Centrex Plus Network Access Channel will interconnect to receive Centrex equivalent signaling and channel performance capability. No service performance is guaranteed by the Company for a Centrex Plus Network Access Channel ordered without the Standard Feature Package element.
22. The agreement is subject to the terms of the Termination Liability/Waiver Policy as set forth in 2.2.14.A. and 109.1.16.B.10.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

B. Terms and Conditions (Cont'd)

- 23. Loop Diversity and Avoidance as defined in the Private Line Transport Services Catalog is available with Centrex Plus.
- 24. Nonrecurring installation charges apply to all Centrex Plus station line additions. This includes Centrex station lines subscribed to by customers who may have other types of Company services.

C. Rates and Charges - General

Each Centrex Plus station line is comprised of a Centrex Plus Network Access Channel from 109.1.16 of this Catalog and a standard feature package which includes Three-Way Calling, Consultation Hold, Call Transfer, and Intrasystem Calling. The remaining standard features as defined in B.2., preceding, may be selected on a line-by-line basis as determined jointly by the customer and the Company.

D. Rates and Charges - Common Switching Elements

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	
1. Miscellaneous Nonrecurring Charges			
• Change from blocking to nonblocking system or nonblocking to blocking system, per line	NR9CH	\$ 5.25	
• Centrex Plus Service Chip-in, per station line	REAJP	13.50	
	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
2. Common Equipment[1]			
• Centrex Plus common equipment, per system	HYE	\$125.00	\$40.00
• Split service common equipment, each customer group	HYS	125.00	40.00

[1] Rates and charges are in addition to all other applicable charges for each main or extension station line.

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**109.1.16 CENTREX PLUS SERVICE**

D. Rates and Charges-Common Switching Elements (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Additions or changes for subsequent installation of one or more Standard or Optional Features to a station line	REAFM	\$ 6.25	—
4. Centrex Plus Network Access Channel, per system[1]			
a. Month-to-Month Centrex Plus Network Access Channel, each			
• Per station line[2,3]	RKY/X5G/RQ8	48.00	\$11.00

[1] Also apply rates and charges for Network Access Register from 5.3.6 of this Catalog.

[2] In addition, the end user common line charge applies to each Centrex Plus Network Access Channel.

[3] Also apply rates and charges for Network Access Register from 5.3.6 or Usage charges found in this Section.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

D.4. (Cont'd)

- b. Rate stabilized Centrex Plus  
Network Access Channel, each

**USOC**

- Blocked RHN/X5S/RQ5
- Non-Blocked R4N/X5G/RQ9

	<b>NON- RECURRING CHARGE</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 MONTHS</b>
- 1 - 20 station lines[1,2]	\$48.00	\$11.00	\$11.00	\$11.00
- 21 - 50 station lines[1,2]	48.00	10.55	10.10	9.65
- 51 station lines and over[1,2]				

**THE FOLLOWING RATES ARE EFFECTIVE BEGINNING FEBRUARY 20, 1997.**

1 Qtr mile[3]	48.00	5.54	4.95	4.65
2 Qtr miles[3]	48.00	5.94	5.28	4.95
3 Qtr miles[3]	48.00	6.36	5.63	5.27
4 Qtr miles[3]	48.00	6.93	6.11	5.70
5 Qtr miles[3]	48.00	7.39	6.49	6.04
6 Qtr miles[3]	48.00	7.86	6.88	6.40
7 Qtr miles[3]	48.00	8.63	7.53	6.97
8 Qtr miles[3]	48.00	9.10	7.91	7.32
9 Qtr miles[3]	48.00	9.78	8.48	7.83

[1] In addition, the end user common line charge applies to each Centrex Plus Network Access Channel.

[2] Also apply rates and charges for Network Access Register from 5.3.6 or Usage Charges found in this Section.

[3] Quarter mile(s) from central office.

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**Qwest Corporation**

**Catalog No. 3**

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**SECTION 109**

**Original Sheet 135**

**EXCHANGE AND  
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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

D.4.b. (Cont'd)

<b>NON- RECURRING CHARGE</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 MONTHS</b>
--------------------------------------	------------------------------------	------------------------------------	----------------------

51 station lines and  
over (Cont'd)[1,2]

**THE FOLLOWING RATES ARE EFFECTIVE BEGINNING FEBRUARY 20, 1997.**

10 Qtr miles[3]	\$48.00	\$11.10	\$ 9.58	\$ 8.83
11 Qtr miles[3]	48.00	11.67	10.06	9.25
12 Qtr miles[3]	48.00	13.57	11.64	10.68
13 Qtr miles[3]	48.00	15.09	12.91	11.82
14 Qtr miles[3]	48.00	15.67	13.39	12.25
15 Qtr miles[3]	48.00	16.50	14.08	12.87
16 Qtr miles[3]	48.00	18.20	15.50	14.15
17 Qtr miles[3]	48.00	18.89	16.08	14.67
18 Qtr miles[3]	48.00	19.46	16.55	15.09
19 Qtr miles[3]	48.00	19.94	16.95	15.45
20 Qtr miles[3]	48.00	22.03	18.69	17.02

[1] In addition, the end user common line charge applies to each Centrex Plus Network Access Channel.

[2] Also apply rates and charges for Network Access Register from 5.3.6 of this Catalog.

[3] Quarter mile(s) from central office.

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D. Rates and Charges-Common Switching Element (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
5. Dormitory Station Line, each			
• Month-to-Month flat station line, blocked, each	PEJ	[1]	[1]
• Month-to-Month flat station line, non-blocked, each	PSH	[1]	[1]
• Rate stabilized flat station line, blocked, each	PEV	[1]	[1]
• Rate stabilized flat station line, non-blocked, each	PSX	[1]	[1]

6. Centrex Plus Usage Charge

a. Centrex Plus Usage Charge is a charge used for non-blocking Centrex Plus Service. This charge is in lieu of a Centrex Plus customer using Network Access Registers (NARs) or Centrex Plus blocked service.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
b. Usage Charges, per system[2]			
• Usage charges for flat main station line, extension station line, non-blocked, each	CUD		
- 1 - 20 station lines		—	\$12.29
- 21 - 50 station lines		—	12.29
- 51 station lines and over		—	6.66

[1] Same rates and charges as Centrex Plus Network Access Channel as found in this Section.

[2] In addition, the end user common line charge applies to each Centrex Plus Network Access Channel.

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D. Rates and Charges Common Switching Elements (Cont'd)

7. Standard Feature Package, per system

- a. Month-to-Month Standard Feature Package, per main station line, extension station line, each[1]

	<b>USOC</b>	<b>MONTHLY RATE</b>
• 1-20 station lines, each	SFJXM	\$11.00
• 21-50 station lines, each	SFJXM	11.00
• 51 and over station lines, each	SFJXM	11.00

[1] Requires a Centrex Plus Network Access Channel as found in 109.1.16 of this Catalog.

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D.7. (Cont'd)

- b. Rate Stabilized Standard Feature Package, per main station line, extension station line, each[1]

	<b>USOC</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 MONTHS</b>
• 1-20 station lines, each	SFJXR	\$6.95	\$6.81	\$6.68
• 21-50 station lines, each	SFJXR	3.64	3.51	3.37
• 51 and over station lines, each	SFJXR	1.44	1.30	1.17

8. Miscellaneous Facility Arrangements[2]

Provides for termination of special facilities into the system.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Voice grade circuit, each			
- Per circuit group	FACPG	\$160.00	—
- Each facility in group	FAC	20.00	\$27.00
• Foreign exchange service/ foreign central office circuit			
- Per trunk group	FANPG	135.00	—
- Each facility in group	FAN	21.00	27.00
• Wide Area Telecommunications Service (outgoing), each circuit	FAO	30.00	0.50

[1] Requires a Centrex Plus Network Access Channel as found in 109.1.16 of this Catalog.

[2] Applies to termination charges only.

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D.8. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• 800 Service circuit, each circuit terminated to a main station line[1]	FA8	\$ 30.00	\$ 0.50
• Miscellaneous trunk termination			
- Dial Dictation			
- Per trunk group, each	DK7PG	160.00	—
- Each facility in group	DK7	20.00	27.00

9. Digital Facility Interface

a. Description

This termination provides a digital voice grade circuit interface for a high capacity (1.544 Mbit/s) facility which interconnects to other switching systems.

b. Terms and Conditions

The rates and charges for the digital facility interface are in addition to the rates and charges applicable for the appropriate high capacity facility. All current rules and regulations, including Federal regulations apply to the application of the high capacity facility.

Digital facility interface will only be offered to Centrex Plus customers.

[1] In the event an incoming 800 Service call is transferred outside the system, transmission performance cannot be guaranteed.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

D.9. (Cont'd)

c. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE[1]</b>	<b>MONTHLY RATE</b>
• Common equipment, per digital interface unit, per 1.544 Mbps facility[2]	D1E1X	\$600.00	\$180.00
• Circuit connections[2]			
- Centrex Plus system to Centrex Plus system, per circuit end	M5P	16.00	11.50
- Centrex Plus to private branch exchange/key, per circuit			
- Blocked Centrex Plus	M62	16.00	11.50
- Non-blocked Centrex Plus	EJ9	16.00	26.50
- Centrex Plus Direct Inward Dialing numbers, per number[3,4,5]	CNY	1.00	0.15
• Centrex Plus to interexchange carrier, per circuit	M63	16.00	11.50

[1] Applies on initial and subsequent activity.

