

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

Qwest Corporation
Catalog No. 2
Washington

TITLE PAGE
Original Sheet 1

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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EXCHANGE AND NETWORK SERVICES

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SECTION 1
~~Original~~ 1st Revised Sheet 1
Cancels Original Sheet 1

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF CATALOG

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.~~ (D)
|
(D)

1.2 TABLE OF CONTENTS

SHEET

SECTION 1. APPLICATION AND REFERENCE

1.1	APPLICATION OF CUSTOMER CATALOG	1	
1.2	TABLE OF CONTENTS	1	
1.3	SUBJECT INDEX	9	
1.4	CATALOG FORMAT	165	<u>(T)</u>
1.4.1	LOCATION OF MATERIAL.....	165	
1.4.2	OUTLINE STRUCTURE	165	
1.4.3	RATE TABLES	176	
1.4.4	USOC COLUMN.....	176	
1.5	EXPLANATION OF CHANGE SYMBOLS	187	
1.6	EXPLANATION OF ABBREVIATIONS	198	
1.7	TRADEMARKS, SERVICE MARKS AND TRADE NAMES	204	<u>(T)</u>

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

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

		SHEET	
SECTION 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING			
2.1	DEFINITION OF TERMS	1	
2.2	ESTABLISHING AND FURNISHING SERVICE	22	
2.2.1	APPLICATION FOR SERVICE	22	
2.2.2	OBLIGATION TO FURNISH SERVICE	27	
2.2.3	60 DAY PRODUCT GUARANTEE	30.2	(N)
2.2.4	CONSUMER BILL OF RIGHTS	31	
2.2.7	ASSIGNING AND CHANGING OF TELEPHONE NUMBERS	35	
2.2.9	TERMINATION OF SERVICE - COMPANY INITIATED	36	
2.2.10	TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED.....	43	
2.2.11	SPECIAL SERVICES	43	
2.2.14	TERMINATION OF SERVICE - CUSTOMER INITIATED	44	
2.2.15	COMPLAINTS/APPEALS	47	
2.3	PAYMENT FOR SERVICE	49	
2.3.2	PAYMENT OF BILLS	49	
2.3.3	ADVANCED PAYMENTS AND DEPOSITS	52	
2.3.4	ADJUSTMENT OF CHARGES	56	
2.3.6	BILLING	57	
2.4	LIABILITY OF THE COMPANY	60	
2.4.1	SERVICE LIABILITIES	60	
2.4.2	MAINTENANCE AND REPAIR	61	
2.4.4	DIRECTORY ERRORS OR OMISSIONS	62	
2.4.5	HAZARDOUS OR INACCESSIBLE LOCATIONS	63	
2.5	RESPONSIBILITIES OF THE CUSTOMER	64	
2.5.2	SERVICE TO AND WITHIN A BUILDING, BUILDING SPACE AND ELECTRIC POWER SUPPLY	64	

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

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~December 15, 2007~~ February 1, 2008

SECTION 1
~~2nd~~3rd Revised Sheet 3
Cancels ~~1st~~2nd Revised Sheet 3

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

		SHEET	
SECTION 2. GENERAL REGULATIONS - CONDITIONS OF OFFERING			
2.6	SPECIAL TAXES, FEES AND CHARGES	65	
2.7	EMERGENCY MEASURES IN CASE OF DISASTER	77	
2.8	REGULATED NETWORK FACILITY TERMINATIONS	78	
2.8.1	INTRA-PREMISES NETWORK CABLE AND WIRE	78	
2.16	CONTRACTUAL SERVICE AGREEMENTS	84	
SECTION 3. SERVICE CHARGES			
3.1	MISCELLANEOUS NONRECURRING CHARGES	1	
3.1.2	NETWORK PREMISES WORK CHARGES	1	(N)
3.1.9	EXPRESS CHANGE CHARGES	4	(T)
SECTION 4. RESERVED FOR FUTURE USE CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES			
4.1	CONSTRUCTION WITHIN THE BASE RATE AREA (BRA).....	1	<u> </u> (C)
4.2	CONSTRUCTION CHARGES OUTSIDE THE BASE RATE AREA	5	<u> </u> (N)
4.2.1	GENERAL	5	
4.2.2	LINE EXTENSION CHARGES.....	5	
4.4	PROVISIONING AGREEMENT FOR HOUSING DEVELOPMENTS	6	
4.6	OTHER CONSTRUCTION OR CONDITIONS	9	<u> </u> (N)

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

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~December 1, 2007~~ February 1, 2008

SECTION 1
~~2nd-3rd~~ Revised Sheet 4
Cancels ~~1st~~ 2nd Revised Sheet 4

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	SHEET	
SECTION 5. EXCHANGE SERVICES		
5.1	EXCHANGE AREAS	1
5.1.1	LIST OF EXCHANGE AREAS AND LOCAL CALLING AREAS	1
5.1.3	CLASSES OF SERVICE OFFERED IN AN EXCHANGE AREA	15
5.1.4	FOREIGN EXCHANGE SERVICE	16
5.2	LOCAL EXCHANGE SERVICE.....	28
5.2.1	MEASURED RATE SERVICE	31
5.2.4	FLAT RATE SERVICE	32
5.2.5	LOCAL SERVICE OPTIONS	33
5.2.6	TELEPHONE ASSISTANCE PROGRAMS	40.1
5.2.8	<i>HOME BUSINESS LINE SERVICE</i>	38
5.2.10	TENANT SOLUTIONS	41
5.2.11	COMPETITIVE RESPONSE.....	47
5.2.13	<i>LINE VOLUME ADVANTAGE</i>	50
5.2.15	<i>PURCHASE PLUS REWARD PLAN</i>	55.1
5.3	PRIVATE BRANCH EXCHANGE (PBX) TRUNKS.....	56
5.3.2	MESSAGE RATE TRUNKS	57
5.3.3	FLAT RATE TRUNKS	58
5.3.4	DIRECT-INWARD-DIALING (<i>DID</i>) SERVICE.....	60
5.3.6	NETWORK ACCESS REGISTERS (NARS).....	71
5.4	PREMIUM EXCHANGE SERVICES	73
5.4.3	CUSTOM CALLING SERVICES	73
5.4.4	<i>MARKET EXPANSION LINE SERVICE</i>	93
5.4.5	IMPROVED TRANSMISSION PERFORMANCE	95.1
5.4.7	<i>INTRACALL SERVICE</i>	96
5.4.9	CALLER IDENTIFICATION-BULK.....	96.1
5.4.10	CUSTOM RINGING SERVICE	97
5.4.13	ANSWER SUPERVISION – LINE SIDE.....	100
5.6	JOINT USER SERVICE	101
5.9	PACKAGED SERVICES	103
5.9.1	PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE	103
5.10	RESALE/SHARING	115
5.10.2	SHARED TELECOMMUNICATIONS SERVICES	115
(K)	<u>Material moved to Sheet 4.1.</u>	(K)

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 4.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS

		<u>SHEET</u>	
<u>SECTION 5. EXCHANGE SERVICES(Cont'd)</u>			(M)
5.6	JOINT USER SERVICE	101	(M)
5.7	DIRECTORY SERVICES	102.1	(N)
5.7.1	LISTING SERVICES	102.1	
5.7.7	CUSTOM NUMBER SERVICE	102.17	(N)
5.9	PACKAGED SERVICES	103	(M)
5.9.1	PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE	103	
5.10	RESALE/SHARING	115	
5.10.2	SHARED TELECOMMUNICATIONS SERVICES	115	(M)

(M) Material moved from Sheet 4.

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

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

Effective: ~~September 1, 2006~~ February 1, 2008

SECTION 1
~~Original~~ 1st Revised Sheet 5
Cancels Original Sheet 5

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	SHEET	
SECTION 105. OBSOLETE EXCHANGE SERVICES		
105.2	LOCAL EXCHANGE SERVICE	1
105.2.5	LOCAL SERVICE OPTIONS	1
<u>105.2.7</u>	<u>CUSTOM CHOICE SERVICE.....</u>	<u>2.1</u> (N)
105.2.13	BUSINESS LINE VOLUME PURCHASE PLAN	3
<u>105.3</u>	<u>PRIVATE BRANCH EXCHANGE (PBX) TRUNKS</u>	<u>8.1</u> (N)
<u>105.3</u>	<u>AUTOMATIC IDENTIFICATION OF OUTWARD DIALING SERVICE ..</u>	<u>8.1</u> (N)
105.4	PREMIUM EXCHANGE SERVICES	9
105.4.3	CUSTOM CALLING SERVICES	9
<u>105.4.6</u>	<u>TELECHOICE BUSINESS SERVICE.....</u>	<u>11.2</u> (N)
105.4.10	CUSTOM RINGING SERVICE.....	12
<u>105.4.14</u>	<u>CUSTOM SOLUTIONS</u>	<u>12.1</u> (N)
<u>105.4.15</u>	<u>SINGLENUMBER SERVICE</u>	<u>12.5</u>
<u>105.4.17</u>	<u>SELECT CALL ROUTING SERVICE.....</u>	<u>12.9</u> (N)
105.5	PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS	13
105.5.1	PUBLIC TELEPHONE SERVICE.....	13
105.5.2	SEMPUBLIC TELEPHONE SERVICE	15
105.5.3	COINLESS PUBLIC TELEPHONE SERVICE	18
105.5.5	SEMPUBLIC EXTENSION SERVICE.....	20
<u>105.7</u>	<u>DIRECTORY SERVICES</u>	<u>22.1</u> (N)
<u>105.7.1</u>	<u>LISTING SERVICES</u>	<u>22.1</u> (N)
105.9	PACKAGED SERVICES	13
105.9.1	PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE	13
<u>105.9.2</u>	<u>PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE.</u>	<u>80</u> (N)
SECTION 6. MESSAGE TELECOMMUNICATION SERVICE		
6.1	GENERAL.....	1
6.1.1	APPLICATION	1
6.1.2	TERMS AND CONDITIONS.....	1
6.2	STANDARD SERVICE OFFERINGS	4
6.2.1	TWO POINT MESSAGE TELECOMMUNICATION SERVICE	4
6.2.3	1-800 CALLING SERVICE	14
6.2.4	DIRECTORY ASSISTANCE SERVICE.....	19
6.2.12	MESSAGE TELECOMMUNICATION SERVICE COMPETITIVE RESPONSE PROGRAM	22
<u>(K)</u>	<u>Material moved to Sheet 5.1.</u>	<u>(K)</u>

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 5.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SHEET

SECTION 6. MESSAGE TELECOMMUNICATION SERVICE

6.1	GENERAL.....	1
6.1.1	APPLICATION.....	1
6.1.2	TERMS AND CONDITIONS.....	1
6.2	STANDARD SERVICE OFFERINGS	4
6.2.1	TWO-POINT MESSAGE TELECOMMUNICATION SERVICE	4
6.2.3	1-800 CALLING SERVICE	14
6.2.4	DIRECTORY ASSISTANCE SERVICE.....	19
6.2.12	MESSAGE TELECOMMUNICATION SERVICE COMPETITIVE RESPONSE PROGRAM	22

(M)

(M)

(M) Material moved from Sheet 5.

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

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	SHEET		
SECTION 6. MESSAGE TELECOMMUNICATION SERVICE			
6.3	23	OPTIONAL SERVICE OFFERINGS.....	
6.3.17	23	PRIME SAVER SERVICE	
6.3.18	28	CALLING CONNECTION PLANS	
106. OBSOLETE MESSAGE TELECOMMUNICATION SERVICE			
106.2	1	STANDARD SERVICE OFFERINGS	
106.2.5	1	INTEREXCHANGE RECEIVING SERVICE.....	
106.3	3	OPTIONAL SERVICE OFFERINGS	
106.3.18	3	CALLING CONNECTION PLANS	
7. WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)			
7.1	1	800 SERVICE.....	(T)
7.1.2	23	800 SERVICE	(D)
107. OBSOLETE WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)			(T)
107.1	1	OUTWARD WATS AND 800 SERVICELINE OPTION	(D)
107.1.1	23	OUTWARD WATS.....	(N)
107.1.3	25	800 SERVICELINE OPTION	
107.1.4	26	ANCILLARY WATS SERVICE	(N)

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

Washington

SECTION 1

~~1st~~ 2nd Revised Sheet 7

Cancels ~~Original~~ 1st Revised Sheet 7

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~December 1, 2007~~ February 1, 2008

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SHEET

SECTION 8. RESERVED FOR FUTURE USE

SECTION 9. CENTRAL OFFICE SERVICES

9.1	DIAL SWITCHING SYSTEMS	1	
9.1.3	<i>CENTRAFLEX</i> SYSTEM 2	1	
9.1.9	<i>CENTRAFLEX</i> SYSTEM SINGLE LINE	7.1	(N)
9.1.10	OPTIONAL FEATURES	8	
9.1.12	<i>CENTRAFLEX</i> SYSTEM 1	10	
9.1.18	CENTREX <i>PRIME</i> SERVICE	17	
<u>9.4</u>	<u>CALL MANAGEMENT SYSTEMS</u>	<u>101</u>	<u>(N)</u>
<u>9.4.4</u>	<u>UNIFORM CALL DISTRIBUTION</u>	<u>101</u>	
<u>9.4.5</u>	<u>CENTRAL OFFICE – AUTOMATIC CALL DISTRIBUTION (CO ACD) SERVICE.....</u>	<u>106</u>	
<u>9.4.6</u>	<u><i>NEXTCONNECTS</i>.....</u>	<u>137</u>	
<u>9.8</u>	<u>CENTRAL OFFICE ALARM SERVICES.....</u>	<u>139</u>	
<u>9.8.2</u>	<u>SCAN-ALERT SERVICE.....</u>	<u>139</u>	<u>(N)</u>
	SECTION 109. OBSOLETE CENTRAL OFFICE SERVICES		<u>(K)</u>
109.1	DIAL SWITCHING SYSTEMS	1	
109.1.1	CENTREX SERVICE	1	
109.1.4	<i>CENTRAFLEX</i> SYSTEM 3	13	
109.1.5	<i>CENTRAFLEX</i> SYSTEM 4	21	
109.1.7	CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)	30	
109.1.10	OPTIONAL SERVICE FEATURES	42	
109.1.11	GROUP USE	108	
109.1.12	<i>CENTRAFLEX</i> SYSTEM 1	113	
109.1.13	<i>CENTRON</i> SERVICE	116	
109.1.16	CENTREX PLUS SERVICE	125	
109.1.17	CENTREX 21 SERVICE	180	
109.3	TELEPHONE ANSWERING SERVICE.....	219	
109.3.5	557A CONCENTRATOR IDENTIFIER SERVICE.....	219	<u>(K)</u>

(K) Material moved to Sheet 7.1.

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 7.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SHEET

SECTION 109. OBSOLETE CENTRAL OFFICE SERVICES

109.1	DIAL SWITCHING SYSTEMS	1
109.1.1	CENTREX SERVICE	1
109.1.4	<i>CENTRAFLEX</i> SYSTEM 3	13
109.1.5	<i>CENTRAFLEX</i> SYSTEM 4	21
109.1.7	CUSTOMIZED CALL MANAGEMENT SERVICES (CCMS)	30
109.1.10	OPTIONAL SERVICE FEATURES	42
109.1.11	GROUP USE	108
109.1.12	<i>CENTRAFLEX</i> SYSTEM 1	113
109.1.13	<i>CENTRON</i> SERVICE	116
109.1.16	CENTREX PLUS SERVICE	125
109.1.17	CENTREX 21 SERVICE	180
109.3	TELEPHONE ANSWERING SERVICE.....	219
109.3.5	557A CONCENTRATOR IDENTIFIER SERVICE.....	219

(M)

(M)

(M) Material moved from Sheet 7.

