

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

Schedule AA
 2nd Revised Sheet 2
 Cancels 1st Revised Sheet 2

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DEFINITIONS

Anonymous Call Rejection

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

Applicant

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

Auto Answer Back

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

Auto Call Return

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

Automatic Dialing and Announcement Device (ADAD)

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

Automatic Line

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

Automatic Line and Multiple Appearance Directory Number (MADN)

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

Automatic Route Selection

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

B (Bearer) Channel

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

B-Channel Circuit-Switched Data

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

Billing Date

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

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DEFINITIONS

Call Waiting and Three-Way Calling Interactions

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

Call Waiting Originating

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

Call Waiting with Options

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

Called Party Hold

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

Caller ID with Name

(T)

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

(T)

(T)

Caller ID - Number Only

(T)

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

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

(T)

Calling Name Display

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

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DEFINITIONS

Caller ID Blocking

(T)

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

(T)

(T)

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

(T)

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

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

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

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

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

(T)

Camp-on with Music

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

Central Office

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Central Office Connecting Facility

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

Central Office Station Termination

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

Centrex

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

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By Tim D. Eshleman, Manager - Tariffs

Effective: September 11, 2009

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RULES AND REGULATIONS

DIRECTORY LISTINGS

A. Non-published Telephone Number Service

A subscriber may request that the telephone number of the subscriber's service not be published in either the Company's directories or other Company records containing such information available to the general public. If the subscriber makes such a request, the Company will take reasonable precautions:

1. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public;
2. Except when authorized by law, the Company will not disclose non-published information to any person except as follows:

- a. The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
- b. Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
- c. Customers billed for calls to and from non-published numbers, who may be furnished non-published numbers only;
- d. Employees and representatives of other telecommunications companies for purposes of billing and collection. The Company may disconnect the service of a telecommunications company that uses non-published information for other than the provision of telecommunications;
- e. In conformance with non-disclosure agreement, which will be signed annually, prohibiting the display, storage, or disclosure of non-published information for the following services:

(1) Forwarded Message Information (FMI).

- a. FMI is for use with Voice Message Services only.
- b. The non-disclosure agreement relates only to numbers outside a customer's Centrex-type system.
- f. In ExpressTouch areas, Non-Published numbers will be released to ExpressTouch customers through Caller **ID** or Auto Call Return unless the calling party activates Per Call Blocking or subscribes to All Call Blocking. (T)

3. Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Tracer and/or Call Line Identifier procedures whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

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RULES AND REGULATIONS

DIRECTORY LISTINGS

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

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

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

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

B. Non-listed Telephone Number Service

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

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

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

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

AVAILABILITY OF FACILITIES

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

PRIORITY OF SERVICE

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

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SPECIAL EXCHANGE SERVICES

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

1. Call Forward Features (Cont'd)

b. Call Forward No Answer

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

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

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

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

c. Call Forward Busy

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

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

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

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

1. Call Forward Features (Cont'd)

d. Call Forward Additional Paths (FCF1FLC PTH)

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

- (1) The forward-to telephone number must be a domestic telephone number.
 - (2) The Call Forward Additional Paths customer must subscribe to sufficient paths to adequately handle incoming calls without impairing any service offered by the Company.
 - (3) The number of paths may not exceed the terminating capability of the forward-to telephone number. In no case, shall the number of additional paths exceed 99.
 - (4) Customers with a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks may purchase up to 10 additional paths.
 - (5) For Customers with a rotary hunting arrangement of more than 10 lines/trunks, the number of additional paths cannot exceed the number of lines/trunks in the forwarding arrangement.
 - (6) The applicable Service Connection Charges will be charged when the number of paths is changed or when the forward-to telephone number is changed.
2. "Call Forward of Call Waiting" automatically forwards a call waiting call to voice mail or another predetermined number. The customer must subscribe to both Call Forward and Call Waiting services. There is no additional charge for this feature. It is an enhancement of the Call Forwarding service.
 3. "Call Waiting" allows a customer engaged in a telephone conversation to receive a tone signal indicating a second incoming call; the customer can then place the first call on hold and answer the second call. Call Waiting ID is automatically available to customers who are subscribed to Caller ID and Call Waiting.
 4. "Call Waiting with Options" ⁽¹⁾ provides options for handling an incoming call waiting call to Customers that subscribe to Call Waiting and Caller ID features and also have Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with current caller, the call waiting caller is identified in the subscriber's ADSI telephone display window. The Subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to a voice mail or conferencing the caller with the current call. (C)
 5. "Personal Alert Line" ⁽¹⁾ allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the predetermined number. The pre-determined number cannot be 911 or other emergency numbers. (C)
- ⁽¹⁾ **This service is limited to existing customers at existing locations as of September 11, 2009.** (N)

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

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

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

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

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SPECIAL EXCHANGE SERVICES

A. Custom Calling Features (Cont'd)

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

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

(1) "Single" rate applies to one or two features; "multiple" rate applies to three or more features. Multiple rates also apply if Call Forward-Busy and Call Forward-Don't Answer are purchased in combination.