[2] For Centrex Plus to Centrex Plus connections, two digital facility interfaces will be required, one at each end.

[3] Applies only when connecting to a PBX switch.

[4] Blocked Centrex Plus Service - requires the use of a Network Access Register and Centrex Plus station line for each M62, circuit connection.

[5] Non-blocked Centrex Plus Service - requires the use of Centrex Plus usage, CUD and Centrex Plus station line for each EJ9, circuit connection.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE (Cont'd)**

E. Standard Features - Description

Audible Message Waiting

When a Centrex Plus user goes off-hook a stutter dial tone is provided to indicate a message is waiting.

Automatic Callback

Provides an arrangement that permits a line user, when attempting an intercom call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

Call Forwarding-Busy Line

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

Call Forwarding-Don't Answer

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

Call Forwarding-Variable

Allows a user to automatically forward incoming calls to any other number.

Call Forwarding of Call Waiting Calls

Allows users with both the Call Waiting and Call Forward Don't Answer features to have calls directed to a predetermined destination when the called station does not answer a call waiting call.

Call Hold

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



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

E. Standard Features - Description (Cont'd)

Call Park[1]

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

Call Pick-Up

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

Call Waiting-Dial Originating

Provides the ability for the originating station to invoke Call Waiting Tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to receive the call waiting indication.

Call Waiting-Originating

Allows a calling station to direct a Call Waiting Tone toward a busy called station within the same Centrex Plus system.

Call Waiting-Terminating

Allows for a Centrex Plus station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting.

Cancel Call Waiting

Allows a user with Call Waiting-Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

Conference Calling

Allows a station user to establish conference connections without the aid of an attendant.

[1] Available only from a DMS-100 central office.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.16 CENTREX PLUS SERVICE

##### E. Standard Features - Description (Cont'd)

###### Data Call Protection

Provides a no double connect option (e.g., a call waiting tone) to the line, protecting data calls from interruption.

###### Direct Inward/Outward Dialing

Allows station users to place or receive calls bypassing the attendant.

###### Distinctive Ringing/Distinctive Call Waiting Tone

Enables a station user to determine the source of an incoming call, e.g., within the Centrex Plus system (Intercom Call) or from the Public Network.

###### Executive Busy Override[1]

Allows a station user to gain access to a busy station by overriding the existing call.

###### Hunting

Allows incoming calls to hunt to the next number in a hunting sequence if the called number is busy.

###### Individual Line Billing

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

###### Intercept

Disconnected or unassigned lines can be forwarded to a common announcement or to the customer centralized answering position.

###### Intrasystem Calling

A user can dial other lines on the system on a two digit to five digit basis depending on the number of lines within the system.

[1] Available only from a DMS-100 central office.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.16 CENTREX PLUS SERVICE

##### E. Standard Features - Description (Cont'd)

##### Last Number Redial[1]

Allows user to redial the last number called on an abbreviated dial basis or through activation of a code.

##### Line Restrictions

Various line restrictions are available such as toll facility restriction and various originating and terminating call restrictions.

##### Make Set Busy[1]

Allows directory number appearances and call terminations such as Call Waiting calls, and Executive Busy Override to be made busy to incoming calls.

##### Network Speed Call[1]

Allows each station user access to a single list of 1,000 preprogrammed numbers which can be shared by all stations in the system (numbers are not changeable by customer, the Company must execute customer changes).

##### Outgoing Trunk Queuing

Provides efficient usage of private facilities by queuing individual station calls and providing a maximum limit for a call to remain on queue before possible overflow to the direct distance dialing network.

##### Speed Calling

Allows a user to place calls to a list of frequently dialed numbers by dialing a speed calling code.

[1] Available only from a DMS-100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

E. Standard Features - Description (Cont'd)

Three-Way Calling/Consultation Hold/Call Transfer

User can connect a third line to an established connection. A user can depress the switchhook and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Centrex Plus system.

Touch-Tone

Allows for customer provided equipment to place calls on the Centrex Plus system.

Trunk Answer Any Station (Night Service)

Allows any line in the night answer group to be picked up by any other line of the system.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE (Cont'd)**

F. Rates and Charges - Optional Service Features

1. Account Codes

Allows a user to dial an account code for bill back purposes before placing a call.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per system	AZ8PS	\$175.00	\$70.00

2. Attendant Access Line Service

Allows a Centrex Plus Attendant Line to receive dial "zero" calls.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per station line	DZR	—	\$8.00

3. Attendant Set Interface[1,2]

Enables a group of DMS-100 station lines to be served by a single attendant position which includes attendant features.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per interface	A1J	\$425.00	\$125.00

[1] Each attendant set interface requires a main station line.

[2] Available from a DMS-100 CO only.

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F. Rates and Charges - Optional Service Features (Cont'd)

4. Authorization Codes

Requires a user to dial an authorization code before using system facilities.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per system	AFYPS	\$175.00	\$110.00

5. Automatic Route Selection (ARS)

a. Description

ARS is an optional feature, available where facilities and conditions permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities subscribed for by the customer, is also provided. This arrangement is available for use with Foreign Exchange Service, Wide Area Telecommunications Service and Message Telecommunications Service Network.

ARS is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to four private routes. If no route is available, the call will route to the selected long distance carrier or overflow tone at the customer's option.

The routing may be based on a Number Plan Area (NPA) or specific Central Office codes within an NPA as designated by the customer.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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**F.5. (Cont'd)**

**b. Terms and Conditions**

All rates and charges specified for ARS are in addition to the rates and charges for the associated facilities.

Preferred routes and alternate routing patterns will be specified by the customer.

The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes. The maximum number of patterns is 64.

A pattern may have either the selected carrier or overflow tone as a final route. Dial 9 may be used as an access code only if the patterns accessed have the selected carrier as a final route.

A route cannot be used more than once in the same pattern.

The customer is responsible for notifying the Company whenever any additions or changes of routes or patterns are required.

Each WATS Band is treated as a separate route.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.16 CENTREX PLUS SERVICE

##### F.5. (Cont'd)

##### c. Explanation of Terms

##### Expensive Route Warning Tone

Provides a warning tone to indicate the selection of an expensive route.

##### Facility Restriction Level

Determines calling privilege level associated with each station line.

##### Pattern

A group of routes arranged to be selected in a sequence specified by the customer.

##### Route

A route is a group of one or more facilities of the same type used to complete 7 or 10 digit calls between the same points, (e.g., 1 Foreign Exchange Service or 3 Wide Area Telecommunications Service (WATS) Band 1 lines, or 2 WATS Band 5 lines, etc.). A WATS Band 1 and a WATS Band 5 are considered to be two routes.

##### Route Selection

The automatic selection of the preferred route as predetermined by the customer, upon dialing of an access code by the station user.

##### Time of Day Control for ARS

Provides a method for automatically changing the routing parameter according to a pre-specified schedule.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.5. (Cont'd)

d. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Common Equipment, per customer group	F5GPG	\$1,100.00	\$100.00
• Changes and rearrangements of Patterns and Routes[1]			
- Per pattern, each	READO	90.00	—
- Per route, each	REAGP	43.00	—
• Expensive Route Warning Tone, per system	AQWPS	60.00	—
• Facility Restriction Level[2], per system	FRKPS	50.00	—
• Time of Day Control for ARS			
- Per system	ATBPS	75.00	—
- Change of schedule, per occurrence	RCHAS	75.00	—

[1] Where a toll restricted station line accesses a pattern whose final route is the Message Telecommunications Service (MTS), overflow to MTS will not occur.

[2] Available only from a 5ESS central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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F. Rates and Charges - Optional Service Features (Cont'd)

6. Call Forwarding via Private Facilities

a. Description

A main station line equipped with the Call Forwarding via Private Facilities feature provides for the automatic routing of incoming calls to a specific private facility which is terminated in that main station line user's system. As used herein, the term "private facility" applies to Enhanced Private Switching Communication System, Electronic Tandem Switching, Wide Area Telecommunications Service (WATS), Foreign Exchange Service, and Voice Grade Circuits arranged for senderized operation, and the local and toll message network.

b. Terms and Conditions

Incoming local and toll message network and Inward Wide Area Telephone Service calls to main station lines arranged for Call Forwarding via Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and Wide Area Telecommunications Service are subject to the appropriate charges for such calls.

c. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Common equipment, per system	PF3PS	\$830.00	—
• Per main station line[1]	PFY	5.00	\$0.10

[1] Nonrecurring charge applies on subsequent installations only.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.16 CENTREX PLUS SERVICE

##### F. Rates and Charges - Optional Service Features (Cont'd)

##### 7. Centrex Management System (CMS)

###### a. Description

CMS is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry, move, add, delete and change features. In addition, CMS enables the customer to move and change station lines and generate Basic Management Reports.