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

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~December 1, 2007~~ February 1, 2008

SECTION 1
~~2nd-3rd~~ Revised Sheet 8
Cancels ~~1st-2nd~~ Revised Sheet 8

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SHEET

10. MISCELLANEOUS SERVICE OFFERINGS

<u>10.3</u>	<u>MISCELLANEOUS SERVICE OFFERING.....</u>	<u>1</u>	<u>(N)</u>
<u>10.3.1</u>	<u>NIGHT TERMINALS.....</u>	<u>1</u>	<u>(N)</u>
<u>10.4</u>	<u>SCREENING/RESTRICTION SERVICES.....</u>	<u>1</u>	
<u>10.4.1</u>	<u>CUSTOMNET SERVICE.....</u>	<u>2</u>	<u>(N)</u>
<u>10.4.3</u>	<u>BILLED NUMBER SCREENING (BNS).....</u>	<u>13</u>	<u>(T)</u>
<u>10.4.4</u>	<u>TOLL RESTRICTION SERVICE.....</u>	<u>23.1</u>	<u>(T)</u>
<u>10.4.5</u>	<u>PAY PER CALL RESTRICTION</u>	<u>4</u>	
<u>10.4.7</u>	<u>BLOCKING FOR 10XXX1+/10XXX011+</u>	<u>6</u>	
<u>10.5</u>	<u>SUPPLEMENTAL BILLING SERVICE.....</u>	<u>7</u>	<u>(N)</u>
<u>10.5.2</u>	<u>SPECIAL BILLING NUMBER SERVICE.....</u>	<u>7</u>	<u>(N)</u>
<u>10.5.4</u>	<u>REVERSE BILLING SERVICE</u>	<u>8</u>	
<u>10.5.5</u>	<u>STATEMENT BILLING SERVICE.....</u>	<u>9</u>	
<u>10.5.7</u>	<u>SUMMARY BILLING SERVICE</u>	<u>11</u>	
<u>10.5.8</u>	<u>TOLL MESSAGE DETAIL SERVICE</u>	<u>14</u>	
<u>10.5.9</u>	<u>OUTWARD WIDE AREA TELECOMMUNICATIONS SERVICE (OUTWATS) MESSAGE DETAIL</u>	<u>17</u>	
<u>10.5.10</u>	<u>CUSTOMER DATA ENHANCED SERVICE</u>	<u>20</u>	<u>(N)</u>
<u>10.7</u>	<u>CALLER IDENTIFICATION BLOCKING OPTIONS</u>	<u>23</u>	<u>(T)</u>
<u>10.8</u>	<u>NETWORK CONNECTING ARRANGEMENTS</u>	<u>26</u>	<u>(N)</u>
<u>10.8.8</u>	<u>SELECTIVE RINGING MODULE</u>	<u>26</u>	<u>(N)</u>
<u>10.10</u>	<u>MISCELLANEOUS CENTRAL OFFICE SERVICES</u>	<u>9.1</u>	
<u>10.10.1</u>	<u>MESSAGE DELIVERY SERVICE</u>	<u>27</u>	<u>(N)</u>
<u>10.10.2</u>	<u>MESSAGE WAITING INDICATION.....</u>	<u>32</u>	
<u>10.10.4</u>	<u>TRAFFIC DATA REPORT SERVICE.....</u>	<u>36</u>	<u>(N)</u>
<u>10.10.5</u>	<u>CALL EVENT AND MANAGEMENT SIGNALING SERVICE (CEMSS) SUBSCRIBER.....</u>	<u>9-140</u>	<u>(T)</u>
<u>10.10.8</u>	<u>BUSINESS CONTINGENCY SERVICE</u>	<u>41</u>	<u>(N)</u>
<u>10.10.11</u>	<u>TRANSFER ARRANGEMENT</u>	<u>46</u>	<u>(N)</u>
<u>10.12</u>	<u>VOICE MESSAGING SERVICE</u>	<u>9-247</u>	<u>(T)</u>
<u>10.12.1</u>	<u>RESIDENCE VOICE MESSAGING SERVICE.....</u>	<u>47</u>	<u>(N)</u>
<u>10.12.2</u>	<u>BUSINESS VOICE MESSAGING SERVICE.....</u>	<u>1050</u>	<u>(T)</u>
	SECTIONS 11-12. RESERVED FOR FUTURE USE		<u>(K)</u>
	SECTION 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS		
13.1	CUSTOMER PREMISES WIRE	1	
13.2	PREMISES WORK CHARGE	6	
13.3	RESIDENCE MAINTENANCE PLANS	16	
13.4	BUSINESS MAINTENANCE PLANS.....	18	
13.5	BUILDING OWNER PREMISES WIRE MAINTENANCE PLAN	24	
	SECTION 113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS		
113.3	RESIDENCE MAINTENANCE PLANS	1	
113.4	BUSINESS MAINTENANCE PLANS.....	2	<u>(K)</u>
	<u>(K) Material moved to Page 8.1.</u>		

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 8.1

NETWORK SERVICES

Effective: December 1, 2007

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SHEET

SECTION 110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.3	RESERVED FOR FUTURE USE	1
110.12	VOICE MESSAGING SERVICE	4
110.12.1	RESIDENCE VOICE MESSAGING SERVICE	4

(N)

(N)

SECTIONS 11. - 12. RESERVED FOR FUTURE USE

(M)

SECTION 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.1	CUSTOMER PREMISES WIRE	1
13.2	PREMISES WORK CHARGE	6
13.3	RESIDENCE MAINTENANCE PLANS	16
13.4	BUSINESS MAINTENANCE PLANS.....	18
13.5	BUILDING OWNER PREMISES WIRE MAINTENANCE PLAN	24

SECTION 113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

113.3	RESIDENCE MAINTENANCE PLANS	1
113.4	BUSINESS MAINTENANCE PLANS.....	2

(M)

(M) Material moved from Page 8.

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

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

	SHEET	
SECTION 14. INTEGRATED SERVICES DIGITAL NETWORK		
14.1	1	GENERAL.....
14.2	8	BASIC RATE SERVICE OFFERINGS.....
14.2.1	8	SINGLE LINE ISDN SERVICE.....
14.3	30	PRIMARY RATE SERVICE OFFERINGS.....
14.3.1	30	PRIMARY RATE SERVICE.....
14.4	48	INDIVIDUAL CASE ISDN.....
		(T)
SECTION 15. MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS		
15.1	1	DIGITAL SWITCHED SERVICE.....
15.3	25	UNIFORM ACCESS SOLUTION SERVICE.....
15.4	34	INTEGRATED T-1 SERVICE.....
SECTION 115. OBSOLETE MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS		
115.2	1	<i>SWITCHNET</i> 56 SERVICE
		(N) (N)
SECTION 16. PROMOTIONS		
16.1	1	SPECIAL PROMOTIONS
SECTIONS 17. - 24. RESERVED FOR FUTURE USE		
SECTION 25. CUSTOMIZED SERVICES		
25.1	1	SWITCHING SYSTEM (PBX TYPE) SERVICES.....

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

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

Effective: ~~December 1, 2007~~ February 1, 2008

SECTION 1

~~3rd-4th~~ Revised Sheet 10
Cancels ~~2nd-3rd~~ Revised Sheet 10

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
1-800 Calling Service	6	
800 Service	7	
800 Serviceline Option.....	107	
60 Day Product Guarantee	2	(N)
<u>Additional Line Feature Packages</u>	<u>105</u>	
Adjustment of Charges	2	
Advanced Payments and Deposits	2	
Ancillary WATS Service	107	
Answer Supervision – Line Side	5	
<u>Apartment Door Answering Service.....</u>	<u>110</u>	
Application and Reference.....	1	
Application for Service	2	
Application of Customer Catalog	1	
Application of Business Rates	5	<u>(N)</u>
Assigning and Changing of Telephone Numbers	2	
<u>Automatic Identification of Outward Dialing Service.....</u>	<u>105</u>	
Billed Number Screening (BNS)	10	
Billing	2	<u>(N)</u>
Billing Period.....	2	
Blocking for 10xxx1+/10xxx011+.....	10	
Building Owner Premises Wire Maintenance Plan	13	
<u>Business Contingency Service.....</u>	<u>10</u>	
<u>Business Continuation Routing</u>	<u>10</u>	
Business Customer Incentive Program	5	<u>(N)</u>
Business Line Volume Purchase Plan	105	
Business Maintenance Plans.....	5	
Obsolete	105	
Business Voice Messaging Service	10	
		<u>(N)</u>
		<u>(N)</u>
Call Event and Management Signaling Service (CEMSS) Subscriber.....	10	<u>(K)</u>
Caller Identification Blocking Options.....	10	
Calling Connection Plans.....	6	
— Obsolete	106	
Catalog Format	1	
CENTRAFLEX System 1	9	
— Obsolete	109	
CENTRAFLEX System 2	9	
CENTRAFLEX System 3	109	
CENTRAFLEX System 4	109	
Central Office Services.....	9	
Centrex 21 Feature Package	9	
Centrex 21 Service.....	109	
Centrex Plus Service.....	109	

(M) Material moved to Sheet 10.1.
 WAZ2007-041 December-31, 2007

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

WA2007-041 December-31, 2007

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 10.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

<u>SUBJECT</u>	<u>SECTION</u>	
Call Event and Management Signaling Service (CEMSS) Subscriber.....	10	(M)
Call Management Systems.....	9	(N)
Caller Identification Blocking Options.....	10	(M)
Calling Connection Plans.....	6	
Obsolete	106	
Catalog Format	1	
<i>CENTRAFLEX</i> System 1	9	
Obsolete	109	
<i>CENTRAFLEX</i> System 2	9	
<i>CENTRAFLEX</i> System 3	109	
<i>CENTRAFLEX</i> System 4	109	(M)
Central Office Alarm Services.....	9	(N)
Central Office – Automatic Call Distribution (CO ACD) Service.....	9	(N)
Central Office Services.....	9	(M)
Centrex 21 Feature Package	9	
Centrex 21 Service.....	109	
Centrex Plus Service.....	109	(M)
Centrex <i>PRIME</i> Service.....	9	(M1)
Centrex Service.....	109	
<i>CENTRON</i> Service.....	109	
Circular Hunting	5	
<i>CHOICE</i> Business	5	
Obsolete	105	
<i>CHOICE</i> Business Plus.....	5	
<i>CHOICE</i> Business Prime.....	5	
<i>CHOICE</i> Home.....	5	
Classes of Service Offered in an Exchange Area	5	(M1)

(M) Material moved from Sheet 10.

(M1) Material moved from Sheet 11.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

Washington

SECTION 1

**EXCHANGE AND
NETWORK SERVICES**

~~1st~~ 2nd Revised Sheet 11

Cancels ~~Original~~ 1st Revised Sheet 11

Effective: ~~November 19, 2007~~ February 1, 2008

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX (Cont'd)

SUBJECT	SECTION	
Centrex PRIME Service	9	
Centrex Service	109	
CENTRON Service	109	
Circular Hunting	5	
CHOICE Business	5	
— Obsolete	105	(K)
CHOICE Business Plus	5	
CHOICE Business Prime	5	
CHOICE Home	5	
Classes of Service Offered in an Exchange Area	5	
Coinless Public Telephone Service.....	105	
<u>Company Responsibility</u>	<u>8</u>	
Company's Right of Access to Customers' Premises.....	2	
Competitive Response	5	
Complaints/Appeals.....	2	
<u>Connections Of Equipment, Communication Systems And</u> <u>Premises Wire</u>	<u>8</u>	
<u>Connections of Registered Equipment</u>	<u>8</u>	<u>(N)</u>
Contractual Service Agreements	2	
<u>CUSTOMCHOICE</u>	<u>105</u>	
<u>CUSTOMCHOICE-COMLETE</u>	<u>105</u>	
Custom Calling Services.....	5	(N)
Obsolete	105	<u>(N)</u>
<u>Custom Number Service</u>	<u>5</u>	<u>(N)</u>
Custom Ringing Service	5	
Obsolete	105	
<u>Custom Solutions</u>	<u>105</u>	
<u>Customer Data Enhanced Service</u>	<u>10</u>	<u>(N)</u>
Customer Premises Wire.....	13	 <u>(N)</u>
<u>Customer Responsibility</u>	<u>8</u>	<u>(N)</u>
<u>CUSTOMNET Service</u>	<u>10</u>	
Customized Call Management Services (CCMS)	109	<u>(N)</u>
		<u>(N)</u>
Deposits	2	
Determination of Airline Miles.....	6	
Dial Switching Systems	9	<u>(N)</u>
Obsolete	109	
Digital Switched Service	15	
Direct-Inward-Dialing (DID) Service	5	<u>(N)</u>
Directory Assistance Service.....	6	<u>(N)</u>
Directory Errors or Omissions.....	2	
<u>Directory Services</u>	<u>5</u>	<u>(N)</u>
Obsolete	105	<u>(N)</u>
Emergency Measures in Case of Disaster.....	2	
Emergency Preparedness Network	9	
Emergency Reporting Service	9	
Errors in Transmitting, Receiving or Delivering Messages by Telephone.....	2	

(M) Material moved to Sheet 10.1.

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

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

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SECTION 1
~~Original~~ 1st Revised Sheet 12
Cancels Original Sheet 12

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX (Cont'd)

SUBJECT	SECTION	
Establishing and Furnishing Service.....	2	
Exchange Areas	5	
Exchange Services	5	
Explanation of Abbreviations	1	
Explanation of Change Symbols	1	
Express Change Charges	3	
<u>Extension Station Lines and Private Branch Exchange Station Lines</u>	<u>8</u>	<u>(N)</u>
Flat Rate Service	5	
Flat Rate Trunks.....	5	
Foreign Exchange Service	5	
<u>General.....</u>	<u>8</u>	<u>(N)</u>
<u>General Provisions.....</u>	<u>8</u>	<u>(N)</u>
General Regulations - Conditions of Offering.....	2	
Group Use	109	
Grounds For Termination of Service, Without Prior Notice	2	
Hazardous or Inaccessible Locations.....	2	
Hearing or Speech Impaired Persons.....	6	
<i>HOME BUSINESS LINE</i> Service.....	5	
Hotel Message Trunk Service.....	5	
Hunting Service	5	
Impaired Credit	2	
Individual Case ISDN.....	14	
Integrated Services Digital Network.....	15	
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	
Joint User Service	5	

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

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

Effective: ~~December 15, 2007~~ February 1, 2008

SECTION 1

~~2nd~~ 3rd Revised Sheet 13
Cancels ~~1st~~ 2nd Revised Sheet 13

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Late Payment Charge	2	
Liability of the Company	2	
Limited Conversation	6	
<i>LINE VOLUME ADVANTAGE</i>	5	
List of Exchange Areas and Local Calling Areas	5	
<u>Listing Service</u>	<u>5</u>	
Obsolete	105	
Listings in Directories	2	
Listings in Directory Assistance	2	
Local Exchange and Local Calling Area	5	
Local Exchange Service	5	
Obsolete	105	
Local Service Options	5	
Maintenance and Repair	2	
Make Busy	5	
<i>MARKET EXPANSION LINE</i> Service	5	<u>(N)</u>
Measured Rate Service	5	<u>(N)</u>
<u>Message Delivery Service</u>	<u>10</u>	
Message Rate Trunks	5	
Message Telecommunication Service	6	
Obsolete	106	
Message Telecommunication Service Competitive Response Program.....	6	
<u>Message Waiting Indication</u>	<u>10</u>	
<u>Miscellaneous Central Office Services</u>	<u>10</u>	
Miscellaneous Nonrecurring Charges	3	
Miscellaneous Service Offerings	10	
Miscellaneous Switched Digital Service Offerings	15	
<u>Miscellaneous Switching Arrangements</u>	<u>10</u>	
Obsolete	110	<u>(N)</u>
Multiline Hunt Service	5	
National Directory Assistance	6	
Network Access Registers (NAR)	5	
Network Premises Work Charges	3	<u>(N)</u>
Notice Necessary Prior to Termination	2	
Notices	2	
Number Assignment	2	
Obligation to Furnish Service	2	<u>(N)</u>
Operator Service Charges	6	<u>(N)</u>
Optional Service Features	109	
Outward WATS	107	
Outward WATS and 800 Serviceline Option	107	
Packaged Services	5	
Packages Associated with Basic Exchange Service	5	
WA2007-041 December-31, 2007	105	
Obsolete	105	
<u>(K) Material moved to Sheet 13.1.</u>		<u>(N)</u>

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 13.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
National Directory Assistance	6	(M)
Network Access Registers (NAR)	5	(M)
Network Connecting Arrangements	10	(N)
Network Premises Work Charges	3	(M)
<i>NEXTCONNECTS</i>	9	(N)
Night Terminals	10	(N)
Notice Necessary Prior to Termination	2	(M)
Notices	2	
Number Assignment	2	
Obligation to Furnish Service	2	
Operator Service Charges	6	
Optional Service Features	109	
Outward WATS	107	
Outward WATS and 800 Serviceline Option	107	(M)
Outward Wide Area Telecommunications Service (OUTWATS)		(N)
Message Detail Service.....	10	(N)
Packaged Services.....	5	(M)
Packages Associated with Basic Exchange Service	5	
Obsolete	105	(M)
Packages Not Associated with Basic Exchange Service	105	(N)
<i>POPULARCHOICE</i>	105	
<i>PREFERREDCHOICE</i>	105	
Private Branch Exchange (PBX) Trunks	105	(N)

(M) Material moved from Sheet 13.

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

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

Effective: ~~December 1, 2007~~ February 1, 2008

SECTION 1
~~2nd~~ 3rd Revised Sheet 14
Cancels ~~1st~~ 2nd Revised Sheet 14

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION
Pay Per Call Restriction.....	10
Payment for Service.....	2
Payment of Bills.....	2
Premium Exchange Services.....	5
Obsolete	105
Premises Work Charges.....	13
Primary Rate Service	14
Primary Rate Service Offerings.....	14
Prime Saver Service.....	6
Priority of Service.....	6
Private Branch Exchange (PBX) Trunks.....	5
Promotions.....	16
Prorating of Opening and Closing Bills.....	2
Public Communications Services - Coin and Coinless.....	105
Public Response Calling Service (PRCS).....	5
Public Telephone Service	105
<i>PURCHASE PLUS REWARD</i> Plus.....	5
<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
<u><i>QWEST CHOICE</i> Home.....</u>	<u>105</u>
<i>QWEST CHOICE</i> Two-line Business.....	105
<u><i>QWEST CHOICE</i> Two-line Home.....</u>	<u>105</u>
<i>QWEST UTILITY LINE</i>	105

Rate Centers.....	7	
Reasons for Termination.....	2	
Record of Complaints.....	2	
Refund for Overcharge.....	2	
Refusal of Service.....	2	
Regulated Network Facility Terminations.....	2	
Rendering of Bills.....	2	
Resale/Sharing.....	5	
Residence Maintenance Plans.....	5	
 — Obsolete.....	105	
Residence Voice Messaging Service.....	10	
 — Obsolete.....	110	
Responsibilities of the Customer.....	2	_____ (N)
Restoral of Service from Disconnection.....	2	
Restrictions on Termination.....	2	_____ (N)
Returned Payment Charge.....	2	
(K) Material moved to Sheet 14.1.		_____ (N)

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

Qwest Corporation

Catalog No. 2

SECTION 1

EXCHANGE AND

Washington

Original Sheet 14.1

NETWORK SERVICES

Effective: February 1, 2008

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Rate Centers	7	(M)
Reasons for Termination.....	2	
Record of Complaints	2	(M)
Recording of Two-Way Telephone Conversations.....	8	(N)
Refund for Overcharge	2	(M)
Refusal of Service.....	2	
Regulated Network Facility Terminations.....	2	
Rendering of Bills.....	2	
Resale/Sharing	5	
Residence Maintenance Plans.....	5	
Obsolete	105	
Residence Voice Messaging Service	10	
Obsolete	110	
Responsibilities of the Customer	2	
Restoral of Service from Disconnection	2	
Restrictions on Termination.....	2	
Returned Payment Charge	2	(M)
Reverse Billing Service	10	(N)

(M) Material moved from Sheet 14.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Index Sheet 1

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

SUBJECT

SHEET

<u>Construction Charges Outside the Base Rate Area</u>	<u>5</u>
<u>Construction Within the Base Rate Area (BRA)</u>	<u>1</u>
<u>Conversion and Relocation of Existing Facilities</u>	<u>9</u>
<u>Line Extension Charges</u>	<u>5</u>
<u>Other Construction or Conditions</u>	<u>9</u>
<u>Provisioning Agreement For Housing Development.....</u>	<u>6</u>
<u>Relocation</u>	<u>9</u>
<u>Temporary Construction</u>	<u>10</u>

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 1

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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:

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 2

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

4.1 CONSTRUCTION WITHIN THE BASE RATE AREA (BRA)

B. Terms and Conditions

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.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 3

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND NETWORK SERVICES

Washington

Original Sheet 4

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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. of the Exchange and Network Services Tariff

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.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 5

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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

For Line Extension Charges and Terms and Conditions see the Exchange and Network Services Tariff Section 4.2.2.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 6[1]

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 7[1]

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 8[1]

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 4

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 9[1]

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 4

EXCHANGE AND

Washington

Original Sheet 10[1]

NETWORK SERVICES

Effective: February 1, 2008

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

(N)

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.**

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

EXCHANGE AND

Washington

Original Index Sheet 1

NETWORK SERVICES

Effective: February 1, 2008

104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES

<u>SUBJECT</u>	<u>SHEET</u>
<u>Charges and Agreements for Extensions into Residential Developments .</u>	<u>1</u>
<u>Construction of Outside Plant Facilities</u>	<u>1</u>
<u>Extensions for New Real Estate Additions.....</u>	<u>1</u>
<u>Land Development/Trench and Backfill Agreements</u>	<u>5</u>

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

Qwest Corporation

Catalog No. 2

SECTION 104

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 1[1]

Effective: February 1, 2008

**104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES**

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

A. Charges and Agreements for Extensions into Residential Developments

1. 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.**

2. 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.**

3. The Company will place, own and maintain network facilities in residential developments. See 7., following, for easement and trenching requirements.

