

WN U-3
UNITED TELEPHONE COMPANY OF THE NORTHWEST
d/b/a Embarq

Schedule AE-1
2nd Revised Sheet 12.2
Cancels 1st Revised Sheet 12.2

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. **BUSINESS CUSTOMER INCENTIVE PROGRAM** (Cont'd)

1. GENERAL (Cont'd)

f. **Reserved for Future Use**

(C)

(D)

(D)

g. **Reserved for Future Use**

(C)

(D)

(D)

WN U-3
UNITED TELEPHONE COMPANY OF THE NORTHWEST
d/b/a Embarq

Schedule AE-1
4th Revised Sheet 12.3
Cancels 3rd Revised Sheet 12.3

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. **BUSINESS CUSTOMER INCENTIVE PROGRAM** (Cont'd)

1. GENERAL (Cont'd)

h. **Reserved for Future Use**

(C)

(D)

(D)

i. **Reserved for Future Use**

(C)

(D)

(D)

j. **Small Business Anniversary Program**

(C)

A direct mailing will be sent to all business customers with 99 lines/trunks or fewer, notifying them of their eligibility for a \$10 invoice credit. The notice will be mailed immediately after the anniversary of the date on which the customer established service with the Company.

(C)

Customers who respond to this offer within 90 days after receiving the direct mailing will receive a \$10 invoice credit. The credit will appear on the customer's bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer's account and offer to discuss the customer's existing services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business.

For customers with multiple accounts, only one \$10 invoice credit is available, with such tied to the customer's oldest account.

(C)

WN U-3
UNITED TELEPHONE COMPANY OF THE NORTHWEST
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Schedule AE-1
2nd Revised Sheet 12.4
Cancels 1st Revised Sheet 12.4

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

k. Up To Two Months Free

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

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

l. Frame Relay Service Upgrade Promotion

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

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

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(K) Material previously appearing on this sheet now appears on Original Sheet 12.6.

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

Schedule AE-1
 Original Sheet 12.5

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

m. Business Save Program

Business customers will be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and third month bills following the customer's acceptance of this program.

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

WN U-3
 UNITED TELEPHONE COMPANY OF THE NORTHWEST
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Schedule AE-1
 Original Sheet 12.6

EXCHANGE SERVICE RATES

COMPETITIVE RESPONSE

B. BUSINESS CUSTOMER INCENTIVE PROGRAM (Cont'd)

1. GENERAL (Cont'd)

n. Complex Customer Offer (LOC)

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

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

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

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

2. LIMITATIONS

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

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(M) Material now appearing on this sheet was previously found on 1st Revised Sheet 12.4.