CMS is generally available in 1AESS, 5ESS, and DMS100 central offices. CMS is activated on a per Centrex central office basis. When CMS is installed, a customer specific database is created. Each database is assigned a distinct customer identification name (Customer ID). This ID corresponds to the customer's specific Centrex Plus common block system. However, customers may request a single ID for multiple common block systems within the same central office.

###### b. Feature List

The following standard features are provided to all CMS customers.

###### (1) Standard Features

###### Basic Management Reports

The ability to generate management reports regarding the customer's system. These reports vary by switch type and may change with software updates. The report function gathers current data only. CMS does not keep a past history log.

###### Bulk Change

Allows customers to request the same feature change to be applied to multiple lines simultaneously.

###### Database Synchronization

The ability to update the CMS database station line information to agree with the information in the switch.

109. OBSOLETE CENTRAL OFFICE SERVICES

109.1 DIAL SWITCHING SYSTEMS

109.1.16 CENTREX PLUS SERVICE

F.7.b.(1) (Cont'd)

Feature Move, Add, and Change

The ability to perform station number changes and to move, add, or change most features on the system from customer-provided equipment located on the customer's premises.

Transactions will either be put in a batch or priority transmission status. A batch transmission constitutes transactions scheduled for the current day or some future date. Priority functionality is described in standard features.

CMS will process batch change requests, which have accumulated throughout the day during off-peak load hours, overnight, or at a customer-specified future date.

Change request transactions can be created for station line numbers, authorization codes, automatic route selection, packet telephone numbers, and telephone number swaps. Depending on the type of change request, CMS will display different screens. CMS customers may manipulate most features and options displayed on a given screen. When the customer submits the changes, a pending record is created and CMS counts this change request as one single transaction. All change request transactions are cumulative; CMS tallies all daily transactions and will not process any transactions that exceed batch or priority parameter limits.

The number of batch change request transactions that a customer can enter per effective date will be determined by the number of Centrex lines per database. Refer to the following table. Up to 60 pairs of telephone numbers can be swapped per day. These changes take place overnight or at some future date as determined by the customer.

NUMBER OF LINES PER DATABASE	NUMBER OF BATCH	NUMBER OF BATCH DBSYNCHS
1 - 2000	100	10
2001 - 4000	110	15
4001 - 6000	120	20
6001 - 8000	130	25
8001 - 10000	140	30
10001+	150	35

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.7.b.(1) (Cont'd)

Inquiry

The ability to access a data base to review the status of station lines and features on the customer's system.

Network Manipulation

Dependent on central office switching technology, customers can manage a range of network features:

- 1AESS - can change the Facilities Restriction Level (FRL) on Electronic Tandem Service (ETS) station numbers.
- 5ESS - Automatic Route Selection (ARS) Active Pattern Group modifications, as well as Time of Day Routing, FRL, and Expensive Route Warning Tone.
- DMS100 - Network Class of Service (NCOS) modifications, as well as Time of Day Routing and Expensive Route Warning Tone.

Priority Service

Allows customers to request priority transmission of transactions which are then processed in the serving central office. This may be defined as same-day service. The number of priority change transactions a customer may enter per day will be determined by the number of Centrex lines per database. Refer to the following table. Up to 5 pairs of telephone numbers can be swapped per day.

The Company does not guarantee specific time frames for completion of priority transactions.

<b>NUMBER OF LINES PER DATABASE</b>	<b>NUMBER OF BATCH</b>	<b>NUMBER OF BATCH DBSYNCHS</b>
1 - 2000	20	10
2001 - 4000	30	15
4001 - 6000	40	20
6001 - 8000	50	25
8001 - 10000	60	30
10001+	70	35

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

### **109.1 DIAL SWITCHING SYSTEMS**

#### **109.1.16 CENTREX PLUS SERVICE**

##### F.7.b.(1) (Cont'd)

##### Telephone Number Swaps

The ability to exchange all service option assignments and features from one station line to another.

##### (2) Optional Features

##### Custom Reports

Customers can request customized report formats to be created for various aspects of their system. Once created, the custom report is stored in the customer's data base and can be utilized at any time.

##### Packet Control Capability

Gives Centrex customers with ISDN, the ability to manage their packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.

##### System Partitioning

The Company, upon the customer's request, can partition the Centrex customer group into separate databases representing different customer groups. Each partition is assigned a distinct customer identification name (Customer ID), and can be arranged to be accessible only to certain users designated by the customer.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

**F.7. (Cont'd)**

**c. Terms and Conditions**

The Company will furnish and maintain CMS software for use by the customer. CMS requires special central office equipment and is not provided in all central offices. The Company will offer CMS where there is available facilities and central office equipment as determined by the Company.

The customer must obtain and maintain a compatible computer terminal for use with CMS. The computer terminal will not be furnished by the Company. A business exchange access line or Centrex Plus main station line is also required, which is in addition to the rates and charges for CMS.

CMS is available for access by the customer 23 hours a day, seven days a week. A Company technician will be available Monday-Friday 7:00-5:00 to assist CMS customers with their problems and questions.

The Company reserves all rights to take the CMS computer down for software updates or maintenance as required. When possible, software updates will be done during off-peak hours and customers will be warned in advance. Maintenance routines will be done the third week-end of every month.

The Company does not implicitly warrant CMS from any unforeseen software or hardware problems where an entire customer database is lost. The Company will re-establish the database if lost.

All normal and emergency central office functions have priority over customer requested changes. The Company assumes no responsibility for change requests delayed by such Company functions.

The Company will provide the customer a CMS User Handbook and training at the time of initial installation. The Company reserves the right to upgrade or change CMS at anytime. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

**F.7.c. (Cont'd)**

New connects and disconnects of station lines are not permitted through CMS.

The customer assumes full responsibility for the features managed by CMS. The Company will not maintain a separate record of which features are activated on each station line.

CMS software allows the customer to move and change station numbers within their system, the customer will be responsible for labeling the Network Interface when number changes occur. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, specified in Section 13. The Trouble Isolation Charge will not apply to lines equipped with *UNISTAR* Service or Repair Coordination Service.



**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

**F.7. (Cont'd)**

**d. Rates and Charges**

All nonrecurring charges for CMS will be applied on a per common block system basis. Nonrecurring Charges, found elsewhere in this Catalog, do not apply when the customer moves, activates, deactivates, changes features and moves or changes lines through CMS.

An initial Service Establishment Charge will be applied to the first Customer ID. A subsequent System Establishment Charge will be applied to succeeding Customer ID's providing the customer manages all CMS changes from only one central location.

Features added through CMS carry the same recurring rates, nonrecurring charges and system charges as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

If CMS is disconnected, Nonrecurring Charges, as specified elsewhere, will apply per line for all changes or rearrangements to system features.

If the customer moves their Centrex Plus system from one CO to another, and station line number changes are involved, a subsequent installation charge to reestablish the CMS data base will apply.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.7.d. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• System Establishment		
- Initial Installation	MB5XX	\$1,000.00
- Subsequent Installation for an associated system	CPVWO	500.00
• Optional Features		
- Custom Reports	RCVXX	[1]
- Packet Control Capability	PTGPS	1,500.00
- System Partitioning	PD8XX	500.00

[1] Rates and charges will be based on an individual case basis per customer request.

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**109.1 DIAL SWITCHING SYSTEMS**

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F. Rates and Charges - Optional Service Features (Cont'd)

8. Direct Inward System Access[1]

Allows a customer user to dial access to the system from an outside line and receive access to features and facilities of that system.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per access code	3DQ	\$27.00	\$1.00
• Per access code changed	READA	25.00	—

[1] Available only from a DMS-100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F. Rates and Charges - Optional Service Features (Cont'd)

9. Electronic Set Service

a. Description

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

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

b. Terms and Conditions

Electronic Set Service will be provided only where facilities and conditions permit.

Electronic Set Service is available only from a DMS-100 central office.

Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface central office card is required.

Electronic Set Service is subject to a 1.5 mile limitation from the serving Wire Center.

Electronic Set Service is only available on Centrex Plus main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.9. (Cont'd)

c. Explanation of Terms

Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic station set.

Software Numbers

Software numbers are numbers which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

- Primary Appearance

The first appearance of a software number on a key.

- Secondary Appearance

The second appearance of a software number on a key. The secondary software number cannot be on the same station, e.g., cannot have more than one appearance of the same telephone number on the same set.

- Single Appearance

A software number that appears only on one station and one key.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.9. (Cont'd)

d. Standard Feature Package Description

Auto Answer Back

Allows any incoming calls to the primary directory number of the set to be automatically answered after four seconds.

Automatic Dial

The automatic dial feature allows an electronic set user to call a frequently dialed number by pressing an assigned key. The user is permitted to change the number stored against the assigned key.

Automatic Line

Allows an equipped station to automatically place a call to a preassigned number by going off-hook.