4. The Company and the developer will enter into a written Land Development Agreement covering a period of five years for provision of the required Company network facilities. The developer will be charged a facility charge, which is payable in full at least 45 days prior to the start of construction of new facilities in the development by the Company. Developments consisting of more than one phase shall be administered under separate agreements for each phase.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 2[1]

Effective: February 1, 2008

**104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES**

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

A. Charges and Agreements for Extensions into Residential Developments (Cont'd)

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

- Land Development Agreement,
- Line Extension Charges, if applicable (4.2),
- Trench and Backfill Agreement (See 7., Trenching and Backfill),

And the Company receives an application for service, the full cost of construction of the trench, supporting structure and backfill, facilities in the development and any applicable line extension will be billed to and paid by the developer of the real property. A refund will be provided to the developer in accordance with 6., following, with the start date of the refund period deemed to be the billing date. The end date of the refund period shall be five years after the billing date.

6. Facility Charges

The written agreement will include the facility charge, the number of proposed new access lines associated with the development, and an annual refund provision for a maximum period of five years. The annual refund will be determined as follows:

- The number of proposed new access lines, to be specified in the written agreement, will be equal to the greater of the number of proposed lots or living units in the development.
- For the facility charge, see B.3.a.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 3[1]

Effective: February 1, 2008

104. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

A.6. (Cont'd)

- The annual refund will be determined by applying a facilities refund per access line to the gain in access lines for that year. The facilities refund per access line will be calculated as follows:

- Inside the BRA

$$\frac{\text{Facilities Refund}}{\text{per Access Line}} = \frac{\text{Facility Charge}}{\text{(Proposed number of access lines x .50)}}$$

- Outside the BRA

$$\frac{\text{Facilities Refund}}{\text{per Access Line}} = \frac{\text{Facility Charge}}{\text{(Proposed number of access lines x .85)}}$$

- Refunds will not be made in excess of what was originally paid to the Company as the facility charge.
- At the end of five years, any remaining balance not refunded due to underdevelopment of access lines, will revert to the Company.

7. Trenching and Backfill

The provision of buried or underground communication facilities to residential developments shall require the following:

- A legally sufficient easement to accommodate the placing and maintaining of the common communication serving facilities (e.g., feeder and distribution cables plus terminal pedestals or like devices and access point cabinets) must be made available to the Company. The surface of the easement area must be brought within six inches of final grade prior to the installation of buried or underground communication facilities.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

EXCHANGE AND

Washington

Original Sheet 4[1]

NETWORK SERVICES

Effective: February 1, 2008

**104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES**

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

A.7. (Cont'd)

b. The developer or owner shall select the option of either:

- Providing trench, supporting structure and backfill or
- Paying the Company's portion of joint trench, supporting structure and backfill costs.

c. Unless the Company provided the trench and supporting structure in each year during the 5-year Land Development Agreement period, developers shall receive a refund of costs incurred for trenching and backfill (T & B). The annual refund will be determined by applying a T & B refund per access line to the gain in access lines for that year as follows: (See B.1.b. for T & B refund rates.)

• Inside the BRA

$$\begin{array}{rcl} \text{- T \& B Refund} & = & \text{Refund rate x number of} \\ \text{per access line} & & \text{centerline feet} \\ \hline & & \text{(Proposed number of access} \\ & & \text{lines x .50)} \end{array}$$

• Outside the BRA

$$\begin{array}{rcl} \text{- T \& B Refund} & = & \text{Refund rate x number of} \\ \text{per access line} & & \text{centerline feet} \\ \hline & & \text{(Proposed number of access} \\ & & \text{lines x .85)} \end{array}$$

d. Trenches, supporting structures and backfill within the development must meet Company specifications and be suitable for the Company's distribution facilities. This does not include trenches, supporting structure and backfill for the service drop wire, i.e., the facilities between the pedestal terminal or like device and protector or network interface located on the customer premises. Upon acceptance, the ownership of the supporting structure shall vest in the Company.

e. In those instances where a trench is open in the development and the Company is properly notified of the trench's availability, and the Company fails to utilize that trench, the Company will bear the costs of providing a trench.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 5[1]

Effective: February 1, 2008

**104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES**

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

A.7. (Cont'd)

f. In areas where the Company has existing trench and backfill agreements with local power utilities, the developer or owner of the development shall be responsible for the trench and backfill costs as billed to the Company.

g. A written trench and backfill agreement must be entered into by the developer or owner of the development and the Company for the provision of the trench, supporting structure and backfill work. Developments consisting of more than one phase shall be administered under separate agreements for each phase. The agreement will include the following:

- A description of the subdivision or development,
- Trench, supporting structure and backfill plans and specifications,
- Trench excavation and backfill schedules, and
- Rights, responsibilities and liabilities associated with performance of the trench and backfill work.

B. Charges

1. Land Development/Trench and Backfill Agreements

a. Facility Charges

The developer will pay the Company, at least 45 days in advance of construction of new facilities in the development, the following amounts:

**FACILITY
CHARGE**

- Per centerline foot of all roads within the development.

<u>- Inside the BRA</u>	<u>\$2.50</u>
<u>- Outside the BRA</u>	<u>3.00</u>

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 104

EXCHANGE AND

Washington

Original Sheet 6[1]

NETWORK SERVICES

Effective: February 1, 2008

**104. OBSOLETE CONSTRUCTION CHARGES
AND OTHER SPECIAL CHARGES**

104.4 CONSTRUCTION OF OUTSIDE PLANT FACILITIES

104.4.1 EXTENSIONS FOR NEW REAL ESTATE ADDITIONS

B.1. (Cont'd)

b. Trench and Backfill Refund Rates

The amount of the refund rate for trench and backfill will be dependent upon the number of participants in a standard 36" x 30" trench, which shall be determined as follows:

<u>1 participant</u>	<u>\$3.27 per centerline foot</u>
<u>2 participants</u>	<u>\$1.63 per centerline foot</u>
<u>3 participants</u>	<u>\$1.09 per centerline foot</u>
<u>4 participants</u>	<u>\$0.82 per centerline foot</u>

c. Line Extension Charges in connection with extensions to the Company's plant facilities to the boundary of the development only apply outside the Base Rate Area: See 4.2.2.

[1] The Catalog provisions on this Sheet are effective as of May 3, 1999.

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

Qwest Corporation

Catalog No. 2

SECTION 5

**EXCHANGE AND
NETWORK SERVICES**

Washington

1st 2nd Revised Index Sheet 1

Cancels Original 1st Revised Index Sheet 1

Effective: ~~December 1, 2007~~ February 1, 2008

5. EXCHANGE SERVICES

SUBJECT	SHEET	
Answer Supervision – Line Side	100	
Application of Business Rates	28	
Business Customer Incentive Program	47	
Caller Identification-Bulk	96.1	(N)
<i>CHOICE</i> Business	103	
<i>CHOICE</i> Business Plus.....	109	
<i>CHOICE</i> Business Prime.....	115	
Circular Hunting	37	
Classes of Service Offered In An Exchange Area	15	
Competitive Response	47	
Custom Calling Services.....	73	
<u>Custom Number Service.....</u>	<u>102.17</u>	<u>(N)</u>
Custom Ringing Service	97	
Direct-Inward Dialing (<i>DID</i>) Service	60	
<u>Directory Services.....</u>	<u>102.1</u>	<u>(N)</u>
Exchange Areas	1	
Flat Rate Service.....	32	
Flat Rate Trunks.....	58	
Foreign Exchange Service	16	
<i>HOME BUSINESS LINE</i> Service.....	41	
Hotel Message Trunk Service.....	57	
Hunting Service	35	
Improved Transmission	95.1	(N)
<i>INTRACALL</i> Service.....	96	
Joint User Service	101	

Qwest Corporation

Catalog No. 2

Washington

SECTION 5

**EXCHANGE AND
NETWORK SERVICES**

**2nd-3rd Revised Index Sheet 2
Cancels 1st-2nd Revised Index Sheet 2**

Effective: ~~December 1, 2007~~ February 1, 2008

5. EXCHANGE SERVICES

SUBJECT	SHEET	
<i>LINE VOLUME ADVANTAGE</i>	50	
List of Exchange Areas and Local Calling Areas.....	1	
<u>Listing Services</u>	<u>102.1</u>	<u>(N)</u>
Local Exchange and Local Calling Area	1	
Local Exchange Service.....	28	
Local Service Options.....	33	
Make Busy	37	
<i>MARKET EXPANSION LINE</i> Service	93	
Measured Rate Service	31	
Message Rate Trunks.....	57	
Multiline Hunt Service.....	35	
Network Access Registers (NARs).....	71	— (N)
Number Forwarding.....	100.1	
Packaged Services	103	
Premium Exchange Services.....	73	
Private Branch Exchange (PBX) Trunks	56	
Public Response Calling Service (PRCS).....	39	
<i>PURCHASE PLUS REWARD</i> Plan.....	55.1	
<i>QWEST CHOICE</i> Business.....	103	
<i>QWEST CHOICE</i> Business Plus.....	109	
<i>QWEST CHOICE</i> Business Prime	115	— (N)
<i>QWEST CHOICE</i> Home	120.1	
<i>QWEST CHOICE</i> Home Plus	120.8	— (N)
<i>QWEST CHOICE</i> Two-line Home	120.4	
Resale/Sharing	121	
Series Completion Service.....	35	
Shared Telecommunications Services	121	
<i>STAND-BY LINE</i> Service.....	33	
Stop-Hunt.....	37	
Telephone Assistance Programs	40.1	— (N)
Tenant Solutions	43	

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

A. Description

1. Residence and business flat rate lines, basic measured lines, message rate lines, party lines, suburban lines, farmer lines, Public Access Lines (PAL), 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. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.
3. 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 Tariff 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

LOCAL EXCHANGE	LOCAL CALLING AREA
Aberdeen-Hoquiam	Aberdeen-Hoquiam, Copalis, Grayland, Humptulips, Lake Quinault[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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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, Chemicum(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)

LOCAL EXCHANGE	LOCAL CALLING AREA
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

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
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
- Message rate service
- Measured rate service
- PAL Service

3. Grade of Service

GRADE OF SERVICE	AREA APPLICABLE
Individual Line	Throughout exchange
Suburban	Outside BRA
Farmer Line	Outside BRA
Toll Access	Throughout exchange
Hotel Trunk	Throughout exchange
Centrex-type	Throughout exchange
Group Use Service	Inside BRA only

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 tariff or 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. 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.

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 18
Cancels Original Sheet 18

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 Tariff.
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.

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Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 19
Cancels Original Sheet 19

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.

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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 the Exchange and Network Services Tariff, 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 the Exchange and Network Services Tariff, Line Extension Charges.

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Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

SECTION 5
1st Revised Sheet 21
Cancel Original Sheet 21

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 the Exchange and Network Services Tariff may also apply. (T)

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.

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.

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.

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 24
Cancels Original Sheet 24

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.
27. Automatic Call Distribution-Electronic Switching System (ACD-ESS) agent/administrative lines will be furnished at rates shown in D.1., following, except as stated in this Section, when the customer's secondary location is in a different exchange than the primary location as stated the Exchange and Network Services Tariff, Section 9, Uniform Call Distribution.

(N)
|
(N)

D. Rates and Charges

1. Foreign Exchange Channel Contiguous Exchanges - Plan A
 - a. Where local calling is offered between exchanges.

**MONTHLY
RATE**

- Business exchange access line each one-half mile or fraction of \$ 7.00

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 25

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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.

	MONTHLY RATE
• Business exchange access line each one-half mile or fraction of	7.00
c. Cross boundary rate, each access line	
• Business	10.00

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 service between exchanges

	USOC	MONTHLY RATE
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 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

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 27

EXCHANGE AND
NETWORK SERVICES
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

D. Rates and Charges (Cont'd)

4. Service connection, rearrangement or
change of each business FX channel

NONRECURRING
CHARGE [1]

\$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

5.2 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.

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

	NONRECURRING CHARGE
• 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 tariff or 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.

	NONRECURRING CHARGE	MONTHLY RATE
• 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 tariffs or 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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 34

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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.

	NONRECURRING CHARGE	MONTHLY RATE
• Per line	\$48.00	\$14.00
4. Usage Charge		
	USOC	PER MINUTE OF USE
• Incoming and outgoing	A2Y/A2W	\$0.05

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.

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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.5 LOCAL SERVICE OPTIONS

B. Hunting Service (Cont'd)

4. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
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.

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.

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 tariffs or 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 the Exchange and Network Services Tariff 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 the Exchange and Network Services Tariff in addition to the charges below.
- b. Where applicable, incremental charges as specified in Section 2 of the Exchange and Network Services Catalog, apply.
- c. The Service Establishment Charge applies when PRCS is established.

	USOC	NONRECURRING CHARGE
• Service Establishment Charge	NRC83	\$100.00
• PRCS, incoming only	1MN	[1]
• Traffic Load Protector	GE6	-
		MONTHLY RATE
• 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 Rate Guide or other business services specified elsewhere apply.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 40.1

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

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

(N)

For the following Telephone Assistance Programs which are only available to residence customers see the Exchange and Network Services Tariff:

- Washington Telephone Assistance Program (WTAP)
- Tribal Lifeline
- Link-up America Program

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 the Exchange and Network Services Tariff.
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 rate guide or specified elsewhere.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 42

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.8 HOME BUSINESS LINE SERVICE (Cont'd)

C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• HBL, each	BHS	\$48.00	\$29.60

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

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 the Exchange and Network Services Tariff.

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 44
Cancels Original Sheet 44

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.

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[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.

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

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.10 TENANT SOLUTIONS (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*

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.

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 Rate Guide 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.

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 Rate Guide 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 better competitive offer(s) are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Rate Guide.
- 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

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 49
Cancels Original Sheet 49

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

A.3.a. (Cont'd)

(T)

- (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 Rate Guide 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.

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 3000 participating lines across the Qwest region. *LINE VOLUME ADVANTAGE* is offered as a tiered plan with each tier having a Minimum Line Requirement.
2. *LINE VOLUME ADVANTAGE* may be offered to business customers who are contemplating establishing service with another telecommunications service provider or, business customers currently receiving their service from another telecommunications service provider.
3. *LINE VOLUME ADVANTAGE* defines qualifying lines as the following:
 - Flat Rate Business Lines (1FB) with Hunting
 - *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 tariffed rates for qualifying services. All terms and conditions for qualifying products and services, as specified elsewhere, apply. The Company may withdraw this offering to customers at any time with appropriate notice.
2. All access lines must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of the customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with the customer's name, mark, or commercial symbol.
3. Intercept Service will be provided on the main listed directory number.
4. *LINE VOLUME ADVANTAGE* is not available on Public Communication Service.

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 al service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay \$15.00 x 50 x 3 = \$2,250.00

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.

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.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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]

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• 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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 54

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE
5.2.13 LINE VOLUME ADVANTAGE
C.4. (Cont'd)

b. *QWEST CHOICE* Business

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• 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

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• Number of lines				
- 50 - 499	45%	47%	49%	51%
- 500 - 999	47%	49%	51%	53%
- 1000 - 3000	49%	51%	53%	55%

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 55

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE
5.2.13 LINE VOLUME ADVANTAGE
C.5. (Cont'd)

d. Add-A-Line

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• 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

	MONTHLY DISCOUNTS			
	2 YEAR	3 YEAR	4 YEAR	5 YEAR
• 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)

(N)

5.2.15 PURCHASE PLUS REWARD PLAN

A. Description

1. *PURCHASE PLUS REWARD* Plan is an offering available to business customers who enter into a one-year, two-year or three-year *TOTAL ADVANTAGE* Express (QTA Express) Agreement or *TOTAL ADVANTAGE* (QTA) Agreement, and who agree to increase their monthly spend under QTA Express or QTA. Descriptions of QTA Express and QTA are found in 2.16, preceding.
2. When a customer increases their monthly spend on Qwest products or services included in the QTA Express and/or QTA Agreements, a discount will be applied to the month-to-month rates of the following qualifying services.
 - Flat Rate Business Lines (1FB)
 - *QWEST CHOICE* Business
 - *QWEST CHOICE* Business Plus
 - *QWEST CHOICE* Business Add-A-Line
 - *QWEST CHOICE* Business Prime

B. Terms and Conditions

1. A minimum of three and a maximum of twenty qualifying lines will be eligible for the local discount described in C.3., following. The three wireline minimum does not apply to customers also subscribing to certain qualifying Qwest Communications Corporation IP based services.
2. Terms, conditions, rates and charges specified elsewhere for qualifying lines and packages apply. Customers may subscribe to additional products and services, however subsequent increases will not affect the monthly discount level unless the customer signs a new term agreement.
3. This discount plan cannot be used in conjunction with *LINE VOLUME ADVANTAGE*.
4. The discount will appear as a credit(s) on the customer's monthly bill. No partial month's credit(s) can be provided. The discounts in C.1., following, apply to each qualifying line and/or package subscribed to by the customer under this plan.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 55.2

EXCHANGE AND NETWORK SERVICES
Effective: November 19, 2007

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.15 PURCHASE PLUS REWARD PLAN (Cont'd)

(N)

C. PURCHASE PLUS REWARD Plan Discounts

1. The monthly discounts are based on the following level of increased spend within QTA Express or QTA Agreements:

	INCREASED QTA EXPRESS/QTA SPEND	DISCOUNTED SERVICE	MONTHLY DISCOUNT
• 1 to 3 Year Term			
		1FB	
	\$100 - \$499		10%
	\$500 - \$999		15%
	\$1000+		20%
• 1 Year Term			
		QCB, QCB Plus Add-a-line and/or QCB Prime	
	\$100 - \$499		20%
	\$500 - \$999		25%
	\$1000+		30%
• 2 Year Term			
		QCB, QCB Plus Add-a-line and/or QCB Prime	
	\$100 - \$499		25%
	\$500 - \$999		30%
	\$1000+		35%
• 3 Year Term			
		QCB, QCB Plus Add-a-line and/or QCB Prime	
	\$100 - \$499		30%
	\$500 - \$999		35%
	\$1000+		40%

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

5. EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

(D)

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.

