

**Qwest Corporation**

**WN U-40  
EXCHANGE AND  
NETWORK SERVICES  
WASHINGTON**

**SECTION 5**  
13th Revised Index Sheet 3  
Cancels 12th Revised Index Sheet 3

**5. EXCHANGE SERVICES**

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**SECTION 5**  
3rd Revised Sheet 53  
Cancels 2nd Revised Sheet 53

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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]

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[1] Material moved to Section 5.2.10 of the Exchange and Network Services Catalog.

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3rd Revised Sheet 53.1  
Cancels 2nd Revised Sheet 53.1

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

A. High Rise Office Buildings, Shopping Malls and Office Parks[1] (Cont'd)

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[1] Material moved to Section 5.2.10 of the Exchange and Network Services Catalog.

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SECTION 5  
2nd Revised Sheet 54  
Cancels 1st Revised Sheet 54

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## 5. EXCHANGE SERVICES

### 5.2 LOCAL EXCHANGE SERVICE

#### 5.2.10 TENANT SOLUTIONS

A. High Rise Office Buildings, Shopping Malls and Office Parks[1] (Cont'd)

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[1] Material moved to Section 5.2.10 of the Exchange and Network Services Catalog.

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2nd Revised Sheet 55  
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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

A. High Rise Office Buildings, Shopping Malls and Office Parks[1] (Cont'd)

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[1] Material moved to Section 5.2.10 of the Exchange and Network Services Catalog.

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**5. EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.10 TENANT SOLUTIONS**

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**B. Multi-Tenant Residential Properties Offer**

**1. Description**

- a. The Multi-Tenant Residential Properties offer is an offering to residents of apartment complexes, where the owner/manager has terminated their preferred provider agreement with their current telecommunications provider, and now subscribes to service from the Company.
- b. In accordance with the terms of the Multi-Tenant Residential Properties Offer the Company may waive charges to residence customers of such apartment complexes.

**2. Terms and Conditions**

- a. The Multi-Tenant Residential Properties Offer is available to residents of properties where the owner/manager has a preferred provider agreement with the Company.
- b. The Company preferred provider agreement may be established when owners/managers are terminating their current agreement with their current telecommunications provider.
- c. Multi-Tenant Residential Properties must have a minimum of 125 living units per apartment complex. Apartment complexes with less than 125 living units per building will qualify as long as the owner/manager has at least one complex with 125 living units under agreement with the Company.

**3. Rates and Charges**

Nonrecurring charges will be waived for those services the residents subscribed to at the time the owner/manager switched to the Company as their telecommunications provider.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

A. Description

This Section applies to residence 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. Business listings may be found in the Exchange and Network Services Catalog.

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B. Definitions

The following definitions refer to residence service.

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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.

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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:

- Second residence
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

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

##### Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, 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.

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##### Dual Name Listing - Residence

A single residence listing provided for two persons who may or may not share the same surname, but who share the same service, and reside at the same address.

##### E-mail Address Listing - Residence

Identifies the customer's electronic mail (E-mail) address used to send and receive mail on a computer. An example of a standard E-mail address is: userid@qwest.com.

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##### E-mail/URL Address Listing Package - Residence

Discounted monthly rate for E-Mail Address Listing and URL Address Listing on the same account.

##### 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. For these, see E-Mail Address Listing – Residence and Uniform Resource Locator (URL) Address Listing - Residence.

By Authority of Order of the W.U.T.C., Order No. 6 dated 07/24/2007 and Order No. 14 dated 11/30/2007

Advice No. 3639T

Docket No. UT-061625

Issued by Qwest Corporation

Effective: February 1, 2008

By K. R. Nelson, Vice President

WA2007-039

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.

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- Each Farmer Line Service

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- When 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 clients or guests.

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1st Revised Sheet 120  
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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

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

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#### Uniform Resource Locator (URL) Address Listing - Residence

Identifies the customer's URL address used to identify resources on the Internet's World Wide Web. An example of a standard URL is: <http://www.uswest.com>.

##### C. Terms and Conditions

###### 1. Primary or Additional Listing

A primary or additional listing consists of a 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.

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By Authority of Order of the W.U.T.C., Order No. 6 dated 07/24/2007 and Order No. 14 dated 11/30/2007

Advice No. 3639T

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WA2007-039

**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, apartment or 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 name of a person living at a residence.
- (2) The names of two people who may or may not share the same surname, but who share the same service and live at the same address.
- (3) The names of a person known by two given names and/or nicknames, initials or combinations thereof.
- (4) A rearrangement of a name or an appearance of a name using a different spelling.

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(M) Material moved from Sheet 122.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C.1. (Cont'd)

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- f. When a business service is furnished in a residence, residence additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.

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(K) Material moved to Sheet 121.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C.1. (Cont'd)

- h. For residence listings, designations or titles acceptable to the Company may be used.
- i. A telephone number is included with each primary, additional or reference listing.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

C. Terms and Conditions (Cont'd)

7. 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)

8. 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.

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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;

**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, as described in the Exchange and Network Services Catalog, when the nonpublished customer elects not to utilize Caller Identification Blocking-Per Call or Per Line, 10.7. (T)  
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- 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)**

G. Rates and Charges

1. The following terms and conditions apply to residence customers and the terms and conditions apply to the application of rates and charges for residence directory listings:
  - a. No nonrecurring charge applies if listing change is due to annoyance calls.
  - b. No nonrecurring charge applies to change a published listing for the same residence customer at the same location.
  - c. No nonrecurring charge applies to remove or add an address to a customer's listing on residence service.
  - d. Nonrecurring charges and rates apply to changes to or from nonpublished, nonlisted or published service, except as described herein.
  - e. 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 tariff 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.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.1 LISTING SERVICES**

G.1.e. (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.
- (9) To Public Access Line Service.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
2. Residence Service Listings				(T)
• Each listing for an individual(s) residing at a residence	RLT	\$5.00	\$0.60	
• Each listing for an individual(s) residing at a hotel (guest)	RLT	5.00	0.60	
• Foreign Listings[1]	FAL	5.00	0.60	
3. Information Listings				(T)
• Each line of information in addition to a listing				
- Residence	XLL	5.00	0.60	(D)

[1] Each listing for an individual(s) furnished in an exchange other than the one where they would normally be shown.

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## 5. EXCHANGE SERVICES

### 5.7 DIRECTORY SERVICES

#### 5.7.1 LISTING SERVICES

##### G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
				(D)
4. Nonpublished Listing, each	NPU	\$5.00	\$0.75	(T)
5. Nonlisted Listing, each	NLT	5.00	0.50	(T)
6. 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	
7. E-mail Address Listing, each[3]				(T)
• Residence	EM6	5.00	1.50	
8. URL Address Listing, each[3]				(T)
• Residence	NL1	5.00	1.50	
9. Listing Packages				(T)
• E-Mail/URL Address Listing, each				
- Residence	L9GEU	5.00	2.50	

[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, following).

[3] Nonrecurring Charge applies to establish or change.

**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES (Cont'd)**

**5.7.7 CUSTOM NUMBER SERVICE**

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A. Description

This service is applicable to residence customer requests for specific telephone number assignments. Custom Number Service for business customers may be found in the Exchange and Network Services Catalog.

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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.

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**5. EXCHANGE SERVICES**

**5.7 DIRECTORY SERVICES**

**5.7.7 CUSTOM NUMBER SERVICE**

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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		
- Residence	RNCSP	\$ 50.00

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