Call Forward Reason Display

Provides an electronic set user with the reason the intrasystem call has forwarded, e.g., No Answer or Busy. Electronic set must be equipped with display.

Display Called Number

Provides user with visual feedback concerning the called number when the electronic set is equipped with display.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.9.d. (Cont'd)

Fast Transfer

Provides the capability for the electronic set user to transfer a call without first having to conference a called party.

Group Intercom

Provides the ability to terminate on a predesignated button on another electronic station set by depressing an intercom key and dialing the appropriate intercom code.

Message Waiting Set

This feature provides a message waiting indication on an electronic set via a message waiting lamp.

Privacy Release

Permits a user to establish a conference call among Multiple Appearance Directory Number members and an outside party by pressing an assigned key or dialing a code.

Query Time

This feature provides the current time and date on an electronic set display.

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.9. (Cont'd)

e. Standard Deluxe Feature Package Description

Business Set Call Forward Per Key

Enables each directory number assigned to be forwarded to a different directory number.

Business Set Inspect Key

Provides display equipped electronic set users with information regarding features and directory numbers that are assigned to their set as well as incoming call information on an intrasystem basis only.

Executive Message Waiting

Provides a unique message waiting indication tone for a specified station number.

Group Intercom All Calls

Enables an electronic set user to simultaneously intercom and page up to 29 predefined group intercom members. Group members hear the page over their set's built in speaker.

Music on Hold - Electronic Set

Provides the electronic set with access to system Music on Hold. Requires Music on Hold.

Originating/Terminating Line Select

Automatically selects the line when a user answers a call and automatically connects the user to an idle line on outgoing calls.



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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F.9. (Cont'd)

f. Optional Feature Description

Direct Station Selection/Busy Lamp Field

Adds improved answering-position functions to the electronic set by providing busy lamp status and direct station selection.

Message Center

Provides message center functionality to the electronic set. System users access the message center via dialing a code.

Station Camp-On

Allows the electronic set user to call a busy line and place the caller on hold/camp against the busy party's line until they are free.

g. Rates and Charges

All rates and charges specified for Electronic Set Service are in addition to the rates and charges associated for the main station line, all associated facilities and optional service features.

The nonrecurring charge to rearrange existing primary directory numbers and/or software directory numbers on Electronic Set Service is the same as to install new numbers.

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F.9.g. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>			
(1) Electronic Set Service Station Lines						
• Month-to-month flat station line, blocked, each	EPZ	[1]	[2]			
• Month-to-month flat station line, non-blocked, each	R63	[1]	[2]			
	<b>USOC</b>	<b>NON- RECURRING CHARGE</b>	<b>12 TO 35 MONTHS</b>	<b>36 TO 59 MONTHS</b>	<b>60 MONTHS</b>	
• Rate stabilized flat station line, blocked, each	E3W	[1]	[2]	[2]	[2]	
• Rate stabilized flat station line, non- blocked, each	R6V	[1]	[2]	[2]	[2]	

[1] Same nonrecurring charge as Centrex Plus Network Access Channel as found in 109.1.16 of this Catalog.

[2] Same monthly rate as Centrex Plus Network Access Channel plus Feature Package element.

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F.9.g. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(2) Electronic Set Service Interface, per main station line[1]	PP3	\$10.00	\$1.50
(3) Primary appearance of a software number	SO3	5.00	1.00
(4) Subsequent appearance of a software number	SO5	5.00	—
(5) Single appearance of a software number	SFB	5.00	1.00
(6) Adjunct module, per module[2]	C2TAX	15.00	0.50
(7) Standard Deluxe Feature Package			
• Business Set Call Forward per key, per set	EATPK	15.00	—
• Business Set Inspect Key	NP6PK	15.00	—
• Executive Message Waiting	MGK	15.50	—
• Group Intercom All Calls	GCN	7.00	—
• Music on Hold - Electronic Set[3]	MHHPK	12.00	—
• Originating/Terminating Line Select	SLB	7.00	—

[1] Includes electronic set service standard features.

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

[3] Requires Optional Service Feature Music on Hold.

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F.9.g. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(8) Optional Features			
• Direct Station Selection/ Busy Lamp Field, per arrangement	BUD	\$200.00	\$ 5.00
• Station Camp-On, Service Establishment	SEPFB	50.00	—
• Station Camp-On, per main station line	CPK	160.00	10.50
• Message Center, per main station line	MFR	125.00	2.50

10. Hot Line (Automatic Line)

Allows equipped station to automatically place a call to a preassigned number by going off-hook.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per line equipped	HLN	\$5.00	\$1.00

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F. Rates and Charges - Optional Service Features (Cont'd)

11. Loudspeaker Paging

Line Side allows access to Loudspeaker Paging via a Centrex Plus Station line. Trunk Side allows access to Loudspeaker Paging by dialing an access code. Attendant Access allows access to Loudspeaker Paging from the attendant console.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Trunk side, per group	PTQPG	\$185.00	\$18.50
• Attendant access, per console[1]	PA1PC	13.00	14.00

12. Message Waiting Visual[1]

Provides the ability to light a lamp on customer provided equipment by dialing a code.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per main station line	MLN	\$5.00	\$1.00

[1] Available only from a DMS-100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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F. Rates and Charges - Optional Service Features (Cont'd)

13. Multiple Position Hunt

A type of multiline hunting arrangement that distributes incoming calls to attendant positions according to the type of call. Provides for a delay announcement when calls are in queue and assures even distribution of calls among multiple attendant positions.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per main station line	MHU	\$ 11.00	\$ 2.00
• Announcement, per group[1]	MHW	100.00	105.00
• Queuing, per group[1]	MH5	100.00	30.00

14. Remote Access[2]

Allows a customer user to dial access the system from an outside line and receive access to features and facilities of that system.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per access code	ROA	\$50.00	\$43.00
• Per access code changed	READA	25.00	—

[1] Available only from a 5ESS central office.

[2] In the event an incoming call is transferred of a remote location, transmission performance cannot be guaranteed.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

**F. Rates and Charges - Optional Service Features (Cont'd)**

**15. Station Message Detail Recording**

**a. Description**

SMDR provides detail on calls that originate from a Centrex Plus common block system(s). Call detail may include: date, time, call duration, station line from which calls originated, called number and carrier selected. SMDR call detail is provided on originating Toll, Outward WATS, Voice Grade channels, Foreign Exchange Service and Directory Assistance calls. Local call detail also is available, requests will be on an individual case basis only.

A customer may use SMDR call detail for identifying, analyzing, and resolving internal network usage issues. The company does not represent SMDR call detail to be valid for billing purposes.

The type of call detail and the method by which it is obtained is dependent upon the type of SMDR technology deployed in the central office serving the customer. Two methods of receiving SMDR are, SMDR to Premises SMDR-P and SMDR Regional Accounting Office SMDR-RAO.

SMDR-P allows customers to obtain daily call detail on their outgoing chargeable calls. The customer's call detail records are stored by the SMDR-P equipment and delivered directly over an access line to the customer's premises. The detail is collected by a customer provided call detail recorder which is usually a customer's personal computer using call accounting software. Through the use of the call accounting package, customers are able to process the call details and generate management reports.

SMDR-RAO allows customers to receive call detail on a monthly basis via magnetic tape. The tape is offered within four categories: Miscellaneous SMDR, Large User Toll, Directory Assistance and WATS. Customers could receive up to four different tapes for their accumulated call detail. Magnetic tape records are in a standard industry-wide format called Exchange Message Record (EMR). A customer's in-house data processing equipment or outside data processor must be able to read this tape as to physical size as well as format.

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**F.15. (Cont'd)**

**b. Terms and Conditions**

The terms and conditions specified herein are in addition to applicable terms and conditions specified elsewhere.

The customer is responsible for providing the necessary computer hardware and software for processing SMDR data. SMDR data delivered to customers by way of SMDR-P or SMDR-RAO is an electronic listing of call detail.

SMDR content is not represented as an image of a bill and is not a valid challenge to the accuracy of the bill.

Temporary suspension, either full or partial, of SMDR is not permitted.

The Company does not implicitly warrant SMDR from any unforeseen software or hardware problems where call detail records may be lost.

Customers not able to obtain SMDR-P may subscribe to SMDR-RAO.

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, Centrex Plus station line, or Voice Grade Channel is required to provide SMDR.

The standard call data retrieval/delivery interval for SMDR-P is once daily. Customers must specify the time-of-day interval when they wish to retrieve or have the Company deliver their call detail.

SMDR-P customers wishing to retrieve call detail at intervals other than once daily, will be priced on an individual case by case basis.

SMDR-P has two delivery options: modem to modem or File Transfer Protocol (FTP). The customer's data may be forwarded at a customer specified time.



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F.15.b. (Cont'd)

Call data remains on disk for five calendar days after the initial distribution of data to the customer. During this time, customers may request one resend of previously sent data at no charge. After five days, the call data is transferred to magnetic tape. Each customer's daily call detail will be stored on tape and archived for 30 days. This archived information will be made available for retransmission to the customer. A nonrecurring charge will apply for the retrieval of this archived data.