	NONRECURRING CHARGE
• 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

	USOC	NONRECURRING CHARGE	MONTHLY RATE
Hotel Message Trunk Service			
• Per business trunk arranged	THB++	\$48.00	\$26.89
• Usage Charge			
		RATE	
- 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: September 1, 2006

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	\$48.00	\$26.89
• Two-Way, Four-Wire, each	THHCX TK6CX	48.00	53.49
• In-Only Analog <i>DID</i> for Call Transfer[1,2]	TRH1X	48.00	53.49
• One-Way out, each	TFU	48.00	26.89
• One-Way in, each	TFB1N	48.00	26.89
• One-Way in with hunting for <i>DID</i> , each[2]	TDD TQ61X	48.00	27.39
• Toll Access, each	TTT++ TS5++ TSZ	48.00	26.89

[1] Certain switch limitations may apply.

[2] Requires a *DID* trunk circuit termination. See 5.3.4 for terms, conditions, rates and charges.

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.

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 61
Cancels Original Sheet 61

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 the Exchange and Network Services Tariff or 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.

(T)

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.

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.

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	\$33.00
• In-only analog trunk provisioned for <i>DID</i> call transfer circuit termination[2]	NAR	40.00	33.00
• 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.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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.

EXCHANGE AND NETWORK SERVICES
Effective: September 1, 2006

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
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.

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.

	USOC	NONRECURRING CHARGE
• 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.

Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 70
Cancels Original Sheet 70

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 of the Exchange and Network Services Catalog. (T)

[2] Apply rates and charges as specified for Music on Queue in 9.4.4 of the Exchange and Network Services Catalog. (T)

[3] Certain switch limitations may apply.

[4] Same nonrecurring charge as Business Custom Calling Services specified in 5.4.3.

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

5. EXCHANGE SERVICES

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

5.3.6 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.

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:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Two-way operation, each	EQA	\$48.00	\$16.39
• One-way incoming operation, each	EQB	48.00	16.39
• One-way outgoing operation, each	EQC	48.00	15.89

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description

Custom Calling Services specified in this Section furnish the following capabilities to residence and business customers. Additional Custom Calling Services maybe found in the Exchange and Network Service Tariff and are available to residence customers.

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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.

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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.

[1] Residence Call Trace is found in the Exchange and Network Services Tariff per WUTC Order 6, UT-061625.

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.

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(K) Material moved to Sheet 74.1.

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.

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(M) Material moved from Sheet 74.

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.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

SECTION 5
1st Revised Sheet 76
Cancels Original Sheet 76

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

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

SECTION 5
1st Revised Sheet 77
Cancels Original Sheet 77

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.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

SECTION 5
1st Revised Sheet 78
Cancels Original Sheet 78

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.

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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

B. Definitions (Cont'd)

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.

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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.

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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.

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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.

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Scheduled Forwarding

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

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

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.

(C)
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(C)

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.

(C)
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(C)

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.

(C)
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(C)

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.

(N)
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(N)

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.

(C)
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(C)
(K)

(K) Material moved to Sheet 83.1.

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.

(M)

(M)

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.

(N)

(N)

(M) Material moved from Sheet 83.

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. All Custom Calling Services in this section and in the Exchange and Network Services Tariff are individually available per WUTC Order 6, UT-061625. (C)
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. (C)
4. Call Forwarding-Busy Line (external) provides the capability to overflow from one hunt group to another, or to a *MARKET EXPANSION LINE* number. (C)
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. (C)

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.

(C-M)

(C-M)

(M1)

(M1)

(M) Material moved from Sheet 84.

(M1) Material moved from Sheet 85.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

SECTION 5
1st Revised Sheet 85
Cancels Original Sheet 85

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. | (K)
(D)
(T) |
| 9. | Due to technical limitations, customers may not purchase the following on the same line: <ul style="list-style-type: none">• One-digit Abbreviated Access service and Speed Call 8.• Two-digit Abbreviated Access service and Speed Call 30.• More than one Abbreviated Access service. | (C)

(C) |
| 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. | (T) |
| 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. | (T) |
| 12. | The connection to the predetermined number associated with Hot Line service cannot be changed except through the issuance of a service order. | (T) |
| 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. | (C)

(C)
(D) |

(K) Material moved to Sheet 84.1.

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. (T)
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. (T)
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. (T)
17. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features. (T)
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. (T)
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. (T)
20. Customers with Caller - ID Number or Caller ID – Name and Number may not, without permission of the calling party, publicize or disclose to third parties telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081 (2)(e). (D)
(T)
|
(T)

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. (T)
(T)
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. (D)
(N)
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. 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. (N)

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C. Terms and Conditions (Cont'd)

(N)

27. *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.
28. *I-CALLED* is not available on the following types of originating services:
 - Public Telephone service;
 - Cellular;
 - Operator assisted.
29. *I-CALLED* is not available on calls to special access numbers, including but not limited to: 800, 888, 900 and N11.
30. *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.

5. EXCHANGE SERVICES

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

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. 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

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 89

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D. Rates and Charges (Cont'd)

3. Business Custom Calling Services, each line,

	USOC	MONTHLY RATE
• 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

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D.3. (Cont'd)

	USOC	MONTHLY RATE
• 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	2.80
- Variable, no call completion	FOQ	-
• <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	3.50
• 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.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

SECTION 5
1st Revised Sheet 91
Cancels Original Sheet 91

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D.3. (Cont'd)

	USOC	MONTHLY RATE
• 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	3.00
• <i>NO SOLICITATION</i>	SB5	6.95
• Priority Call	NSK	3.50

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

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 91.1

**EXCHANGE AND
NETWORK SERVICES**
Effective: October 26, 2006

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D.3. (Cont'd)

	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	5.95
• Scheduled Forwarding	ATF	6.95
• <i>SECURITY SCREEN</i>	RV1	2.95
• Selective Call Forwarding	NCE	3.50
• Selective Call Waiting	S7W, S7Y	2.80
• Talking Call Waiting[1]	TW1	3.95
• 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 Obsolete Business *CUSTOMCHOICE*.

NOTICE
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Qwest Corporation
Catalog No. 2
Washington

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

SECTION 5
1st Revised Sheet 92
Cancels Original Sheet 92

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D. Rates and Charges (Cont'd)

4. Residence Custom Calling Services, each line,

RESIDENCE	USOC	MONTHLY RATE
• 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

(K)
(N)

(N)

[1] Discounted rate applies when this feature is added as part of *CUSTOMCHOICE*.

(N)

(K) Material moved to Sheet 92.3.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 92.1

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

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D.4. (Cont'd)

(N)

RESIDENCE	USOC	MONTHLY RATE
• 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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D.4. (Cont'd)

(N)

RESIDENCE	USOC	MONTHLY RATE
• 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*.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

D. Rates and Charges (Cont'd)

5. Custom Calling Services, per occurrence

(T)(M)

CHARGE

<ul style="list-style-type: none"> • Call Trace, Pay per use basis per activation[1] <ul style="list-style-type: none"> - Business \$1.50 - Residence [2] • Continuous Redial, Pay per use basis per activation[3] <ul style="list-style-type: none"> - Business 0.75 - Residence 0.75 • <i>I-CALLED</i>, Pay per use basis per activation <ul style="list-style-type: none"> - Business 0.95 - Residence 0.95 • Last Call Return, Pay per use basis per activation[4] <ul style="list-style-type: none"> - Business 0.75 - Residence 0.75 • Three-Way Calling, Pay per use basis per activation[5] <ul style="list-style-type: none"> - Business 0.75 - Residence 0.75 	
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[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.

(M)

(M) Material moved from Sheet 92.

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. (C)

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.

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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
 2nd Revised Sheet 95
 Cancels 1st Revised Sheet 95

EXCHANGE AND NETWORK SERVICES
 Effective: December 1, 2007

5. EXCHANGE SERVICES

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				
- Business	RCF	\$41.00	\$20.00	
- Residence	RCF	41.00	16.00	(N)
• Additional MEL facility to a distant exchange where a toll charge applies, each				
- Business	RCA	41.00	20.00	
- Residence	RCA	41.00	16.00	(N)
• The first measured MEL facility to a different telephone number where no toll charge applies, each[1]				
- Business	RDA	\$41.00	20.00	
- Residence	RD5, RD6	41.00	16.00	(N)
• Additional measured MEL facility to a different telephone number where no toll charge applies, each				
- Business[1]	RCA	41.00	20.00	
- Residence	RCA	41.00	16.00	(N)
• The first flat rated MEL facility (available only to customers located in Area Code 360), each[1]	RFFXS	-	16.00	(N)

[1] An additional business usage element charge is applicable on each forwarded call. See 5.2.1.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

(N)

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)

(N)

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

	USOC	NONRECURRING CHARGE[1]	MONTHLY RATE
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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 95.3

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

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.5 IMPROVED TRANSMISSION PERFORMANCE

C. Rates and Charges (Cont'd)

(N)

	USOC	NONRECURRING CHARGE
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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>INTRACALL</i> Service, per line	E1N	\$11.00	\$1.50

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

(N)

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.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.9 CALLER IDENTIFICATION-BULK

B. Terms and Conditions (Cont'd)

(N)

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:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• 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

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.

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.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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.

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Per Line Arranged	AS8L+	\$15.00	\$1.00

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.19 NUMBER FORWARDING

(N)

A. Description

Number Forwarding allows a residence customer to have a telephone number identity without having an exchange access line. Calls placed to the telephone number can be forwarded to any other telephone number within the same local calling area.

B. Terms and Conditions

1. The number of incoming calls placed to the telephone number is limited to 5 calls within 5 minutes. Once the threshold has been exceeded, the calling party will hear an announcement indicating that the call cannot be completed at this time.
2. One listing in the white page directories is provided with this service covering the exchange in which the Number Forwarding central office is located.
3. Collect or third-number billing will not be allowed to the Number Forwarding number.
4. Number Forwarding is offered subject to the availability of facilities.
5. Long distance calls may be billed to the Number Forwarding number through the use of a calling card.
6. Number Forwarding customers who establish exchange access line service may reuse the Number Forwarding telephone number if service is established in the same local calling area as the Number Forwarding telephone number.
7. The service is not offered where the terminating telephone is a pay telephone.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.19 NUMBER FORWARDING (Cont'd)

(N)

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
 - Residence

	USOC	MINIMUM RATE	MAXIMUM RATE	CURRENT RATE
• Non-recurring charge	VTL	\$ 1.30	\$15.00	\$10.00
• Monthly rate	VTL	0.45	10.45	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.
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.

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

	NONRECURRING CHARGE	MONTHLY RATE
• Rate for each Joint User [1]	\$5.00	\$ 2.50

[1] Rates apply to all rate groups.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.1

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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. Residential listings may be found in the Exchange and Network Services Tariff.

B. Definitions

The following definitions refer to business 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
- 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

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.2

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.3

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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.
- 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.4

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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 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.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.5

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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 another business conducted at the same address by the customer.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.6

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1.e. (Cont'd)

- (2) Departments or branches of a business.
- (3) The owner or owners of a business.
- (4) Employees or officers of a firm.
- (5) 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.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.7

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1. (Cont'd)

h. For business listings, designations or titles acceptable to the Company may be used.

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.8

NETWORK SERVICES

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5. EXCHANGE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.9

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C. Terms and Conditions (Cont'd)

8. 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.
9. 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.
10. 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.
11. 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.
12. 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.10

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C. Terms and Conditions (Cont'd)

13. 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 by 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;**

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.11

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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, as described in the Exchange and Network Services Tariff 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.12

NETWORK SERVICES

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5. EXCHANGE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.13

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

G. Rates and Charges

1. The following 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.14

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G.1.e. (Cont'd)

- (5) Where service is installed for a temporary period.
- (6) To reverse billing, and on interexchange receiving service.
- (7) On data services where no voice use is contemplated.
- (8) To Public Access Line Service.

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

2. Business Service Listings

- | | | | |
|--|-----|--------|--------|
| <ul style="list-style-type: none">• 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[1] | CLT | \$5.00 | \$1.00 |
| <ul style="list-style-type: none">• Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer[1] | CLT | 5.00 | 1.00 |

[1] From June 1, 1995 through February 29, 1996, the monthly rate and nonrecurring charge for a Foreign Listing (USOCS: FAL/CLT/RLT) will be waived for customers in area code 360 who subscribe to Market Expansion Line Service, as specified in 5.4.4.B.9.c.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

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NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G. Rates and Charges (Cont'd)

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
--	--------------------	---------------------------------------	--------------------------------

3. Information Listings

- Each line of information
in addition to a listing

<u>- Business</u>	<u>XLL</u>	<u>5.00</u>	<u>0.50</u>
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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.16

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
5. Secretarial Listing	9FK	\$ 5.00	\$2.50
6. Nonpublished Listing, each	NPU	5.00	0.75
7. Nonlisted Listing, each	NLT	5.00	0.50
8. 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).

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.17

NETWORK SERVICES

Effective: February 1, 2008

5. EXCHANGE SERVICES

(N)

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. Custom Number Service for residential customers may be found in the Exchange and Network Services Tariff.

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

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SECTION 5

EXCHANGE AND

Washington

Original Sheet 102.18

NETWORK SERVICES

Effective: February 1, 2007

5. EXCHANGE SERVICES

(N)

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.

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>
<u>• Each customized telephone number requested and placed into service</u>		
<u>- Business</u>	<u>RNCSP</u>	<u>\$250.00</u>

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. *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 above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A. *QWEST CHOICE* Business

1. Description (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.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A. *QWEST CHOICE* Business

2. Terms and Conditions (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 above the allowance to Qwest 411 service.

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of this Catalog. Where applicable, incremental charges specified in 5.1 apply.
- b. Existing *QWEST CHOICE* Business customers cannot take advantage of promotions for *QWEST CHOICE* Business or any of the services/features specified in 5.9.1.A.1.a, preceding, unless specifically allowed by the terms and conditions of the promotion.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A. *QWEST CHOICE* Business

3. Rates and Charges (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 and Add-A-Line are provided from this Catalog at the stated current rates. However, *QWEST CHOICE* Business and Add-A-Line may be offered on an individual case basis as determined by the Company at rates that fall within the minimum and maximum rate band for these services as shown in the Exchange and Network Service Catalog.
- i. *QWEST CHOICE* Business will be provided at the following rate:

	USOC	MONTHLY RATE
• 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 Agreement Pricing

- a. A discount will be applied to the monthly rates specified in 5.9.1.A.3.h., preceding, when a customer agrees to subscribe to one or more *QWEST CHOICE* Business or Add-A-Line packages for a specific term. The discounts and required terms are as follows:

DISCOUNT	TERM
10%	12 months
15%	24 months
20%	36 months

- b. The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24, or 36 months and maintains three or more of the qualifying lines and/or packages listed below.

- c. 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
- *QWEST CHOICE* Business Prime
- 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]

- d. The discount will appear as credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.A.4.a., apply for each *QWEST CHOICE* Business or Add-A-Line package subscribed to by the customer under the Term Agreement Pricing plan.

- e. 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.

(M) Material moved to 105.9.1

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

A.4. (Cont'd)

- f. Any *QWEST CHOICE* Business or Add-A-Line package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- g. 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.
- h. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay a termination fee as follows:

TERM	TERMINATION FEE
12 months	\$100.00
24 months	200.00
36 months	300.00

- i. The termination fee applies to each *QWEST CHOICE* Business or Add-A-Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- j. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan in the first 30 days after the initial installation of the package or packages.
- k. A termination fee will be waived for a customer that enters into an agreement for similar Qwest services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business or Add-A-Line package term agreement.
- l. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The termination fee specified above will not apply to the switch and the discount will then apply to the rate of the appropriate package for the remainder of the term period.

(M)
(N)

(N)

(M) Material moved to 105.9.1.

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 above allowance)
- Easy Access
- Last Call Return
- Message Waiting Indication – Audible or Audible/Visual
- Series Hunting
- Three-Way Calling
- *UNISTAR* Service
- Voice Messaging Service

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.

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 above the allowance to Qwest 411 service.

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of the this Catalog. Where applicable, incremental charges specified in 5.1, apply.
- b. Existing *QWEST CHOICE* Business Plus customers cannot take advantage of promotions for *QWEST CHOICE* Business Plus or any of the services/features specified in 5.9.1.B.1.a., preceding, unless specifically allowed by the terms and conditions of the promotion.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

B.3. (Cont'd)

- c. Normal nonrecurring charges associated with the line as specified in 5.2.4 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 and Add-A-Line are provided from this Catalog at the stated current rates. However, *QWEST CHOICE* Business Plus and Add-A-Line may be offered on an individual case basis as determined by the Company at rates that fall within the minimum and maximum rate band for these services as shown in the Exchange and Network Services Catalog.
- i. *QWEST CHOICE* Business Plus will be provided at the following rate:

	USOC	MONTHLY RATE
• 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 Agreement Pricing

- a. A discount will be applied to the monthly rates specified in 5.9.1.B.3.i., preceding, when a customer agrees to subscribe to one or more *QWEST CHOICE* Business Plus or Add-A-Line packages for a specific term. The discounts and required terms are as follows:

DISCOUNT	TERM
10%	12 months
15%	24 months
20%	36 months

- b. The discount(s) will apply when a customer agrees to subscribe to one or more packages for 12, 24 or 36 months and maintains three or more of the qualifying lines and/or packages listed below.

- c. 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
- *QWEST CHOICE* Business Prime
- 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]

- d. The discount(s) will appear as credit(s) on the customer's bill. No partial month's credit(s) can be provided. The discounts specified in 5.9.1.B.4.a., apply for each *QWEST CHOICE* Business Plus or Add-A-Line package subscribed to by the customer under the Term Agreement Pricing plan.

- e. 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.

(M) Material moved to 105.9.1.

(M)
(N)

(N)

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
1st Revised Sheet 114
Cancels Original Sheet 114

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 24, 2007

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

B.4. (Cont'd)

- f. Any *QWEST CHOICE* Business Plus or Add-A-Line package added after establishment of the initial term agreement discount period may be added either to the initial term period or may be added under a new term period.
- g. 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.
- h. If the Company terminates the service for cause or the customer terminates the service in whole or in part without cause prior to the expiration date, the customer will pay a termination fee as follows:

TERM	TERMINATION FEE
12 months	\$100.00
24 months	200.00
36 months	300.00

- i. The termination fee applies to each *QWEST CHOICE* Business Plus or Add-A-Line package provided under the Term Agreement Pricing plan. By way of example, a customer who has three packages under a 24 month term agreement and disconnects in month 15 would pay a total of \$600.00 in termination fees.
- j. Termination fees will be waived for a customer who opts out of the Term Agreement Pricing plan in the first 30 days after the initial installation of the package or packages.
- k. A termination fee will be waived for a customer that enters into an agreement for similar Qwest services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business Plus or Add-A-Line package term agreement.
- l. Customers may switch between *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line and not impact the initial term period. The termination fee specified above will not apply to the switch and the discount will then apply to the rate of the appropriate package for the remainder of the term period.

(M)
(N)

(N)

(M) Material moved to 105.9.1.

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

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.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

C.2. (Cont'd)

- e. All services or features selected in the package can only be provided where technically available and compatible with other features the customer may choose to order.
- f. Customers selecting Directory Assistance may place six calls above the allowance to Qwest 411 service.
- g. A customer who wishes to add either Qwest Voice Messaging Service or another provider's Voice Messaging Service, beyond their three selections of features/services, will be provided with Call Forwarding Busy Line, or Call Forwarding Busy Line/Don't Answer, or Call Forwarding Don't Answer, Easy Access and Message Waiting Indication without additional charge and it will not be counted as one of their three selections of features/services.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

C. *QWEST CHOICE* Business Prime (Cont'd)

3. Rates and Charges

- a. The monthly rate that follows includes a business individual flat rate or additional flat rate line as specified in 5.2.4 of this Catalog. Where applicable, incremental charges specified in 5.1 of this Catalog, apply.
- b. Existing *QWEST CHOICE* Business Prime customers cannot take advantage of promotions for *QWEST CHOICE* Business Prime or any of the services/features specified in 5.9.1.C.1.a., unless specifically allowed by the terms and conditions of the promotion.
- c. Normal nonrecurring charges associated with the line as specified in Section 3 of this Catalog apply where *QWEST CHOICE* Business Prime is provided in association with the installation of a new business individual or additional flat rate line, or the move of a business individual or additional flat rate line from one location to another.
- d. Services or features specified in 5.9.1.C.1.a. may be added or changed in the *QWEST CHOICE* Business Prime package without a nonrecurring charge.
- e. Recurring rates and nonrecurring charges specified elsewhere apply to add or change any feature or service not specified in 5.9.1.C.1.a., preceding.
- f. *QWEST CHOICE* Business Prime will be provided at the following rate:

	USOC	MONTHLY RATE
• Per individual or additional flat rate business line, (month to month rates)	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

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.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

(N)

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 above allowance)
- 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

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

D.1. Cont'd)

(N)

- 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.
 - h. Standalone residential basic exchange service is available in 5.2 of Qwest's Exchange and Network Services Tariff. Rates and charges for standalone features are found in the Exchange and Network Services Catalog Per Order 6, UT-061625, all features may be individually purchased from that catalog.

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, preceding, for residence individual flat rate or additional flat rate line service. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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	\$17.49

[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)

(N)

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 above allowance)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

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

(N)

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.
- i. Standalone residential basic exchange service is available in 5.2 of Qwest's Exchange and Network Services Tariff. Rates and charges for standalone features are found in the Exchange and Network Services Catalog Per Order 6, UT-061625, all features may be individually.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 120.7

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

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

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, preceding, for residence individual flat rate and additional flat rate line service. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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, preceding, 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:

	USOC	MONTHLY RATE[1]
• Per individual and additional flat rate residence line with three features	PGO2H	\$14.99

[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)

(N)

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 above allowance)
- 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

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

C. *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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 5
Original Sheet 120.10

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

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

F. *QWEST CHOICE* Home Plus (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. Standalone residential basic exchange service is available in 5.2 of Qwest's Exchange and Network Services Tariff. Rates and charges for standalone features are found in the Exchange and Network Services Catalog Per Order 6, UT-061625, all features may be individually.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

F. *QWEST CHOICE* Home Plus (Cont'd)

(N)

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, preceding, for residence individual flat rate or additional flat rate line service. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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:

	USOC	MONTHLY RATE[1]
• Per individual and additional flat rate residence line	PGO1P	\$22.49

[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)

(N)

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 above allowance)
- Easy Access
- Last Call Return
- *LINEBACKER*
- Message Waiting Indication – Audible or Audible/Visual
- *QWEST* Receptionist – Name and Number
- Three-Way Calling
- Voice Messaging Service

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

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.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

D.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.
- h. Standalone residential basic exchange service is available in 5.2 of Qwest's Exchange and Network Services Tariff. Rates and charges for standalone features are found in the Exchange and Network Services Catalog Per Order 6, UT-061625, all features may be individually.

5. EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

(N)

F. 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, preceding, for residence individual flat rate and additional flat rate line service. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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.F.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, preceding, 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.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 Two-line Home Plus will be provided at the following rates:

	USOC	MONTHLY RATE[1]
• Per individual and additional flat rate residence line	PGO2P	\$19.99

[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

5.10 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.

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 the Exchange and Network Services Tariff, Directory Listings.

D. Rates

See 5.2 for business line rates and charges.

Qwest Corporation

Catalog No. 2

SECTION 105

**EXCHANGE AND
NETWORK SERVICES**

Washington

~~1st~~ **2nd Revised Index Sheet 1**

~~Original~~ **1st Revised Index Sheet 1**

Effective: ~~September 24, 2007~~ **February 1, 2008**

105. OBSOLETE EXCHANGE SERVICES

SUBJECT	SHEET	
<u>Additional Line Feature Packages</u>	<u>80</u>	<u>(N)</u>
<u>Automatic Identification of Outward Dialing Service.....</u>	<u>8.1</u>	<u>(N)</u>
Business <i>CUSTOMCHOICE</i>	27, <u>44</u>	<u>(T)</u>
Business Line Volume Discount Plan	3	
Coinless Public Telephone Service.....	18	
Custom Calling Services.....	9	
<u><i>CUSTOMCHOICE</i>.....</u>	<u>2.1, 47</u>	<u>(N)</u>
<u><i>CUSTOMCHOICE-COMplete</i>.....</u>	<u>58</u>	<u>(N)</u>
Custom Ringing Service	12	
<u>Custom Solutions</u>	<u>12.1</u>	<u>(N)</u>
<u>Directory Services.....</u>	<u>22.1</u>	<u>(N)</u>
<u>Listing Services.....</u>	<u>22.1</u>	<u>(N)</u>
Local Exchange Service.....	1	
Packages Associated with Basic Exchange Service	23	
<u>Packages Not Associated with Basic Exchange Service</u>	<u>80</u>	<u>(N)</u>
<u><i>POPULARCHOICE</i>.....</u>	<u>53</u>	<u>(N)</u>
<u><i>PREFERREDCHOICE</i></u>	<u>68</u>	<u>(N)</u>
Premium Exchange Services.....	9	
<u>Private Branch Exchange (PBX) Trunks</u>	<u>8.1</u>	<u>(N)</u>
Public Communications Services - Coin and Coinless.....	13	
Public Telephone Service	13	
		<u>(K)</u>

(K) Material moved to Index Sheet 2.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Index Sheet 2

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

SUBJECT	SHEET	
		(N)
		(N)
<i>QWEST BUSINESS LINE PLUS</i>	23	(M)
<i>QWEST CHOICE Business</i>	32	
<i>QWEST CHOICE Business Plus Term Discount Pricing</i>	42	
<i>QWEST CHOICE Business Term Discount Pricing</i>	40	
<i>QWEST CHOICE Two-line Business</i>	36	(M)
<i>QWEST UTILITY LINE</i>	1	
<i>QWEST CHOICE Home</i>	74	(N)
<i>QWEST CHOICE Two-line Home</i>	77	
<i>Select Call Routing Service</i>	12.9	
<i>SELECTPAK</i>	49	(N)
<i>Semipublic Extension Service</i>	20	(M)
<i>Semipublic Telephone Service</i>	15	(M)
<i>SINGLENUMBER Service</i>	12.5	(N)
<i>SMARTSET Feature Packages</i>	82	
<i>TELECHOICE Business Service</i>	11.2	
<i>Two-line CUSTOMCHOICE</i>	51	
<i>Two-line CUSTOMCHOICE-COMplete</i>	60	
<i>Two-line POPULARCHOICE</i>	55	
<i>Two-line PREFERREDCHOICE</i>	71	
<i>Two-line VALUECHOICE</i>	65	
<i>VALUECHOICE</i>	62	(N)

(M) Material moved from Index Sheet 1.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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.

(C)

(C)
|
(C)

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.

105. OBSOLETE EXCHANGE SERVICES

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

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Per line	AWL	\$48.00	\$20.17

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

105. OBSOLETE EXCHANGE SERVICES

(N)

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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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.2

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.3

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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 the Exchange and Network Services 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.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.4

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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**

	NONRECURRING CHARGE	MONTHLY RATE
- 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

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.5

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

USOC

- Call Forward Busy/Don't Answer - overflow	EV2
- Call Forward Busy /Don't Answer (expanded)	FVJ
- Call Forward Busy /Don't Answer (external)	EVE
- 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	HSHT
- 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

MONTHLY

RATE

• Per line, per feature	\$1.00
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NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.6

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.2 LOCAL EXCHANGE SERVICE

105.2.7 CUSTOMCHOICE SERVICE (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
• <u>Directory Listings</u>	<u>CLT, FNA, 9FK, RNCAF, XLL, RLT</u>
- <u>Joint User Service</u>	<u>JUF</u>
• <u>MARKET EXPANSION LINE Service</u>	<u>RCF, RCA, RD5</u>
• <u>800 ServiceLine Option</u>	<u>WFA, WFS1X</u>
• <u>Caller Identification-Name & Number</u>	<u>NNK</u>
• <u>Caller Identification-Number only</u>	<u>NSD</u>

b. Discounts

LENGTH OF TERM	% DISCOUNT
<u>12 - 23 Months</u>	<u>0</u>
<u>24 - 35 Months</u>	<u>10</u>
<u>36 - 47 Months</u>	<u>15</u>
<u>48 - 60 Months</u>	<u>20</u>

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.7

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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 Exchange and Network Services 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.**

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 2.8

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.2 LOCAL EXCHANGE SERVICE

105.2.7 CUSTOMCHOICE SERVICE

F. Termination Liability (Cont'd)

6. The termination charges will be applied as follows:

Total	15%	Number of	Termination		
Monthly	x	x	Months	=	Charge
Charges for		Remaining in			
Service		Agreement			
Terminated		Period			

- 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.

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

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.

1. Description

- a. 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.
- b. 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.
- c. 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

[2] 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)

2. Terms and Conditions

- a. 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.
- b. All access lines must be associated with the same customer. The Company may withdraw this offering to customers at any time with appropriate notice.
- c. Intercept Service will be provided on the main listed directory number.
- d. The Business Line Volume Purchase Plan is not available on Public Communication Service.
- e. The discount level for the Business Line Volume Purchase Plan is based on volume and a contract term of 2 years or 3 years.
- f. 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

2. Terms and Conditions (Cont'd)

- g. 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.

- h. 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.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN (Cont'd)

3. Rates and Charges

- a. Where applicable, incremental charges as specified in 5.1, preceding, apply and will not be discounted.
- b. Customers with unexpired plans may add or change optional features at no charge within the services shown in 105.2.13.1.c. while the service remains at the same address for the same customer. No additional obsolete packages may be added.
- c. 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.
- d. 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.

(1) *QWEST BUSINESS LINE PLUS*[1]

	MONTHLY DISCOUNTS	
	2 YEAR	3 YEAR
• 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.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN

3.d. (Cont'd)

(2) *QWEST CHOICE* Business[1]

	MONTHLY DISCOUNTS	
	2 YEAR	3 YEAR
• Number of lines		
- 50 - 499	15%	17%
- 500 - 999	17%	19%
- 1000 - 3000	19%	21%

(3) *QWEST CHOICE* Two-Line Business[2]

	MONTHLY DISCOUNTS	
	2 YEAR	3 YEAR
• 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.

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

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.13 BUSINESS LINE VOLUME PURCHASE PLAN

3.d. (Cont'd)

(4) Business *CUSTOMCHOICE*[1]

	MONTHLY DISCOUNTS	
	2 YEAR	3 YEAR
• Number of lines		
- 50 - 499	35%	37%
- 500 - 999	37%	39%
- 1000 - 3000	39%	41%

(5) Centrex 21 Service[2]

	MONTHLY DISCOUNTS	
	2 YEAR	3 YEAR
• 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.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 8.1

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 8.2

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 8.3

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

105.3.5 AUTOMATIC IDENTIFICATION OF OUTWARD DIALING SERVICE (Cont'd)

C. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>AIOD Service</u>			
- <u>Central office trunk termination, each</u>	PLK	\$13.25	\$41.50
- <u>Data channel from customer's premises to serving central office(s), required in connection with AIOD Service</u>	N/A	[1]	[1]
- <u>AIOD telephone number used, each</u>	<u>NEN,</u> NENRN	3.25	0.50
- <u>AIOD/DID telephone number used, each</u>	<u>NFN,</u> NFNRN	3.25	0.50
• <u>Guide Number, per AIOD Service[2]</u>	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. Residence

1. Description

a. Real Deal

(N)

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

2. Terms and Conditions

(N)

a. For the Description of Services included in Real Deal and the Terms and Conditions see 5.4.3.

b. 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.

c. 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.

(N)

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Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND NETWORK SERVICES

Effective: ~~September 1, 2006~~ February 1, 2008

SECTION 105
~~Original~~ 1st Revised Sheet 10
Cancels Original Sheet 10

105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES

A. Residence (Cont'd)

23. Rates and Charges

	USOC	MONTHLY RATE	(T)
a. Speed Calling			
• Eight code capacity, each line			
- Residence			
- Discounted[1]	NLRXW	\$ 1.00	
b. The Real Deal			
• Residence	ESYBQ	14.95	
<u>c. Discounted Residence</u>			(N)
• <u>Caller Identification-Name & Number</u>			
- <u>Discounted[2]</u>	-	3.00	
- <u>Discounted[3]</u>	-	1.50	
• <u>Call Rejection</u>			
- <u>Discounted[2]</u>	-	3.00	
• <u>Call Waiting Identification</u>			
- <u>Discounted[2]</u>	-	3.00	
• <u>Remote Access Forwarding (Call Following)</u>			
- <u>Discounted[2]</u>	-	3.00	(N)

[1] See Custom Solutions, 105.4.14 of the Exchange and Network Services ~~Tariff~~ Catalog. (T)

[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. (N)

[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. (N)

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 10.1

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES

A. Residence (Cont'd)

3. Discounted Competitive Residence

	USOC	MONTHLY RATE
• <u>SECURITY SCREEN</u>		
- Discounted[1]		\$1.50
• <u>Selective Call Waiting</u>		
- 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~September 1, 2006~~ February 1, 2008

SECTION 105
~~Original~~ 1st Revised Sheet 11
Cancels Original Sheet 11

105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES (Cont'd)

B. Business

	USOC	MONTHLY RATE	(K)(N)
• <u>Call Waiting, Call Forwarding – Variable, Three-Way Calling on the same line</u>	ETC	\$ 7.45	
• <u>Call Waiting, Call Forwarding-Variable, Speed Calling, 30-number capacity on the same line</u>	ESG	10.20	
• <u>Call Waiting, Three-Way Calling, Speed Calling, 8-number capacity on the same line</u>	ET8	7.45	
• <u>Call Waiting, Three-Way Calling, Speed Calling, 30-number capacity on the same line</u>	ET3	10.20	
• <u>Call Waiting, Call Forwarding-Variable, Three-Way Calling, with or without Speed Calling, 8-number capacity on the same line</u>	ES3	10.20	(K)
• <u>Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line</u>	ES5	13.00	
• <u>Call Forwarding-Variable, Three-Way Calling, Speed Calling, 8-number capacity on the same line</u>	ESR	7.45	
• <u>Call Forwarding-Variable, Three-Way Calling, Speed Calling, 30-number capacity on the same line</u>	ESB	10.20	

(M) Material moved to Sheet 11.1.