The Company reserves all rights to take SMDR-P down for a four and one half hour period every night to run backups and perform maintenance routines.

For SMDR-RAO the magnetic tape(s) will be sent to the customer once a month based on the Company's bill period date. Customers wishing to receive tapes at intervals other than one a month, will be priced on an individual case by case basis.

SMDR-RAO call data is available only for the previous month. An additional nonrecurring charge will be applied if the customer requests a resend of a previously delivered tape.

All nonrecurring charges for SMDR will be applied on a per common block system basis.

A Service Establishment Charge will be applied when all working and non-working station numbers in the customer's Centrex Plus customer group are loaded into the SMDR database at the time of initial installation of the system.

A retransmission of archived SMDR call detail charge, will be applied if a SMDR-P customer desires a resend of call detail originally transmitted within the previous 30 days.

Requests for SMDR call detail in a manner other than described herein will be considered non-standard and will be priced based upon individual customer requirements, cost and rate levels on a case by case basis. Non-standard provisioning of SMDR may include customer requests for local call detail, Company delivery of data for SMDR-P customers, or hourly retrieval of call data for SMDR-P customers.

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F.15. (Cont'd)

c. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
• Service Establishment Charge, initial installation, per customer group		
- SMDR-P	SESP	\$340.00
- SMDR-RAO	SEPSR	240.00
• Retransmission of archived call detail, per request[1]		
- SMDR-P	REHIX	300.00
	<b>USOC</b>	<b>MONTHLY RATE</b>
• Non-Standard provision of SMDR, per main station line	S6N	[2]

[1] A request shall not exceed 7 consecutive calendar days.

[2] Rates and charges will be based on an individual case basis per customer request.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F. Rates and Charges - Optional Service Features (Cont'd)

16. Time of Day Routing[1]

Enables efficient use of facilities by allowing or denying route choices based on time of day.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per main station line	ATB	\$1.00	\$0.10
• Per automatic route selection pattern	ATBPZ	5.00	2.00

17. Time of Day NCOS (Network Class of Service) Update[1]

Allows normal NCOS values to be changed to new values that are based on time of day, day of the week, or day of the year.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per main station line	A4T	\$1.00	\$0.10

[1] Available only from a DMS-100 central office.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F. Rates and Charges - Optional Service Features (Cont'd)

18. Uniform Call Distribution (UCD)

This feature is a type of hunting which provides for an even distribution of incoming calls among the available members of a hunt group.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• UCD in hunt group including Queuing, Music on Queue and Delay Announcement[1]			
- Per group	MHMPG	\$225.00	—
- Per main station line	MHM	17.50	\$ 5.50
• Make Busy Arrangements			
- Per group[2,3]	A9AEX	20.00	60.00
- Per line[2,3]	MB1	20.00	3.50
• Call Waiting Indication, per unique timing state[4]	WUT	25.00	20.00

[1] Limit of one announcement channel per UCD system.

[2] This arrangement is only available from a 5E and 1AESS Central Office.

[3] A Low Speed Data channel from the Private Line Transport Services Catalog and a special set with a Make Busy key are required.

[4] In addition, a low speed channel from the Private Line Transport Services Catalog is required. There is a limit of three unique timing states per UCD system.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.16 CENTREX PLUS SERVICE**

F. Rates and Charges - Optional Service Features (Cont'd)

19. Call Forward Don't Answer/Call Forward Busy Customer Programmable

Enables users to activate, deactivate and redirect the Call Forward Busy and Call Forward Don't Answer feature from their stations by using dialed feature access codes.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Service Establishment	SEPFA	\$100.00	—
• Per line	FSW	15.00	\$0.30

20. Music on Hold[1,2]

Provides Music on Hold to all stations excluding Electronic Set Service

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per system	MHPS	\$250.00	\$55.00

21. Music On Hold System[2,3]

Provides Music on Hold capability to the system.

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Per system	MOHPS	\$1,750.00	\$75.00

[1] Available only from a DMS-100 central office.

[2] Requires a Voice Grade circuit found in the Private Line Transport Services Catalog.

[3] Available only from a 5ESS central office.

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F. Rates and Charges - Optional Service Features (Cont'd)

22. Trunk Verification From Designated Station[1]

Allows end users audible transmission level testing for selected trunks within a trunk group, limit of ten stations per system.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Per line equipped	BVS	\$250.00	\$15.00

23. Caller ID LIDB Listing

- a. This feature provides a listing on the Line Identification Data Base (LIDB), that allows for the delivery of a calling party's name and telephone number to a subscriber of Caller Identification Service. The listing information appears only on LIDB and does not appear in the directory or on Directory Assistance.
- b. The customer of record is responsible for providing to the Company, complete and accurate end-user listing information. The customer of record assumes liability for the accuracy of information provided to the Company.
- c. The nonrecurring charge applies to subsequent changes in an already established LIDB Listing per Centrex Plus station line. It does not apply when a LIDB Listing is established during the initial installation of a Centrex Plus station line.

	USOC	NONRECURRING CHARGE
• Per station line equipped		
- Initial installation	LBN	—
- Subsequent changes	LBN	\$3.50

[1] Limit of one announcement channel per UCD system.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

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

**109.1.17 CENTREX 21 SERVICE**

Effective April 11, 2005, Centrex 21 Service is obsolete. Customers will be allowed to retain their obsolete service only as long as service remains at the same location. The service may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

**A. Centrex 21 Feature Package**

**1. Description**

- a. Centrex 21 Feature Package provides standard features to exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system.
- b. The Centrex 21 Feature Package is available to customers with two to fifty exchange access lines, per location.
- c. The Centrex 21 Feature Package is provided to flat rated business exchange access lines from 5.2.4 of this Catalog.

**NOTICE**

**THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.**

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.1. (Cont'd)

- d. The following features are included in the Centrex 21 Feature Package depending upon the serving central office:

- Call Forwarding-Busy Line
- Call Forwarding-Don't Answer
- Call Forwarding-Variable
- Call Hold
- Calling Identity Delivery on Call Waiting Number
- Call Pick-Up
- Call Transfer
- Call Waiting
- Caller Identification Number
- Conference Calling
  - 3-Way
  - 6-Way
- Direct Dialing/Originating Terminating
- Hunting
- Individual Line Billing
- Intercept
- Message Waiting Service
  - Audible
  - Visual
- Speed Calling
- Touch Tone

- e. The following optional features are available to customers subscribing to the Centrex 21 Feature Package:

- Minutes Free Calling Plan
- Remote Access Forwarding
- Scheduled Call Forwarding
- Wireless Extension

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

**A. Centrex 21 Feature Package (Cont'd)**

**2. Terms and Conditions**

- a. The Centrex 21 Feature Package features, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. The Centrex 21 Feature Package requires special central office equipment and is not provided in all central offices. The Company may furnish Centrex 21 Feature Package where there is available central office equipment with the proper program updates, as determined by the Company.
- b. All lines in a system equipped with a Centrex 21 Feature Package will be provisioned with all the standard features. Customers subscribing to this service are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation.
- c. Centrex 21 Feature Package is not available on trunks, remote switching systems (RSS), Centrex systems, public or semipublic telephone service or multiparty service.
- d. All access lines terminating in a system equipped with Centrex 21 Feature Package must be associated with the same customer group.
- e. The quality of transmission for calls utilizing Call Forwarding or Conferencing may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in 5.4.5 of this Catalog.
- f. Customer request for temporary suspension, either full or partial, of Centrex 21 Feature Package is not permitted. Seasonal disconnects are not allowed.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.2. (Cont'd)

- g. Customers subscribing to an unexpired standard Rate Stability Plan as of April 11, 2005, may add additional Centrex 21 Feature Packages at the same location during the term of the agreement under the following conditions:
  - The Company commercially offers such additions and necessary facilities are technically available;
  - The rates and charges for additional feature packages will be the then current charges in effect for Centrex 21 Feature Packages at the time of such additions.
- h. The monthly rate for Centrex 21 Feature Packages covered under the Rate Stabilized Plan is guaranteed against Company initiated changes for the duration of the plan. The minimum Rate Stabilized Plan is 12 months. The maximum Rate Stabilized period is 60 months.
- i. For customers with a standard RSP on or after April 11, 2005, the Termination Liability will be waived when changing to a *QWEST* voice line service.
- j. If a customer terminates the agreement before the established service date, in whole or in part, the customer will pay cancellation charges as defined under the Termination Liability/Waiver Policy as set forth in 2.2.14.
- k. After the service date, if a customer with a fixed-period rate plan removes, in whole or in part, feature packages to a level less than 60% of the initial number of feature packages, a termination charge may apply, as defined in 2.2.14.