(K)(N)

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.1

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

105.4 PREMIUM EXCHANGE SERVICES

105.4.3 CUSTOM CALLING SERVICES

B. Business (Cont'd)

(M)

1. Discounted Business

(T)

a. Effective April 11, 2005, these discounted rates are obsolete and no longer available to new customers. Existing customers will continue to receive the rate following.

(T)

b. See 5.4.3 for description of services, terms and conditions.

(T)

	USOC	MONTHLY RATE	
• <u>Caller Identification-Name & Number</u>			
- Discounted[1]	–	\$4.00	
• <u>Call Transfer</u>			
- Discounted[1]	–	4.00	
• <u>Remote Access Forwarding</u>			
- Discounted[2]	–	4.95	
- Discounted[1]	–	4.00	
• <u>Scheduled Forwarding</u>			
- Discounted[1]	–	5.95	(M)

[1] Discounted rate applies when this feature is an additional feature with the obsolete *QWEST CHOICE* Business or obsolete *QWEST CHOICE* Two-line Business.

(M)

[2] Discounted rate applies when this feature is part of the obsolete Business *CUSTOMCHOICE*.

(M)

(M) Material moved from Sheet 11.

(N)

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.2

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

<u>A.....</u>	<u>6, 9, 12 or unlimited</u>
<u>A+</u>	<u>18</u>

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.3

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.4

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.5

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.6

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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 9.1.12, preceding.**
- 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.**

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.7

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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:

<u>TELECHOICE SERVICE</u>	<u>EXCHANGE ACCESS LINE[1]</u>
---------------------------	--------------------------------

- | | |
|--|--------------------------------------|
| <u>• Business 6, 9, 12 and 18 hour packages[2]</u> | <u>Business basic measured</u> |
| <u>• Business unlimited packages</u> | <u>Business flat individual line</u> |

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.

<u>RATE</u>

- | | |
|---|---------------|
| <u>• Each outgoing local calling minute exceeding the allowance</u> | <u>\$0.03</u> |
|---|---------------|

- 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.8

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

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			
• <u>6 hour (six hour local calling allowance)</u>	LUW5A	\$11.00	\$14.00
• <u>9 hour (nine hour local calling allowance)</u>	LUW5B	11.00	16.00
• <u>12 hour (twelve hour local calling allowance)</u>	LUW5C	11.00	19.25
• <u>Unlimited (unlimited local calling allowance)</u>	LUW5D	11.00	6.25
b. Package group A+			
• <u>18 hour (eighteen hour local calling allowance)</u>	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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.9

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.6 TELECHOICE BUSINESS SERVICE

C.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
<u>c. Package group B</u>			
• <u>Unlimited (unlimited local calling allowance)</u>	LUW9D	\$11.00	\$10.35
<u>d. Package group B+</u>			
• <u>18 hour (eighteen hour local calling allowance)</u>	LUW9J	11.00	32.05

[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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.10

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.6 TELECHOICE BUSINESS SERVICE

C.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE[1]
<u>e. Package group B1</u>			
• <u>Unlimited (unlimited local calling allowance)</u>	LXZ9D	\$11.00	\$7.35
<u>f. Package group B1+</u>			
• <u>Unlimited (unlimited local calling allowance)</u>	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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 11.11

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.6 TELECHOICE BUSINESS SERVICE

C. Rates and Charges (Cont'd)

4. Discounted Optional Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Package Groups A and A+			
• Additional Custom Calling Services feature (except for <i>INTRACALL</i>)	N/A	\$11.00	\$2.10

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

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.1

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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 the effective date of this sheet, Custom Solutions is obsolete and no longer available to new customers. Existing customers with discounted monthly rates on the additional products listed below will continue to receive the discounted rate provided the additional products remain at the same location for the same customer. Existing customers may add or remove any of the additional products as long as they remain at the same location for the same customer. If the customer removes all Premium services, no discounted monthly rate shall apply to any of the additional products.

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

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.2

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.14 CUSTOM SOLUTIONS

C.1. Rates and Charges (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; preceding and Directory Listings 5.7.1, of the Exchange and Network Services Tariff.

	USOC	MONTHLY RATE
<u>Residence Service Listings</u>		
• 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

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.3

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.14 CUSTOM SOLUTIONS

C. Rates and Charges (Cont'd)

	USOC	MONTHLY RATE
• <u>Foreign Listings</u>		
- Discounted	NLYXB	\$0.50
<u>Information Listings</u>		
• <u>Each line of information in addition to a listing</u>		
- Residence-discounted	NLYXC	0.50
• <u>Call Curfew</u>		
- Discounted	RCU2X	2.00
• <u>Call Forwarding</u>		
- Variable		
- Discounted	NLRXZ	1.50
• <u>Call Rejection</u>		
- Discounted	NLRXO	2.25
• <u>Continuous Redial</u>		
- Discounted	NLRXL	1.75
• <u>Custom Ringing</u>		
-Discounted		
- First additional number	NLQ1+	2.50
• <u>Dial Lock</u>		
- Discounted	NLUAC	2.00
• <u>Priority Call</u>		
- Discounted	NLRX8	1.75

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.4

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.14 CUSTOM SOLUTIONS

C. Rates and Charges (Cont'd)

	USOC	MONTHLY RATE
• <u>Remote Access Forwarding</u> (Call Following)		
- Discounted	NLUAA	\$2.50
• <u>Scheduled Forwarding</u>		
- Discounted	NLUAB	3.00
• <u>Selective Call Forwarding</u>		
- Discounted	NLRXN	1.75
• <u>Three-Way Calling</u>		
- Discounted	NLRXR	1.75

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.5

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.6

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.7

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.15 SINGLENUMBER SERVICE

C. Rates And Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Basic Service</u>			
- 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
• <u>Per Customer Location</u>			
- 1-6 locations, per location	RLH1X	–	7.00
- 7-15 locations, per location	RLH2X	–	5.50
- 16+ locations, per location	RLH3X	–	4.00
• <u>Optional Features</u>			
- <u>Time-of-Day/Day-of-Week Forwarding - per area rerouted</u>	R7M	–	18.00
- <u>Prompt and Connect Forwarding[2,3]</u>	R7F	30.00	35.00
• <u>Subsequent Change Charge, per occasion</u>	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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.8

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.15 SINGLENUMBER SERVICE

C. Rates and Charges (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.

<u>NUMBER OF CALLS</u>		<u>RATE</u>
		<u>PER CALL</u>
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

		<u>RATE</u>
		<u>PER CALL</u>
		\$0.02
		<u>MONTHLY RATE</u>
		<u>3 YEARS</u> <u>5 YEARS</u>

- Discount Pricing Plan

<u>- Basic Service</u>			
- 5 digit ZIP Code - only		\$ 38.25	\$ 33.75
- 5 to 9 digit ZIP Code - mix		46.75	41.25
<u>(not to exceed 5,000 ZIP Codes)</u>			
- 5 to 9 digit ZIP Code - mix		425.00	375.00
<u>(more than 5,000 ZIP Codes)</u>			
<u>- Subsequent Change Charge</u>			
- 3 Year Rate Stabilized	NR9RA	25.50	-
- 5 Year Rate Stabilized	NR9RB	-	22.50

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.9

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.10

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.11

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.12

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.13

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.14

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.15

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.17 SELECT CALL ROUTING SERVICE (Cont'd)

F. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<u>1. Select Call Routing Service</u>			
• Standard Configuration[1]	R8SSX	\$ 73.00	–
• Custom Configuration[1]	R8SCX	313.00	–
• Per service request[2]	SEPRE	20.75	–
• <u>Per business exchange access line and non DID PBX trunk equipped</u>	R8SBX	5.00	\$ 5.95
• Per PBX account	R8SAX	–	50.00
• <u>PBX DID numbers, per number equipped</u>	R8SPN	5.00	0.50
<u>2. Rearrangement[3]</u>			
• <u>Per number changed/moved/deleted</u>	NR9EU	3.00	–
<u>3. Partitions/Groups[3,4]</u>			
• <u>Standard Configuration, per group</u>	R8GPG	24.75	–
• <u>Custom Configuration, per group</u>	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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.16

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.17 SELECT CALL ROUTING SERVICE

F. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
<u>4. Enhancements</u>			
• <u>Percentage Routing,</u> activation charge, per number	R8PPN	\$ 3.00	–
• <u>Percentage Routing</u> 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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 12.17

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.4 PREMIUM EXCHANGE SERVICES

105.4.17 SELECT CALL ROUTING SERVICE

F.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Caller Recognition Routing, activation charge, per group</u>			
- <u>First 1-50 telephone numbers</u>			
- <u>Standard Configuration</u>	R8B1X	\$ 52.50	—
- <u>Custom Configuration</u>	R8B1C	219.00	—
- <u>Each additional 100 telephone numbers or fraction thereof, Standard and Custom Configuration</u>	R8BAX	24.25	—
- <u>Add, delete, or change pre-screened numbers, per occurrence</u>	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

	CHARGE
• 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., ~~preceding~~ of the (T) Exchange and Network Services Tariff apply in addition to the local per minute rate specified in 5.8.2.B., ~~preceding~~, of the Exchange and Network Services Tariff. (T)

[3] Applies to local calls placed from correctional facilities and is in addition to the Inmate Local Messages charge, specified above.

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

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 Colorado 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.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

105. OBSOLETE EXCHANGE SERVICES

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.

	USOC	NONRECURRING CHARGE
• 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

	NONRECURRING CHARGE[2]	MONTHLY RATE
• 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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

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.

105. OBSOLETE EXCHANGE SERVICES

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.
- 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.

[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

105.5.3 COINLESS PUBLIC TELEPHONE SERVICE[1] (Cont'd)

C. Message Charges

Message charges specified in 5.5.1, preceding, apply to calls placed from coinless public telephones.

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.

Qwest Corporation
Catalog No. 2
Washington

SECTION 105
Original Sheet 22

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.5 SEMIPUBLIC EXTENSION SERVICE[1] (CONT'D)

C. Rates and Charges

	USOC	NONRECURRING CHARGE
• 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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 22.1

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

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105.7 DIRECTORY SERVICES

105.7.1 LISTING SERVICES

A. Definitions

E-mail Address Listing - Business

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@uswest.com.

E-mail/URL Address Listing Package - Business

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

Uniform Resource Locator (URL) Address Listing - Business

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>.

B. Rates and Charges

	USOC	MONTHLY RATE
1. <u>E-Mail Address Listing, each</u>		
• <u>Business</u>	EM6	\$3.00
2. <u>URL Address Listing, each</u>		
• <u>Business</u>	NL1	3.00
3. <u>Listing Packages</u>		
• <u>E-Mail/URL Address Listing, each</u>		
- <u>Business</u>	L9GEU	5.00

NOTICE
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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.

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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.

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

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 Exchange and Network Services Tariff, 5.7.1.
- 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 the Exchange and Network Services Catalog, 2.2.14.

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.

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. Where applicable, incremental charges apply.
 - 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 Tariff 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.

EXCHANGE AND NETWORK SERVICES
 Effective: September 1, 2006

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*.

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

Qwest Corporation

Catalog No. 2

Washington

SECTION 105

~~1st~~ 2nd Revised Sheet 27

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EXCHANGE AND

NETWORK SERVICES

Effective: ~~October 16, 2006~~ February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

B. Business *CUSTOMCHOICE*

Effective April 11, 2005, Business *CUSTOMCHOICE* in this configuration is _____ (T) 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

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.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
 - U S WEST 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.

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:

	USOC	MONTHLY RATE
(1) Per individual lor 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*.

**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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

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)

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.

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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 above allowance)
- 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.

105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (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.

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. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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 may be 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

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)

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.

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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.

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 above allowance)
- 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.

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.

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. Where applicable, incremental charges specified in 5.1, preceding, apply.
- 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:

	USOC	CURRENT MONTHLY RATE
• Per individual and additional flat rate business line	PGOBD	\$59.99

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)

E. *QWEST CHOICE* Business

Effective September 24, 2007, Term Discount Pricing associated with *QWEST CHOICE* Business found in 5.9.1, preceding, is obsolete. Customers will be allowed to retain Term Discount Pricing plan as long as the service remains at the same location. The Term Discount Pricing may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. 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.

(M) Material moved from 5.9.1.

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

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

E.1. (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 not initiate a renewal of the term pricing at the conclusion of the 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.
- i. In the event that a customer opts out of the term pricing, any discounts provided will not be forfeited when a customer enters into an agreement for similar Company services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line package term agreement.

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(M) Material moved from 5.9.1.

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)

F. *QWEST CHOICE* Business Plus

Effective September 24, 2007, Term Discount Pricing associated with *QWEST CHOICE* Business Plus found in 5.9.1, preceding, is obsolete. Customers will be allowed to retain Term Discount Pricing plan as long as the service remains at the same location. The Term Discount Pricing may be transferred between customers (supersedure) in accordance with 2.2.1.E., preceding.

1. 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.

(M) Material moved from 5.9.1.

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105. OBSOLETE EXCHANGE SERVICES

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

F.1. (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 not initiate a renewal of the term pricing at the conclusion of the 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.
- i. In the event that a customer opts out of the term pricing, any discounts provided will not be forfeited when a customer enters into an agreement for similar Company services where the agreement value is equal to or greater than the remaining value of the existing *QWEST CHOICE* Business, *QWEST CHOICE* Business Plus or Add-A-Line package term agreement.

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Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 44

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 45

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

G.1.a. (Cont'd)

- Priority Call
- Selective Call Forwarding
- Speed Call - 8 Number
- Speed Call - 30 Number
- Three-Way Calling
- U S WEST 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.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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 46

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.B., 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:

	USOC	MONTHLY RATE
(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.

		PER MINUTE RATE PERIOD	
		INITIAL (30 SEC.)	ADDITIONAL (6 SEC.)
USOC	MINUTES		
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

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

H. 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
- Selective Call Forwarding
- Speed Calling - 8 Number
- Speed Calling - 30 Number
- Three-Way Calling
- QWEST Receptionist - Name and Number

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 48

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

H. 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.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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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.

	MONTHLY RATE
USOC	
• Per individual flat rate residence line[1]	PGOCH \$17.45
• Per additional flat rate residence line[1]	PGOCJ 14.45

[1] *CUSTOMCHOICE* in this configuration is obsolete after September 30, 2000.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 49

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

I. 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 50

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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:

	USOC	MONTHLY RATE
• <u>Per individual or additional flat rate residence line[1]</u>	PGOVA	\$11.45

[1] *SELECTPAK* in this configuration is obsolete after September 30, 2000.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 51

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 52

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1of the Exchange and Network Services Tariff, apply.
- 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
• <u>Per individual and additional flat rate residence line</u>	PGOCG	\$14.95

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 54

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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:

	USOC	MONTHLY RATE
<u>• Per individual or additional flat rate residence line with Voice Messaging Service</u>	PGOP7	\$22.45
<u>• Per individual or additional flat rate residence line without Voice Messaging Service</u>	PGOPX	22.45

[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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 55

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 56

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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., preceding.

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 57

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

L. Two-line POPULARCHOICE (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:

	USOC	MONTHLY RATE
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOP8	\$17.95
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOPY	17.95

[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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 58

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.D. 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., preceding as well as those in 105.9.1.M.1., above. 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 59

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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:

	USOC	MONTHLY RATE
• <u>Per individual and additional flat rate residence line with Voice Messaging Service</u>	PGOC7	\$27.45
<u>Per individual and additional flat rate residence line without Voice Messaging Service</u>	PGOCX	27.45

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 60

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. 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., preceding as well as those in 105.9.1.N.1., above. 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., preceding.
- b. *LINEBACKER* will be provided on both lines if the customer selects that service.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 61

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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:

	USOC	MONTHLY RATE
• Per individual and additional flat rate residence line with Voice Messaging Service	PGOC8	\$24.95
• Per individual and additional flat rate residence line without Voice Messaging Service	PGOCY	24.95

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 62

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 63

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

O. VALUECHOICE (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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 64

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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.

	USOC	MONTHLY RATE
• <u>Per individual or additional flat rate residence line</u>	PCV6X	\$12.49
• <u>Optional PRIVACYPAK</u>	FFKX2	5.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 65

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 66

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

P. Two-line VALUECHOICE (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., preceding.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 67

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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.

	USOC	MONTHLY RATE
• <u>Per individual or additional flat rate residence line</u>	PGOVB	\$9.99
• <u>PRIVACYPAK</u>	FFKX2	5.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 68

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 69

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 70

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

	USOC	MONTHLY RATE
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOFD	\$22.49
• 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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 71

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 72

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 73

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

R. Two-line *PREFERREDCHOICE* (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.

	USOC	MONTHLY RATE
• Per individual or additional flat rate residence line with Voice Messaging Service	PGOFA	\$19.99
• Per individual or additional flat rate residence line without Voice Messaging Service	PGOFB	19.99
• 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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 74

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

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 above allowance)
- 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 75

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

S. QWEST CHOICE Home (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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 76

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 of the Exchange and Network Services Tariff, apply.
- 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
• <u>Per individual or additional flat rate residence line</u>	PGORA	\$17.49

[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.

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 77

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE (Cont'd)

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 above allowance)
- 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 78

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.1 PACKAGES ASSOCIATED WITH BASIC EXCHANGE SERVICE

T. QWEST CHOICE Two-line Home (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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 79

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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. Where applicable, incremental charges specified in 5.1 f the Exchange and Network Services Tariff, apply.
- 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:

	USOC	MONTHLY RATE
• Per individual and additional flat rate residence line	PGORB	\$14.99

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

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 80

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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 are 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 81

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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

	USOC	MONTHLY RATE
• 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.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 82

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 105

EXCHANGE AND

Washington

Original Sheet 83

NETWORK SERVICES

Effective: February 1, 2008

105. OBSOLETE EXCHANGE SERVICES

(N)

105.9 PACKAGED SERVICES

105.9.2 PACKAGES NOT ASSOCIATED WITH BASIC EXCHANGE SERVICE

B. SMARTSET Feature Packages (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <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.

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

Qwest Corporation

Catalog No. 2

SECTION 9

**EXCHANGE AND
NETWORK SERVICES**

Washington

1st-2nd Revised Index Sheet 1

Cancels Original 1st Revised Index Sheet 1

Effective: ~~December 1, 2007~~ February 1, 2008

9. CENTRAL OFFICE SERVICES

SUBJECT	SHEET	
<u>Call Management Systems</u>	<u>101</u>	<u>(N)</u>
<u>CENTRAFLEX System Single Line.....</u>	<u>7.1</u>	<u>(N)</u>
<u>CENTRAFLEX System 1</u>	<u>10</u>	
<u>CENTRAFLEX System 2.....</u>	<u>1</u>	
<u>Central Office Alarm Services.....</u>	<u>139</u>	<u>(N)</u>
<u>Central Office - Automatic Call Distribution (CO-ACD) Service</u>	<u>106</u>	<u>(N)</u>
<u>Centrex PRIME Service.....</u>	<u>17</u>	
 Dial Switching Systems	 1	
 Emergency Preparedness Network	 92	
 Emergency Reporting Service	 92	
 <u>NEXTCONNECTS.....</u>	 <u>137</u>	 <u>(N)</u>
 Optional Features	 8	
 <u>Scan-Alert Service</u>	 <u>139</u>	 <u>(N)</u>
 <u>Uniform Call Distribution</u>	 <u>101</u>	 <u>(N)</u>

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

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 101

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 102

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 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. Lines terminating in a UCD system must be arranged for Multiline Hunting service as specified in 5.2.5 of the Exchange and Network Service 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 103

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
1. Uniform Call Distribution			
• <u>Per multiline hunt group</u>	UMHPG	\$ 30.00	–
• <u>Per line in multiline hunt group</u> [1]	UMH	–	\$3.00
2. Queuing			
• <u>Per queue group</u>	UQGPO	80.00	–
• <u>Per queue slot in group</u>	UQGPO	–	7.00
3. Delay Announcement			
• <u>Customer specific announcement</u>			
- <u>Per announcement (includes first announcement trunk)</u>	URA1X	300.00	130.00
- <u>Each additional announcement trunk</u>	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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 104

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION

D.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Standardized announcement</u>			
- <u>Per announcement in announcement sequence</u>	UDA	\$135.00	\$ 10.00
- <u>Per queue slot in group</u>	UDAPQ	-	9.00
4. <u>Music on Queue</u>			
• <u>Music distribution amplifier</u>			
- <u>Per queue slot</u>	MUW	15.50	-
- <u>Up to twenty-three queue slots</u>	MUW1X	-	235.00
- <u>Twenty-three to sixty-six queue slots</u>	MUW2X	-	90.00
• <u>Connecting channel between the serving central office common equipment and the music source on the customer premises</u>	N/A	[1]	[1]

[1] Apply rates and charges for appropriate voice grade private line. See the Private Line Transport Services Tariff.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 105

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.4 UNIFORM CALL DISTRIBUTION

D. Rates And Charges (Cont'd)

	USOC	NONRECURRING CHARGE
<u>5. Changes</u>		
• <u>Change in quantity of queue slots in queue group, per group</u>	REAAF	\$ 60.00
• <u>Change in content of customer specific announcement</u>	REAAG	200.00
• <u>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</u>	REAAH	60.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 106

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 107

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 108

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 109

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 110

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 111

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 112

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 113

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 114

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 115

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 116

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 117

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 118

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 119

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 120

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 121

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 customers 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 122

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

(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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 123

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

A.9.c.(2) (Cont'd)

- 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 124

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 125

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 to 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 126

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 the Washington 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 127

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 128

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. <u>Service Establishment, per CO-ACD System</u>	SESPS	\$2,800.00	—
b. <u>Basic CO-ACD</u>			
• <u>Positions 1-20 Lines</u>			
- <u>Type A/C Agent, Supervisor, each</u>	AKKAM		
CKWCM	CKWAM		
	55.00	\$42.45	
• <u>Group Reconfiguration/ Team Status Interface, per interface[1]</u>	NGVXM	25.00	9.95
c. <u>Deluxe CO-ACD</u>			
• <u>Positions 1-20 Lines</u>			
- <u>Type A/C Agent, Supervisor, each</u>	AKKBM		
CKWDM	CKWBM		
	55.00	45.50	
• <u>Management Information Interface, per interface[1]</u>	NQVXM	25.00	15.85

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 129

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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)

	NONRECURRING		
	USOC	CHARGE	RSP
• <u>Service Establishment, per CO-ACD System</u>	SESPS	\$2,800.00	—
• <u>Basic CO-ACD</u>			
• <u>Group Reconfiguration/ Team Status Interface, Per interface[1]</u>	NGVXR	25.00	\$7.95
			USOC
• <u>Type A/C Agent, Supervisor</u>			<u>AKKAR</u>
			<u>CKWAR</u>
			<u>CKWCR</u>

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

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

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 130

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 131

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C.13.d. (Cont'd)

	NONRECURRING		
	USOC	CHARGE	RSP
• <u>Deluxe CO-ACD</u>			
- <u>Management Information</u>			
<u>Interface, per interface[1]</u>	NQVXR	\$25.00	\$12.65
			USOC
• <u>Type A/C Agent, Supervisor</u>			AKKBR
			CKWBR
			CKWDR

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

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

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 132

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 133

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C.13. (Cont'd)

e. Optional Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 134

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C.13.e. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• <u>Interface to Customer Premises Call Delay Announcements, each[1]</u>	NAVX+	\$25.00	\$12.80	\$11.10
• <u>Music Interface, per interface[1,2]</u>	NMVX+	25.00	12.80	11.10
• <u>Queue Status Lamp Interface[1]</u>	NLVX+	25.00	0.70	0.60
• <u>Adjunct Module Translations</u>	C2TX+	25.00	0.75	0.60

[1] In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Tariff, 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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 135

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

9.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) SERVICE

C.13. (Cont'd)

f. Enhanced Optional Features

	USOC	NONRECURRING CHARGE	MONTHLY RATE	RSP
• <u>DataPartner Basic</u> [1]				
- <u>Service Establishment,</u> 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
• <u>ReportPartner,</u> per agent	URXEA	35.00	14.00	14.00
• <u>MonitorPartner</u>				
- <u>Remote Terminal</u> 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 Tariff.

[2] Includes display terminal software, report(s), and external display, and load management functions.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 136

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

	USOC	NONRECURRING CHARGE
• <u>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.)</u>	REAAW	\$ 35.00
• <u>System rearrangement charge for system changes (e.g., Basic to Deluxe)</u>	REAAV	45.00
• <u>System Group Name Change</u>	REAAU	425.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 137

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.4 CALL MANAGEMENT SYSTEMS

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 138

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 listed 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,

	<u>MAXIMUM</u>	<u>MINIMUM</u>	<u>CURRENT</u>
	<u>NONRECURRING</u>	<u>NONRECURRING</u>	<u>NONRECURRING</u>
	<u>USOC</u>	<u>CHARGE</u>	<u>CHARGE</u>
- Basic, per two queue slots	C7QPA	\$37.50	\$25.00

	<u>MAXIMUM</u>	<u>MINIMUM</u>	<u>CURRENT</u>
	<u>MONTHLY</u>	<u>MONTHLY</u>	<u>MONTHLY</u>
	<u>RATE</u>	<u>RATE</u>	<u>RATE</u>
- Basic, per two queue slots	\$29.95	\$9.00	\$19.95
- Discounted[1]	-	-	14.95

[1] Discounted rate applies when this feature is added as part of Business CUSTOMCHOICE.

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

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 139

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 tariff 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 140

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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 tariff rate.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 141

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 142

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

9.8 CENTRAL OFFICE ALARM SERVICES

9.8.2 SCAN-ALERT SERVICE (Cont'd)

C. Rates And Charges

	<u>NONRECURRING</u>	<u>MONTHLY</u>
	<u>CHARGE</u>	<u>RATE</u>
<u>1. Standard</u>		
• <u>Alarm company system charge</u>	\$100.00	\$ 1.00
• <u>Service, per line equipped[1]</u>	60.00	10.43 (I)
• <u>Alarm line charge, per line[1,2]</u>	108.00	13.00
• <u>Changing customer telephone number and changing type of service[1]</u>	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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 9

EXCHANGE AND

Washington

Original Sheet 143

NETWORK SERVICES

Effective: February 1, 2008

9. CENTRAL OFFICE SERVICES

(N)

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.

NO. OF PATRONS	MONTHLY RATE				
	1 YEAR	3 YEARS	5 YEARS	7 YEARS	10 YEARS
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

NO. OF PATRONS	MONTHLY RATE				
	1 YEAR	3 YEARS	5 YEARS	7 YEARS	10 YEARS
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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

Washington

SECTION 10

2nd-3rd Revised Index Sheet 1

1st-2nd Revised Index Sheet 1

EXCHANGE AND NETWORK SERVICES

Effective: ~~December 1, 2007~~ February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	SHEET	
Billed Number Screening (BNS)	13	(T)
Blocking For 10xxx1+/10xxx011+.....	6	
<u>Business Contingency Service</u>	<u>41</u>	<u>(N)</u>
<u>Business Continuation Routing</u>	<u>41</u>	<u>(N)</u>
Business Voice Messaging Service	1052	(T)
Call Event and Management Signaling Service (CEMSS) Subscriber.....	9140	
Caller Identification Blocking Options.....	723	
Per Call	723	
Per Line.....	824	(T)
<u>Customer Data Enhanced Service</u>	<u>20</u>	<u>(N)</u>
<u>CUSTOMNET Service</u>	<u>2</u>	
<u>Message Delivery Service</u>	<u>27</u>	
<u>Message Waiting Indication</u>	<u>32</u>	
<u>Audible</u>	<u>32</u>	
<u>Visual</u>	<u>33</u>	
<u>Audible/Visual</u>	<u>35</u>	
<u>Miscellaneous Central Office Services</u>	<u>27</u>	
<u>Miscellaneous Switching Arrangements</u>	<u>1</u>	
<u>Network Connecting Arrangements</u>	<u>26</u>	
<u>Night Terminals</u>	<u>1</u>	
<u>Outward Wide Area Telecommunications Service (OUTWATS)</u>		
<u>Message Detail Service</u>	<u>17</u>	<u>(N)</u>
Pay Per Call Restriction.....	4	
<u>Residence Voice Messaging Service</u>	<u>47</u>	<u>(N)</u>
<u>Reverse Billing Service</u>	<u>8</u>	<u>(N)</u>
		<u>(K)</u>

(K) Material moved to Index Sheet 1.1.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

SECTION 10
Original Index Sheet 1.1

**EXCHANGE AND
NETWORK SERVICES**
Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	SHEET	
Screening/Restriction Services	12	<u>(T)(M)</u>
Selective Ringing Module	26	<u>(N)</u>
Special Billing Number Service	7	
Statement Billing Service	9	
Summary Billing Service	11	
Supplemental Billing Service	7	
Toll Message Detail Service	14	<u>(N)</u>
Toll Restriction Service	23.1	<u>(T)(M)</u>
Traffic Data Report Service	36	<u>(N)</u>
Transfer Arrangement	46	<u>(N)</u>
Voice Messaging Service.....	1047	<u>(T)(M)</u>

(M) Material moved from Index Sheet 1.

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

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

**1st Revised ~~Original~~ Sheet 1
Cancels Original Sheet 1**

Effective: ~~September 1, 2006~~ February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.3 MISCELLANEOUS SWITCHING ARRANGEMENTS

(K)

(N)

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

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>• Terminals in central office in connection with night listings for PBX systems, each</u>	<u>NCB</u>	<u>\$11.00</u>	<u>\$2.15</u>

(K) Material moved to Sheet 3.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

1st Revised ~~Original~~ Sheet 2
Cancels Original Sheet 2

Effective: ~~September 1, 2006~~ February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES

(K)

(N)

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.

(K) Material moved to Sheet 3.1.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 2.1

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10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 2.2

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.4 SCREENING/RESTRICTION SERVICES

10.4.1 CUSTOMNET SERVICE (Cont'd)

C. Rates and Charges

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>• Selective Class of Call Screening, per PBX trunk line equipped[1]</u>	<u>SRG</u>	<u>\$24.00</u>	<u>\$2.00</u>
<u>• Individual Line Service, per line/trunk line equipped[2]</u>	<u>SEA</u>	<u>24.00</u>	<u>2.00</u>

[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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND NETWORK SERVICES

Effective: ~~September 1, 2006~~ February 1, 2008

SECTION 10
~~Original~~ 1st Revised Sheet 3
Cancels Original Sheet 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

(K)
(T)(M)

10.4.3 BILLED NUMBER SCREENING (BNS)

(M)

~~Service descriptions, terms, conditions, rates and charges for BNS purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Catalog; Bellevue: Glencourt and Sherwood; Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~

(D)

(D)

A. Description

(M)

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

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Business	RTVXQ	6.50	-

(M)

(K) Material moved to Sheet 3.2.
(M) Material moved from Sheet 1.

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Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 3.1

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

(M)

10.4.4 TOLL RESTRICTION SERVICE

(M)

~~Service descriptions, terms, conditions, rates and charges for Toll Restriction Service purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Catalog: Bellevue: Glencourt and Sherwood, Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~

(D)

(D)

A. Description

(M)

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.

(M)

(M) Material moved from Sheet 2.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 3.2

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES

(M)

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Business				
- Each individual line or trunk equipped	RTY	\$24.00	\$2.00	<u>(M)</u>

(M) Material moved from Sheet 3.

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Qwest Corporation
Catalog No. 2
Washington

**EXCHANGE AND
NETWORK SERVICES**

Effective: ~~September 1, 2006~~ February 1, 2008

SECTION 10
~~Original~~ 1st Revised Sheet 4
Cancels Original Sheet 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

10.4.5 PAY PER CALL RESTRICTION

~~Service descriptions, terms, conditions, rates and charges for Pay Per Call Restriction purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Customer Catalog: Bellevue: Glencourt and Sherwood, Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~ (D)

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 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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**EXCHANGE AND
NETWORK SERVICES**
Effective: September 1, 2006

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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Each business line equipped			
- Initial installation	RTVXN	–	–
- Subsequent installation on same line for the same service	RTVXN	\$7.50	–

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

SECTION 10
~~Original~~ 1st Revised Sheet 6
Cancels Original Sheet 6

**EXCHANGE AND
NETWORK SERVICES**

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10. MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (Cont'd)

10.4.7 BLOCKING FOR 10XXX1+/10XXX011+

~~Service descriptions, terms, conditions, rates and charges for 10XXX1+/10XXX011+ Blocking purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Customer Catalog; Bellevue: Glencourt and Sherwood, Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~ (D)

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

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Per business line, trunk line or NAF arranged	RTVXY	\$2.00	\$0.10

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

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

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SECTION 10
~~Original~~ 1st Revised Sheet 7
Cancels Original Sheet 7

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

(K)

(N)

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

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>• Group of twenty-five special billing numbers, each</u>	<u>BLN</u>	<u>\$5.00</u>	<u>\$5.00</u>

(K) Material moved to Sheet 23.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Catalog No. 2
Washington

EXCHANGE AND
NETWORK SERVICES

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SECTION 10
~~Original~~ 1st Revised Sheet 8
Cancels Original Sheet 8

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)

(N)

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 the Exchange and Network Services 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

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>1. Basic Service</u>	<u>RBB</u>	<u>\$205.00</u>	<u>\$120.00</u>
<u>2. Reverse Billing Service</u>			
<u>access line or group</u>			
<u>of lines, each[1]</u>	<u>RBA</u>	<u>-</u>	<u>10.00</u>

[1] Applies in addition to the charge for the station service of the class, type or grade ordered.

(K) Material moved to Sheet 24.

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10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)
(N)

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.

[1] This sheet cancels and moves Original Sheets 9.1 through 9.6 to Sheets 40 and 47-51 respectively.

(K) Material moved to Sheet 25.

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

Qwest Corporation
Catalog No. 2
Washington

SECTION 10

EXCHANGE AND
NETWORK SERVICES

~~1st~~2nd Revised Sheet 10

Cancels ~~Original~~ 1st Revised Sheet 10

Effective: ~~December~~ February 1, 2008~~7~~

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

(K)

10.5.5 STATEMENT BILLING SERVICE

(N)

B. Terms And Conditions (Cont'd)

7. Statement Billing recreations requested by the customer for whatever reason will be provided at additional charge, that shall be not 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

	<u>NONRECURRING</u>	<u>MONTHLY</u>
	<u>CHARGE</u>	<u>RATE</u>
<u>1. Statement Billing Service</u>		
• <u>Month-to-month basis, per customer</u>		
- First ten entities	\$250.00	\$ 35.00
- Each additional	25.00	3.50
• <u>Twenty-four month agreement, per customer</u>		
- First five entities	75.00	15.00
- Each additional	15.00	3.00
<u>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.</u>		

(K) Material moved to Sheet 52.

NOTICE
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EXCHANGE AND
NETWORK SERVICES

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SECTION 10
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Cancels Original Sheet 11

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)

(N)

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
- Farmer Line business and Farmer Line residence services
- 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.

(K) Material moved to Sheet 53.

NOTICE
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Qwest Corporation
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Washington

EXCHANGE AND
NETWORK SERVICES

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SECTION 10
~~Original~~ 1st Revised Sheet 12
Cancels Original Sheet 12

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.

(K)

(N)

(K) Material moved to Sheet 54.

NOTICE
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EXCHANGE AND
NETWORK SERVICES

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SECTION 10
~~Original~~ 1st Revised Sheet 13
Cancels Original Sheet 13

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 subaccount removed from a summary bill.
- Each subaccount moved from one summary bill to another.

C. Charges

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>
<u>1. Change of bill date, per summary bill</u>	<u>SUM</u>	<u>\$20.00</u>
<u>2. Subsequent rearrangement</u>	<u>D99</u>	<u>5.00</u>

(K) Material moved to Sheet 55.

NOTICE
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**EXCHANGE AND
NETWORK SERVICES**

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SECTION 10
~~Original~~ 1st Revised Sheet 14
Cancels Original Sheet 14

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)

(N)

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.

(K) Material moved to Sheet 56.