**NOTICE**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.2. (Cont'd)

1. Each customer will be required to sign a contractual agreement for the furnishing of Centrex 21 Feature Packages on a rate stabilized basis.
- m. In order for Wireless Extension to work, the customer's wireless carrier must utilize technology that links their network to the Company's network and provides the wireless handset status to the Company upon request. It will be the customer's responsibility to know whether their wireless carrier provides this data.
3. Feature Description

Call Forwarding Busy Line

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

Call Forwarding Don't Answer

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

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

##### A.3. (Cont'd)

##### Call Forwarding-Variable

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

##### Call Hold

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

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

Provides calling number delivery following the call waiting tone.

##### Call Pickup

Permits a user of a designated pick up group to answer a call directed to another user in the group by dialing a code.

##### Call Transfer

Allows a user to transfer any established call to another line. This feature also utilizes the switchhook to put a caller on consultation hold.

[1] Requires CPE that has a display.

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

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Call Waiting

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

Caller Identification - Name and Number[1]

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

Minutes Free Calling Plan

The plan includes at no charge a designated number of minutes of intraLATA toll per month. For all additional plan calls, the customer will be charged a special rate. The plan is available on an account level basis, where one or more lines are billed to the same account. Where the customer has one account which includes multiple lines, the plan applies to total usage of the combined lines. This plan applies only to intraLATA, dial station-to-station calls.

Remote Access Forwarding (Call Following)[1]

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

[1] For Terms and Conditions see 5.4.3.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Scheduled Call Forwarding[1]

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

Caller Identification - Number[2]

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

Conference Calling

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

Direct Dialing/Originating Terminating

Allows users to place or receive calls.

[1] For Terms and Conditions see 5.4.3.

[2] Requires CPE that has a display.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Call Forwarding-Variable

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

Call Hold

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

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

Provides calling number delivery following the call waiting tone.

Call Pickup

Permits a user of a designated pick up group to answer a call directed to another user in the group by dialing a code.

Call Transfer

Allows a user to transfer any established call to another line. This feature also utilizes the switchhook to put a caller on consultation hold.

[1] Requires CPE that has a display.

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

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Call Waiting

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

Caller Identification - Name and Number[1]

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

Minutes Free Calling Plan

The plan includes at no charge a designated number of minutes of intraLATA toll per month. For all additional plan calls, the customer will be charged a special rate. The plan is available on an account level basis, where one or more lines are billed to the same account. Where the customer has one account which includes multiple lines, the plan applies to total usage of the combined lines. This plan applies only to intraLATA, dial station-to-station calls.

Remote Access Forwarding (Call Following)[1]

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

[1] For Terms and Conditions see 5.4.3.



## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

##### A.3. (Cont'd)

#### Scheduled Call Forwarding[1]

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

#### Caller Identification - Number[2]

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

#### Conference Calling

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

#### Direct Dialing/Originating Terminating

Allows users to place or receive calls.

[1] For Terms and Conditions see 5.4.3.

[2] Requires CPE that has a display.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Hunting

- Automatically re-routes incoming calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed.
  - Multi-Line Hunt Group (MLHG) - provides a sequential hunt over the members in the Multi-Line Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.
  - Circular Hunting - allows all lines in a multi-line hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multi-Line Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multi-Line Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
  - Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Individual Line Billing

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

Intercept

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

Message Waiting Service

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

Speed Calling

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

[1] Visual waiting indication available with special CPE.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.3. (Cont'd)

Touch-Tone

Allows for Customer provided equipment to place calls using Dual-Tone Multi Frequency dialing.

Wireless Extension[1]

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number. If the Wireless Extension customer has Voice Mail Service and the wireless handset is on, and the wireless handset is busy or the call is not answered, the customer can choose to have calls forwarded to the mailbox instead of the wireline number.

[1] For Terms and Conditions see 5.4.3.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A. Centrex 21 Feature Package

4. Rates and Charges

The following business rates and charges are for Centrex 21 Feature Package and are in addition to the applicable monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

- a. Centrex 21 Feature Package,  
per line

**USOC**

- Month-to-Month
- Rate Stabilized

F21

F2X

<b>NON- RECURRING CHARGE</b>	<b>MONTH TO MONTH</b>	<b>MONTHLY RATE 12 TO 36 MONTHS[1]</b>	<b>37 TO 60 MONTHS[1]</b>
\$12.00	\$18.50	\$16.50	\$13.50

- b. Miscellaneous Charges

**USOC**

**NONRECURRING  
CHARGE**

- Nonrecurring charges apply,  
per Centrex 21 feature package,  
per customer group.
- Centrex 21 system change charge  
per feature package changed

NRC62

\$5.00

[1] Customers with service under a standard RSP that expires on or after April 11, 2005, will be billed at the rates and terms associated with the RSP period that they subscribed to until they move, disconnect the service or a change occurs in the rates or terms of the obsolete Centrex 21 Service.

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**Qwest Corporation**

**Catalog No. 3**

**Washington**

**SECTION 109**

Original Sheet 195

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Effective: December 1, 2007

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

A.4. (Cont'd)

c. Optional Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(1) Caller Identification Name and Number			
• Per line	NNK	—	\$3.50
(2) Remote Access Forwarding			
• Per line	AFD	—	4.95
(3) Scheduled Call Forwarding			
• Per line	ATF	—	5.95
(4) Wireless Extension			
• Per line	HME	—	4.95
(5) Minutes Free Calling Plan			

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

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

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

B. Centrex 21 Service

1. Description

- a. Centrex 21 Service is a flat rate, business service for customers with 2 to 50 station lines. Centrex 21 Service is furnished only from a Stored Program Controlled central office offered subject to the availability of facilities and applicable generic feature programs and will not be available in a 2BESS Central Office. Centrex 21 consists of standard features which are available to all station lines in the shared customer group. A Centrex 21 customer has a choice of having the features delivered via analog lines and/or 2B+S, (digital, voice only) ISDN lines. Optional features are also available.
- b. Centrex 21 standard features include the following features depending upon the serving central office:

<b>FEATURE</b>	<b>ANALOG</b>	<b>DIGITAL VOICE</b>
• Primary DN	X	X
• Secondary DN	–	X
• Multiple Shared		
Call Appearances of a DN	–	X
• Call Drop	–	X
• Call Exclusion	–	X
• Call Forwarding - Busy Line	X	X
• Call Forwarding - Don't Answer	X	X
• Call Forwarding - Variable	X	X
• Call Hold	X	X
• Calling Identity Delivery on		
Call Waiting Number	X	–
• Call Pickup	X	X
• Call Transfer	X	X
• Call Waiting	X	–
• Caller Identification Number	X	–
• Conference Calling		
- 3-Way	X	X
- 6-Way	X	X
• Direct Dialing/Originating		
Terminating	X	X
• Display	–	X

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

**B. Centrex 21 Service (Cont'd)**

**2. Terms and Conditions**

- a. Centrex 21 Service ISDN station lines will be offered, from the customer's local serving Central Office only. Service is offered where facilities and equipment are available. ISDN Service from the Central Office is generally considered "available" for loops of 18 kilofeet or less in length. Loops greater than 18 kilofeet in length must meet extension technology design requirements. Loops more than 18 kilofeet in length will be considered "available," if pair gain systems are in place.
- b. Rates and charges for the Centrex 21 ISDN 2B+S, (digital, voice only) lines do not include extended ISDN availability arrangements. Extended ISDN availability arrangements are only available when needed on an individual case basis.
- c. Centrex 21 Service equips the station lines in the system with all the standard features. Customers subscribing to this service are required to pay the monthly rates for service, whether or not all standard features are activated at initial installation.
- d. The monthly rate for Centrex 21 Service covered under the Rate Stabilized Plan is guaranteed against Company initiated changes for the duration of the plan. The minimum Rate Stabilized Plan is 12 months. The maximum Rate Stabilized period is 60 months.
- e. Customers subscribing to an unexpired standard Rate Stability Plan as of April 11, 2005, may add station lines to an existing system at the same location at the rates originally applicable to that customer. Customers, whose station line growth exceeds 50 station lines, have the option to convert to other Company Services. The service period for converted Company Services will bear the same expiration date as that of the customer's original Rate Stability Plan.
- f. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Centrex 21 Service.
- g. All Centrex 21 Service station lines must be associated with the same customer group.
- h. Customer request for temporary suspension, either full or partial, of Centrex 21 Service is not permitted. Seasonal disconnects are not allowed.

**NOTICE**

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**Qwest Corporation**

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**SECTION 109**

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.2. (Cont'd)

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

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.2. (Cont'd)

- s. Electronic Business Set will be provided from a DMS-100 Central Office and only where facilities permit.
- t. Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Business Set interface card is required.
- u. Electronic Business Set is subject to a 1.5 mile limitation from the central office.
- v. Electronic Business Set is only available on Centrex 21 main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.
- w. In order for Wireless Extension to work, the customer's wireless carrier must utilize technology that links their network to the Company's network and provides the wireless handset status to the Company upon request. It will be the customer's responsibility to know whether their wireless carrier provides this data.
- x. A termination charge will be waived when customers change to Business Line Volume Purchase Plan.
- y. For customers with a standard RSP on or after April 11, 2005, the Termination Liability will be waived when changing to a *QWEST* voice line service.