NOTICE
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**EXCHANGE AND
NETWORK SERVICES**

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~~Original~~ 1st Revised Sheet 15
Cancels Original Sheet 15

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

10.5.8 TOLL MESSAGE DETAIL SERVICE

B. Terms And Conditions (Cont'd)

- (K)
(N)
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.

(K) Material moved to Sheet 57.

NOTICE
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**EXCHANGE AND
NETWORK SERVICES**

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SECTION 10
~~Original~~ 1st Revised Sheet 16
Cancels Original Sheet 16

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

10.5.8 TOLL MESSAGE DETAIL SERVICE (Cont'd)

(K)

(N)

C. Rates And Charges

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>1. Bill detail for Message Toll</u>			
<u>• Magnetic Tape Arrangement</u>			
<u>- First extraction</u>	Y18	\$280.00	\$76.00
<u>- Additional extraction per month, each</u>	Z18	-	26.00
<u>- Message, each</u>	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.

	<u>NONRECURRING CHARGE</u>
<u>• Subsequent Rearrangement</u>	<u>\$21.00</u>

(K) Material moved to Sheet 58.

NOTICE
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~~1st~~ 2nd Revised Sheet 17

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EXCHANGE AND

NETWORK SERVICES

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10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)

(N)

**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.

(K) Material moved to Sheet 59.

NOTICE

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Washington

EXCHANGE AND
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SECTION 10
~~Original~~ 1st Revised Sheet 18
Cancels Original Sheet 18

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.

(K) Material moved to Sheet 60.

NOTICE
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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

	<u>NONRECURRING</u>	<u>MONTHLY</u>
	<u>CHARGE</u>	<u>RATE</u>
<u>• Bill Detail for Magnetic Tape Arrangement</u>		
<u>- Preparation Charge</u>	<u>\$95.00</u>	<u>–</u>
<u>- Each Magnetic Tape</u>	<u>–</u>	<u>\$22.00</u>
<u>- Per Message</u>	<u>–</u>	<u>0.02</u>
<u>• Bill Detail for Paper Printout Arrangement[1]</u>		
<u>- Preparation Charge</u>	<u>95.00</u>	<u>–</u>
<u>- Per Message</u>	<u>–</u>	<u>0.03</u>

[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.

(K) Material moved to Sheet 61.

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Washington

**EXCHANGE AND
NETWORK SERVICES**

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10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE (Cont'd)

(K)

(N)

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

(K) Material moved to Sheet 62.

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Qwest Corporation

Catalog No. 2

EXCHANGE AND
NETWORK SERVICES

Washington

SECTION 10
Original Sheet 21

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10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

(N)

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.

NOTICE

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Qwest Corporation

Catalog No. 2

EXCHANGE AND

Washington

SECTION 10

NETWORK SERVICES

Original Sheet 22

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10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING SERVICE

(N)

10.5.10 CUSTOMER DATA ENHANCED SERVICE (Cont'd)

C. Rates And Charges

	<u>NONRECURRING</u> <u>CHARGE</u>	<u>MONTHLY</u> <u>RATE</u>
• <u>Magnetic tape of bill detail</u>	\$1,000.00	\$600.00
- <u>Per record</u>	-	0.0010
• <u>Recreated Tape</u>	150.00	-
• <u>Subsequent rearrangement</u>	30.00	-
• <u>Replacement tape</u>	[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.

NOTICE

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Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 23

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

(M)

A. Caller Identification Blocking - Per Call

(M)

~~Service descriptions, terms, conditions, rates and charges for Caller Identification Blocking - Per Call purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Customer Catalog: Bellevue: Glencourt and Sherwood, Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~

(D)

(M)

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

(M)

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

	USOC	MONTHLY RATE
• Caller Identification Blocking, per call	N/A	-

(M) Material moved from Sheet 7.

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Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 24

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS (Cont'd)

(M)

B. Caller Identification Blocking - Per Line

(M)

~~Service descriptions, terms, conditions, rates and charges for Caller Identification Blocking - Per Line purchased by business customers for use with any analog local exchange service or a digital local exchange service when served over a DS1 or larger circuit (whether one customer or multiple customers aggregated on a DS1 or larger circuit) in the following exchanges and wire centers, can be found in the Exchange and Network Services Customer Catalog; Bellevue: Glencourt and Sherwood, Seattle: Atwater, Campus, Cherry, Duwamish, East, Elliott, Emerson, Lakeview, Main, Sunset and West, Spokane: Chestnut, Fairfax, Hudson, Keystone, Moran, Riverside, Walnut and Whitworth, or Vancouver: Orchards and Oxford. All other customers can obtain services as offered in the Exchange and Network Services Tariff.~~

(D)

(M)

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.

(M)

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.

(M) Material moved from Sheet 8.

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Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 25

NETWORK SERVICES

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10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

(M)

B. Caller Identification Blocking - Per Line (Cont'd)

3. Rates And Charges

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).
- 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.

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

a. Business Caller Identification Blocking - per line, first time

- Business, per line NKM \$ 0.00 -

b. Business Caller Identification Blocking - per line, subsequent

- Business, per line NKS 13.00 -

(M)

(M) Material moved from Sheet 9.

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Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 26

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10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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

	USOC	NONRECURRING CHARGE[1]
• Selective ringing module	NRO	\$56.00

[1] Installation will be performed at estimated costs in addition to the charge shown above.

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

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 27

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 28

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE

B. (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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 29

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE

B. (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.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
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
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 30

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 31

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Call Data Input/Output Central Office Facility, each</u>	FCX	\$400.00	\$450.00
• <u>Per Multiline Hunt Group terminating in Call Data Input/Output Facility, each</u>	FHGPA	275.00	75.00
• <u>Call Data - Interoffice, each line arranged</u>	M4H	5.00	55.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 32

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

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

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 33

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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 Section 5.4.3.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
d. <u>Each customer line arranged</u>			
• <u>Business</u>	<u>MWW</u>	<u>\$11.00</u>	<u>\$0.25</u>
• <u>Residence</u>	<u>MWW</u>	<u>7.00</u>	<u>0.05</u>

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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 34

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.**

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>d. Each customer line arranged</u>			
<u>• Business</u>	<u>MV5</u>	<u>\$13.00</u>	<u>\$0.85</u>
<u>• Residence</u>	<u>MV5</u>	<u>11.00</u>	<u>0.25</u>

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 35

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

	SERVICE & EQUIPMENT		MONTHLY
	USOC	CHARGE	RATE
• Each line arranged			
- Residence	M1W	\$13.00	\$0.30
- Business	M1W	13.00	1.10

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

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 36

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 37

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

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

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 38

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (Cont'd)

D. Rates And Charges

TDRS will be provided at the following rates and charges:

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
• <u>Service Establishment Charge, per account, per order</u>	TFDO1	\$ 30.00	—
• <u>TDRS study, per facility, i.e., individual access line, group or queue</u>			
- One week	TFPAW	120.00	—
- One month	TFPAM	210.00	—
- Ongoing	TFPAO	90.00	\$120.00
• <u>TDRS study for dedicated common block features/measurements</u>			
- One week	TFPBW	500.00	—
- One month	TFPBM	950.00	—
- Ongoing	TFPBO	350.00	600.00

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 39

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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

<u>- One week</u>	<u>\$30.00</u>
<u>- One month</u>	<u>15.00</u>
<u>- Ongoing</u>	<u>10.00</u>

- Each dedicated common block
features/measurements study

<u>- One week</u>	<u>135.00</u>
<u>- One month</u>	<u>60.00</u>
<u>- Ongoing</u>	<u>40.00</u>

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 40

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES(CONT'D)

(T)

10.10.5 CALL EVENT AND MANAGEMENT SIGNALING SERVICE (CEMSS) SUBSCRIBER

(M)

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

(M)

(M) Material moved from Sheet 9.1.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 41

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 42

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

**EXCHANGE AND
NETWORK SERVICES**

Washington

Original Sheet 43

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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 numbers 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

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 44

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.8 BUSINESS CONTINGENCY SERVICE

4. Rates and Charges (Cont'd)

	USOC	NON- RECURRING CHARGE	MONTHLY RATE
• <u>Service Establishment Charge</u> [1]	SEPCS	\$150.00	–
• <u>Number Establishment or Change Charge</u>	REAKY	8.50	–
• <u>Digital Switched Service capability, per Digital Switched Facility</u> [2,3,4]	C2RDX	–	\$75.00
• <u>Access Line/Trunk capability, per line and/or trunk</u> [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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 45

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.8 BUSINESS CONTINGENCY SERVICE

4. Rates and Charges (Cont'd)

		<u>NON-</u>		
	<u>USOC</u>	<u>RECURRING</u>	<u>MONTHLY</u>	<u>DAILY</u>
		<u>CHARGE</u>	<u>RATE</u>	<u>RATE</u>
• <u>Activation Charge[1]</u>				
- <u>2nd or more occurrences,</u> <u>in a month or 30 day</u> <u>period or continuance of</u> <u>first occurrence beyond</u> <u>48 hours of activation</u>	SBAXA	\$100.00	-	\$200.00
• <u>Group Establishment</u> <u>Charge, per group[2]</u>	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.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 46

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

(N)

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

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<u>• Transfer Arrangement</u>	<u>TEECP</u>	<u>\$13.00</u>	<u>\$1.25</u>

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

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 47

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.1 RESIDENCE VOICE MESSAGING SERVICE[1]

A. Description

QWEST Residence Voice Messaging Service, (also known as QWEST Voice Mail) provides an audio mailbox to record, store, retrieve, review, save and to handle audio messages for residence customers. The service will greet incoming callers with a personal or a standard greeting in either English or Spanish. It provides audio prompts and personal security codes for customers and users of the service. Customers can send, reply and copy/forward messages to others on the same local messaging system as well as send messages to others on the same messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can access the service from any tone signaling telephone. The mailbox includes the Easy Access feature. Listed below are the types of Voice Messaging Service available to residence customers:

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBDA) and with Message Waiting Indication (MWI) in addition to a voice-messaging mailbox. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI provides a stutter dial tone when messages are waiting.

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication - Simultaneous

Equipping a customer's telephone service with CFBDA and with MWI in addition to a voice-messaging mailbox provides this capability. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. CFBDA/MWI-S 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.

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(M) Material moved from Sheet 9.2.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 48

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.1 RESIDENCE VOICE MESSAGING SERVICE[1]

A. Description (Cont'd)

Mailbox Only

Equipping a customer's telephone service with a voice-messaging mailbox only provides this capability. It does not include any other service or feature. Customers subscribing to Mailbox Only must have their lines equipped with a Call Forwarding feature at rates and charges specified elsewhere. In addition, customers wishing to receive notification of new messages waiting to be retrieved, must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

Anywhere Voice Mail

This capability is provided by equipping a voice messaging mailbox with Number Forwarding. The mailbox functions the same as other mailboxes except the customer who subscribes to Anywhere Voice Mail does not have to have telephone service.

B. Optional Features

Message Notification

This feature 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 messages to another telephone number or pager. The customer will have the ability to turn the notification on or off.

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.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

(M) Material moved from Sheet 9.3.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 49

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.1 RESIDENCE VOICE MESSAGING SERVICE[1]

B. Optional Features (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 which is played after the caller makes a selection. Messages left in an extension mailbox can only be retrieved using the extension mailbox's security code.

C. Terms and Conditions

1. Residence Voice Messaging Service will be provided 24 hours per day, seven days per week.
2. Residence Voice Messaging Service will be offered where adequate and suitable facilities are available.
3. Customers subscribing to *MARKET EXPANSION LINE* may subscribe to Mailbox Only. These customers would not subscribe to another Call Forwarding feature nor would Message Waiting Indication be necessary.
4. The Company may apply, at no additional charge, additional features for the purpose of enhancing service. Removal of the audio logo and the restart function are examples of these features.
5. Customers may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in C.4., following.
6. All terms and conditions specified elsewhere for Number Forwarding apply to Anywhere Voice Mail.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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(M) Material moved from Sheet 9.4.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 50

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.1 RESIDENCE VOICE MESSAGING SERVICE[1] (Cont'd)

D. Rates and Charges

1. The rates and charges for Residence Voice Messaging Service with CFBDA/MWI include the provision of Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication.
2. Except as otherwise indicated, the rates and charges for Residence Voice Messaging Service are in addition to all rates and charges for the associated underlying service.
3. The nonrecurring charge to change the service is the same as the charge to install it.
4. The rates and charges for Anywhere Voice Mail include the provision of Number Forwarding.

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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(M) Material moved from Sheet 9.5.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 51

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.1 RESIDENCE VOICE MESSAGING SERVICE[1]

D. Rates and Charges (Cont'd)

5. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Mailboxes, each line arranged[2]</u>			
- With CFBDA/MWI	VMJXA	\$ 7.00	\$ 7.95
- With CFBDA/MWI-S	VMJXB	7.00	7.95
- Mailbox only	VMJXX	7.00	7.95
- Anywhere Voice Mail	VTLMX	10.00	14.90
• <u>Optional Features, each line arranged</u>			
- Message Notification	VFN	-	4.95
- Spanish	S8V	-	-
- <u>Additional Message Capacity</u>			
- Level I	VMC1X	-	4.95
- Extension Mailbox	VBS	-	3.95

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

[2] The nonrecurring charge does not apply when changing from one type of Voice Messaging to another.

(M) Material moved from Sheet 9.6.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 52

NETWORK SERVICES

Effective: December 1, 2007February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE (Cont'd)

(T)

10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]

(M)

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.

(M)

(M) Material from Sheet 10.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 53

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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.

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(M) Material moved from Sheet 11.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 54

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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.

(M)

(M) Material moved from Sheet 12.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 55

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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.

(M)

(M) Material moved from Sheet 13.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 56

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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.

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(M) Material moved from Sheet 14.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 57

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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.

(M)

(M) Material moved from Sheet 15.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 58

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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

	<u>USOC</u>	<u>NONRECURRING CHARGE</u>	<u>MONTHLY RATE</u>
<ul style="list-style-type: none"> • <u>Add and/or change router and/or Route to Other Number per mailbox[2,3,4]</u> 	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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(M) Material moved from Sheet 16.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 59

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

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]	-	-	7.95 (R)
- 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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(M) Material moved from Sheet 17.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 60

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]

C.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <u>Optional mailboxes, each</u>			
- <u>Call Routing</u>	VPH, VPHXA	-	\$ 9.95
- <u>Call Routing to Number</u>	VJMXU, VJMXV	-	12.00
• <u>Optional features, per mailbox, each</u>			
- <u>Additional Message Capacity</u>			
- <u>Level I</u>	VMC1X	-	4.95
- <u>Call Router Traffic Study, per menu selection</u>			
	VTM+X	-	5.00
- <u>Call Router Traffic Study, add or change, per menu selection</u>			
	SEPVS	\$39.00	-
- <u>Extension Mailbox</u>	VBS	-	6.95
- <u>Message Notification</u>	VFN	-	4.95
- <u>Scheduled Greetings</u>	VGT	-	4.95

[1] This service is deregulated and not under jurisdiction of the Washington Utilities and Transportation Commission.

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(M) Material moved from Sheet 18.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 61

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]

C.4. (Cont'd)

b. Monthly Rates - Volume Discounted

(1) Volume discounts are offered to customers, which allows 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 the Exchange and Network Services Tariff apply.

(2) The nonrecurring charges are specified in 10.12.2.C.4.a.

	12 TO 23	24 TO 35	36 TO 59	60 TO 72
	MONTHS	MONTHS	MONTHS	MONTHS
• 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

	12 TO 36	37 TO 60
	MONTHS	MONTHS
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.

(M)

(M) Material moved from Sheet 19.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation

Catalog No. 2

SECTION 10

EXCHANGE AND

Washington

Original Sheet 62

NETWORK SERVICES

Effective: February 1, 2008

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

(M)

10.12.2 BUSINESS VOICE MESSAGING SERVICE[1]

C.4.b. (Cont'd)

- Optional Features,
per mailbox, each

	12 TO 23	24 TO 35	36 TO 59	60 TO 72
	MONTHS	MONTHS	MONTHS	MONTHS
- 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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(M) Material moved from Sheet 20.

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Qwest Corporation

Catalog No. 2

SECTION 110

EXCHANGE AND NETWORK SERVICES **Washington** ~~Original~~ 1st Revised Index Sheet 1
Cancels Original Index Sheet 1

Effective: ~~December 1, 2007~~ February 1, 2008

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	SHEET	
Apartment Door Answering Service.....	1	(N)
Reserved for Future Use Miscellaneous Switching Arrangements	1	(C)
Residence Voice Messaging Service	4	(N)
Voice Messaging Service.....	4	(N)

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

Qwest Corporation

Catalog No. 2

SECTION 110

EXCHANGE AND

Washington

Original 1st Revised Sheet 1

NETWORK SERVICES

Cancels Original Sheet 1

Effective: ~~December 1, 2007~~ February 1, 2008

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

~~110.3 RESERVED FOR FUTURE USE~~ MISCELLANEOUS SWITCHING ARRANGEMENTS _____ (C)

~~110.3.4 RESERVED FOR FUTURE USE~~ APARTMENT DOOR ANSWERING SERVICE _____ (C)

A. Description _____ (N)

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.

_____ (N)

NOTICE

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Qwest Corporation

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110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.3 MISCELLANEOUS SWITCHING ARRANGEMENTS ~~RESERVED FOR FUTURE USE~~

(C)

110.3.4 APARTMENT DOOR ANSWERING SERVICE ~~RESERVED FOR FUTURE USE~~

~~(Cont'd)~~

(C)

B. Terms And Conditions (Cont'd)

(N)

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 Tariff.

(N)

NOTICE

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Qwest Corporation

Catalog No. 2

SECTION 110

EXCHANGE AND

Washington

Original 1st Revised Sheet 3

NETWORK SERVICES

Cancels Original Sheet 3

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110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.3 MISCELLANEOUS SWITCHING ARRANGEMENTS ~~RESERVED FOR FUTURE USE~~ (C)

110.3.4 APARTMENT DOOR ANSWERING SERVICE ~~RESERVED FOR FUTURE USE~~ (C)

~~(Cont'd)~~ (C)

B. Terms And Conditions (Cont'd) (N)

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

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• 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	(N)

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