**NOTICE**

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## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

##### B. Centrex 21 Service (Cont'd)

##### 3. Standard Service Feature - Description

###### Primary Directory Number (PDN)[1]

Each terminal is assigned one Primary Directory Number. If more than two terminals are attached to a Basic Rate Access Connection, additional Primary Directory Numbers will be required. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

###### Secondary Directory Number (SDN)

A Secondary Directory number is any directory number, other than the Primary Directory Number, assigned to an ISDN terminal. The standard package includes one SDN. The maximum allowable number of Call Appearances (PDN, SDN or shared) will be determined by the CPE and configuration groups selected.

###### Multiple Shared Call Appearances of a Directory Number[2]

This feature allows several station sets to share one or more Call Appearances of a particular directory number (PDN or SDN). The originating and terminating events on one station set affects all stations that share Call Appearances for a particular directory number. The shared directory number can have up to eight Call Appearances. Multiple calls can exist on one directory number and more than one station sharing the directory number can have a call active on the shared directory number.

[1] Customer may choose from any of the existing standard configuration groups for their system.

[2] On a DMS-100 Central Office, this feature requires MADN as well.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

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

##### Call Drop

This feature allows the user (who is the controller of a call) to drop the last party that was added to a conference call. Also, this feature allows a user to disconnect a 2-party call.

##### Call Exclusion

Manual Call Exclusion restricts other stations from picking up a call on hold or bridging onto an active call at that station.

##### Call Forwarding Busy Line

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

##### Call Forwarding Don't Answer

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

##### Call Forwarding-Variable

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

##### Call Hold[1]

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

[1] Provided by proprietary CPE on ISDN.

## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

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

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

Provides calling number delivery following the call waiting tone.

##### Call Pick-Up

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

##### Call Transfer

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

##### Call Waiting

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

[1] Requires CPE that has a display.

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

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

### **109.1 DIAL SWITCHING SYSTEMS**

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

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

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

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

##### Conference Calling

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

##### Direct Dialing/Originating Terminating

Allows station users to place or receive calls.

##### Display[1]

Identifies incoming internal (i.e., intra-system system) calls by phone number and call type (e.g., internal, external, forwarded). This feature identifies why calls have forwarded from a specific number (e.g., busy, no answer). Requires electronic set equipped with appropriate alphanumeric LCD.

[1] Requires CPE that has a display.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.3. (Cont'd)

Hunting

- Automatically re-routes incoming calls to other lines when the calls encounter busy lines. Hunting groups provide a software-defined search for an available Call Appearance to which a call can be completed. A hunt group member is defined as a set of Call Appearances at the ISDN station.
  - Multi-Line Hunt Group (MLHG) - provides a sequential hunt over the members in the Multi-Line Hunt Group. When a Call Appearance is busy, the system sequentially hunts only the members following the member associated with the dialed number.
  - Circular Hunting - allows all lines in a multi-line hunt group to be tested for busy, regardless of the point of entry into the group. When a call is made to a line in a Multi-Line Hunt Group, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station of the Multi-Line Hunt Group then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group.
  - Series Completion - this feature allows calls made to a busy directory number to be routed to another specified directory number. The series completion hunting begins with the originally dialed member of the series completion group and searches for an idle directory number from the list of directory numbers.

NOTICE

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.3. (Cont'd)

Incoming Calling Identification[1]

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

Individual Line Billing

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

Intercept

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

Message Waiting Service

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

[1] Requires CPE that has a display.

[2] Visual waiting indication available with special CPE.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.3. (Cont'd)

Speed Calling

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

Standard Configuration Group

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

Touch-Tone

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

4. Optional Service Feature - Description

Call Park

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

Caller Identification - Name and Number[1]

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

[1] For Terms and Conditions see 5.4.3 of this Catalog.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.4. (Cont'd)

Remote Access Forwarding (Call Following)[1]

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN terminal.

Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's ISDN station set. All Analog Call Appearances must be provisioned from the Centrex 21 central office that is providing the ISDN services. One appearance, per number, per terminal is allowed.

[1] For Terms and Conditions see 5.4.3 of this Catalog.

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

### **109.1 DIAL SWITCHING SYSTEMS**

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

##### B.4. (Cont'd)

##### Electronic Business Set

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

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

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

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

### **109.1 DIAL SWITCHING SYSTEMS**

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

##### B.4. (Cont'd)

##### Nonstandard Configuration Group

Allows customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

##### Scheduled Call Forwarding[1]

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

##### Wireless Extension

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number.

[1] For Terms and Conditions see 5.4.3 of this Catalog.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.4. (Cont'd)

Remote Access Forwarding (Call Following)[1]

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number. This service is marketed to residential customers under the name of Call Following.

Additional Secondary Directory Number (SDN)

Allows more than one Secondary Directory Number to be assigned to an ISDN terminal.

Analog Call Appearance

This feature enables analog station users to share their call appearance on a user's ISDN station set. All Analog Call Appearances must be provisioned from the Centrex 21 central office that is providing the ISDN services. One appearance, per number, per terminal is allowed.

[1] For Terms and Conditions see 5.4.3 of this Catalog.

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

### **109.1 DIAL SWITCHING SYSTEMS**

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

##### B.4. (Cont'd)

##### Electronic Business Set

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

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

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

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## 109. OBSOLETE CENTRAL OFFICE SERVICES

### 109.1 DIAL SWITCHING SYSTEMS

#### 109.1.17 CENTREX 21 SERVICE

##### B.4. (Cont'd)

##### Nonstandard Configuration Group

Allows customers to purchase additional configuration groups (beyond the five standard configuration groups provided) to support ISDN terminals.

##### Scheduled Call Forwarding[1]

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

##### Wireless Extension

A wireline forwarding service that works with a customer's wireless service. When a call is placed to the wireline number, it is automatically forwarded to a designated wireless number if the handset is turned on. If the wireless handset is turned off or is busy, the call rings at the wireline number and is not forwarded. In addition, any call coming from the designated wireless number to the wireline number will not be forwarded back to the wireless number.

[1] For Terms and Conditions see 5.4.3 of this Catalog.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B. Centrex 21 Service (Cont'd)

5. Rates and Charges

a. Centrex 21 Analog Station Line

**USOC**

- Month-to-Month Station Line RXB
- Rate Stabilized Station Line RSX
- Month-to-Month Electronic Business Set Station Line R63
- Rate Stabilized Electronic Business Set Station Line R6V

- 2 - 50 lines, each

NON- RECURRING CHARGE	MONTH TO MONTH	MONTHLY RATE	
		12 TO 36 MONTHS[1]	37 TO 60 MONTHS[1]
\$48.00	\$46.95	\$26.29	\$25.19

b. Centrex 21 ISDN 2B+S,  
(digital, voice only) line

**USOC**

- 2 - 50, lines each

**XRW, XRS**

	NON- RECURRING CHARGE	MAXIMUM RATE[1]	MINIMUM RATE[1]	CURRENT RATE[1]
- Month to Month	\$110.00	\$126.00	\$44.08	\$63.00
- 12 to 36 Months	110.00	119.70	44.08	59.85
- 37 to 60 Months	110.00	113.40	44.08	56.70

[1] Customers with service under a standard RSP that expires on or after April 11, 2005, will be billed at the rates and terms associated with the RSP period that they subscribed to until they move, disconnect the service or a change occurs in the rates or terms of the obsolete Centrex 21 Service.

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**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.5. (Cont'd)

c. Miscellaneous Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>
<ul style="list-style-type: none"><li>• Nonrecurring charges apply, per Centrex 21 station line, per customer group.</li></ul>		
<ul style="list-style-type: none"><li>- Centrex 21 system change charge per station line changed</li></ul>	NRC62	\$ 5.00
<ul style="list-style-type: none"><li>• Conversion Charge, per each existing line converted from a Company Access Line to Centrex 21 Service[1,2]</li></ul>	NR9CE	12.00

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

[2] Not applicable for 60 month contracts.

**109. OBSOLETE CENTRAL OFFICE SERVICES**

**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.5. (Cont'd)

d. Optional Service Features

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(1) Call Park			
• Per station line	C4Z	\$5.00	\$1.00
(2) Electronic Business Set			
• Electronic set service interface, per main station line[1]	PP3	[2]	[2]
• Primary appearance of a software number	SO3	[2]	[2]
• Subsequent appearance of a software number	SO5	[2]	—
• Single appearance of a software number	SFB	[2]	[2]
• Adjunct module, per module[3]	C2TAX	[2]	[2]

[1] Includes electronic set service standard features.

[2] See Electronic Set Service found in 9.1.18 of this Catalog.

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

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**109.1.17 CENTREX 21 SERVICE**

B.5.d. (Cont'd)

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(3) Caller Identification Name and Number			
• Per line	NNK	—	\$3.50
(4) Remote Access Forwarding			
• Per line	AFD	—	4.95
(5) Scheduled Call Forwarding			
• Per line	ATF	—	5.95
(6) Wireless Extension			
• Per line	HME	—	3.95

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**109.1 DIAL SWITCHING SYSTEMS**

**109.1.17 CENTREX 21 SERVICE**

B.5.d. (Cont'd)

	<b>USOC</b>	<b>NON RECURRING CHARGE</b>	<b>RSP RATE</b>
(7) Additional, Secondary Directory Number (SDN)			
• Per station line	A6QPN	\$12.00	\$1.00
(8) Analog Call Appearance			
• Per number, per terminal	MAZ	12.00	1.00
	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
(9) 2B+D (Circuit Switched Data)	[1]	[1]	[1]
(10) Nonstandard Configuration Group			
• Per configuration group, per system	N3CPG	\$12.00	—

[1] See USOC's, rates and charges found in 14.2.1 of this Catalog for Single Line ISDN Service.

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**SECTION 110**

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**EXCHANGE AND  
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Effective: December 1, 2007

**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

<b>SUBJECT</b>	<b>SHEET</b>
Apartment Door Answering Service.....	1
Miscellaneous Switching Arrangements .....	1

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**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

**110.3 MISCELLANEOUS SWITCHING ARRANGEMENTS**

**110.3.4 APARTMENT DOOR ANSWERING SERVICE**

A. Description

Apartment Door Answering Service (ADAS) provides a customer a means of opening an apartment's lobby door with a telephone in each apartment.

B. Terms and Conditions

1. ADAS may be subscribed to by the owner or management of an apartment house or apartment houses whereby exchange access service of occupants of the individual apartments in the apartment house may be called from a special telephone located in a lobby or entrance of that building. The exchange access service of the occupants of the apartments may then be used to unlock the door to the apartment house by dialing a code.
2. When more than one exchange access line is furnished in an individual apartment, the service will be associated with only one line.
3. The customer of ADAS shall be responsible for the payment of all charges due with respect to the service. Application for Joint User service and for changes in service therewith, must be executed by the customer. The customer is responsible for payment of all charges incurred with respect to the service, regardless of whether such charges are associated with his usage, or that of any of his joint users.
4. Apartment nonrecurring charges and monthly rates will apply to all apartments in the building regardless of occupancy, vacancy or other conditions.
5. Tenants will be responsible for payment of charges for all their service exclusive of ADAS.
6. Use of the common equipment for ADAS is limited to a maximum of four entrances, and 400 individual apartments served from the same central office building. Joint User service, Section 5, will be provided subject to the limitations for use of the common equipment.

**NOTICE**

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**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

**110.3 MISCELLANEOUS SWITCHING ARRANGEMENTS**

**110.3.4 APARTMENT DOOR ANSWERING SERVICE**

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

7. In each lobby the customer is responsible for: providing, installing and maintaining the door latch equipment; furnishing the power to operate the door latch equipment and connecting the door latch equipment to a Company connecting arrangement; installing the metal receptacle furnished by the Company for the lobby telephone; providing and installing the conduit or other suitable means required for Company channel facilities within the building; and providing and maintaining a current directory of apartment listings and codes for each lobby telephone.
8. Service is furnished subject to the availability of suitable facilities.
9. Lobby telephones will not be permitted access to bridged lines or stations outside a tenant's apartment.
10. Timing for message toll calls, whether received or originated, continues while such a call is held by a tenant to answer a lobby call.
11. ADAS may be furnished in connection with individual and two-party line service and is provided at all on-premises stations connected to the line.
12. The offering of ADAS does not create any relationship or obligation, direct or indirect, to any person other than the customer to this service. The obligation of the Company is limited to the extent of providing facilities suitable for ordinary telephone service and maintaining and operating those facilities in a manner proper for telephone service.
13. The Company has no responsibility with respect to: the suitability of any equipment not furnished by the Company; the use of such equipment in connection with the Company's facilities; and any other obligation of the customer as set forth preceding. The use of the customer's door latch equipment in connection with the facilities of the Company is permitted only on the condition that the Company shall not be responsible to the customer or any other person for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the Company equipment furnished for ADAS, except as provided for above. The liability of the Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or to maintain and operate such facilities in a manner proper for telephone service is as set forth in Section 2 of this Catalog.

**NOTICE**

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**110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS**

**110.3 MISCELLANEOUS SWITCHING ARRANGEMENTS**

**110.3.4 APARTMENT DOOR ANSWERING SERVICE**

B. Terms and Conditions (Cont'd)

14. The customer indemnifies and saves the Company harmless from any and all liability, damages, losses, claims or demands of any kind arising out of any act or omission of the customer or any other person in connection with provided by the Company and from any and all liability, damages, losses, claims or demands of any kind for any infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus or systems of the customer.
15. ADAS is available only to a customer having such equipment in service at a location where such equipment was established prior to April 20, 1979. Such installations will be maintained dependent upon the availability of repair parts.

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
• Apartment Door Answering Service			
- Common equipment with a maximum capacity of 400 apartment terminations and four entrances, served from the same central office	AXT	\$200.00	\$50.50
- Facilities between each lobby telephone and the central office	RLD	—	16.00

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**EXCHANGE AND  
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**113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

<b>SUBJECT</b>	<b>PAGE</b>
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**SECTION 113**

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**EXCHANGE AND  
NETWORK SERVICES**

Effective: December 1, 2007

**113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.3 RESIDENCE MAINTENANCE PLANS[1]**

For terms, conditions, rate and charge applications see 13.3 of this Catalog.

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete packages only as long as service remains at the same location for the same customer.

Residence COMPLETE COVERAGE[2]

A maintenance plan that provides residence customers, per exchange access line, per premises, with inside wire, jack repair and trouble isolation. This plan is obsolete as of October 1, 2005.

B. Rates and Charges

	<b>USOC</b>	<b>MONTHLY RATE</b>
• <i>COMPLETE COVERAGE</i>	LBRXP, GSD2X	\$4.75

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Residence *COMPLETE COVERAGE* is equivalent to per line Residence *LINE-BACKER* Service.

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**113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.4 BUSINESS MAINTENANCE PLANS[1]**

For terms, conditions, rate and charge applications see 13.4 of this Catalog.

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete packages only as long as service remains at the same location for the same customer.

Business COMPLETE COVERAGE[2]

Business *COMPLETE COVERAGE* provides for inside wire maintenance, trouble isolation and repair services for business customers. This plan is obsolete as of October 1, 2005.

	USOC	MONTHLY RATE
• Business <i>COMPLETE COVERAGE</i> , per account	MNSNX, MNSOX	\$5.75

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] Business *COMPLETE COVERAGE* is equivalent to Business *UNISTAR* Service.

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**EXCHANGE AND**

**NETWORK SERVICES**

Effective: December 1, 2007

**115. OBSOLETE MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**SUBJECT**

**SHEET**

*SWITCHNET* 56 Service..... 1

NOTICE  
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**115. OBSOLETE MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**115.2 SWITCHNET 56 SERVICE**

A. Description

Effective October 17, 2003, *SWITCHNET 56* Service is grandfathered. Existing customers using the service on a monthly basis may continue with the service for up to six months after a substitute service is available at which time *SWITCHNET 56* will be discontinued. The Company will continue to honor all *SWITCHNET 56* contractual agreements for the length of the existing contract. *SWITCHNET 56* customers on rate stabilized contracts will be allowed to retain their service moving to month-to-month pricing upon expiration of their contracts. Additions, changes or moves of existing contracted customers will continue to be made where the required equipment and facilities are available.

*SWITCHNET 56* is a single party switched service which is capable of carrying continuous stream digital data at the rate of 56 kilobits per second. This service provides for switched data communications only between locations connected to the *SWITCHNET 56* network. *SWITCHNET 56* customers are able to access the interLATA network via Feature Group D connections.

B. Terms and Conditions

1. *SWITCHNET 56* is furnished only in central office areas where adequate facilities are available. Central offices will be equipped for this service at the discretion of the Company.
2. This service will be provided via four-wire facilities only.
3. Private Line (*DIGICOM I*) rates will apply for the transport facilities between a remote central office outside the free calling area of *SWITCHNET 56* and the central office in which the *SWITCHNET 56* equipment is located.
4. *SWITCHNET 56* billing will appear as a sub-entry in the "Miscellaneous" section of the monthly bill.
5. This service requires the use of an on premises channel service unit to encode data and provide circuit testing capabilities. This equipment must conform with AT&T Publication 41458 performance requirements. The customer may elect to purchase or lease this equipment from a variety of terminal equipment vendors.

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**115. OBSOLETE MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS**

**115.2 SWITCHNET 56 SERVICE (Cont'd)**

C. Rates and Charges

	<b>USOC</b>	<b>NONRECURRING CHARGE</b>	<b>MONTHLY RATE</b>
1. Per line, including one hour of usage	SM6	\$199.00	\$75.00
2. <i>DIGICOM I</i> mileage	1LN4X	[1]	[1]
		<b>RATE PER MINUTE</b>	
3. Additional usage[2]		\$0.10	

[1] See the Private Line Transport Services Tariff for *DIGICOM I* Service.

[2] Applicable to usage in excess of the one hour allowance included in the basic rate.

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