(2) Three-Way Calling feature has the subscriber option of a monthly subscription or usage sensitive where central office technology/facilities permit.

(3) Call Forward of Call Waiting is provided automatically to customers of Call Forward and Call Waiting.

(4) Call Waiting with Options is an enhancement for customers of Caller ID.

(5) Effective August 7, 2002, Multiple rates are grandfathered and limited to current customers at existing locations.

(6) **This service is limited to existing customers at existing locations as of September 11, 2009.** (N)

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service

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

1. Definitions

Anonymous Call Rejection

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

Call Tracer

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

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

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

Caller ID with Name

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

Caller ID - Number Only ⁽¹⁾

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

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

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

1. Definitions (Cont'd)

Caller ID Blocking

(T)

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

(T)

(T)

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

(T)

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

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

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

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

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

(T)

Repeat Dial

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

Return Call

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

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SPECIAL EXCHANGE SERVICES

I. ExpressTouch Service (Cont'd)

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

3. Rates

	<u>Code</u>	<u>Monthly Rate Per Line</u>		<u>Rate per Feature Activation</u>	
		<u>Residential</u>	<u>Business</u>		
a. Caller ID with Name	FTK1FCC	7.50	9.50		(D) (T) (D)
b. Caller ID - Number Only⁽¹⁾	FTE1FCC	5.50	7.50		(C) (D)
c. Call Tracer	N/A			1.50	(T)
d. Repeat Dial Flat Rate Usage Sensitive	FTA1FCC N/A	3.00	3.50	.75	(T)
e. Return Call Flat Rate Usage Sensitive	FTB1FCC N/A	3.50	4.50	.75	(T)
f. Selective Call Acceptance	FTJ1FCC	5.00	6.00		(T)
g. Selective Call Forwarding	FTG1FCC	3.00	3.50		(T)
h. Selective Call Rejection	FTH1FCC	3.50	4.00		(T)
i. Selective Call Ring	FTF1FCC	3.00	3.50		(T)
	<u>Code</u>	<u>Nonrecurring Charge</u>			
		<u>Residential</u>	<u>Business</u>		
j. Caller ID Blocking	FTD1FCC	N/C	N/C		(T) (D) (D)
k. Subsequent Blocking on same line	FTD1FCC	5.00	5.00		(T)

⁽¹⁾ **This service is limited to existing customers at existing locations as of September 11, 2009.**

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FCC DESIGNATED N11 SERVICES

B. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

6. Other Terms and Conditions

- a. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
- b. The 711 Dialing Code is provided where facilities permit.
- c. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller **ID** Service as described in Section AE-4 of this Tariff. (T)
- d. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

7. Rates and Charges

- a. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

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FCC DESIGNATED N11 SERVICES

C. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- b. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
- c. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Tariff.
- d. The Commission's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.
- e. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

5. Other Terms and Conditions

- a. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller **ID** service as described in Schedule AE-4 of this tariff. The Caller **ID** service will only provide calling number information as described in Schedule AE-4 of this tariff. (T)
- b. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
- c. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
- d. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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FCC DESIGNATED N11 SERVICES

D. NON-EMERGENCY 311 SERVICE (Cont'd)

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing NE311 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the NE311 Service Provider for the NE311 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company has no liability for losses or damages caused by the negligence of the NE311 Service Provider.
- b. The Company's entire liability to any person for interruption or failure of the NE311 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- c. The Commission's local assignment and the NE311 Service Provider's use of the 311 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the NE311 Service Provider for any damages the NE311 Service Provider may incur that results from a national assignment of the 311 abbreviated dialing code.
- d. The Company accepts no responsibility for obtaining subscriber record information from telephone end users.
- e. The Company will make every effort to route NE311 calls to the appropriate NE311 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

5. Other Terms and Conditions

- a. The NE311 Service will not provide calling number information in real time to the NE311 Service Provider. If this type of information is required, the NE311 Service Provider must subscribe to compatible Caller ID Service as described in Schedule AE-4 of this tariff. The Caller ID Service will only provide calling number information as described in Schedule AE-4 of this tariff. (T)
- b. The NE311 Service is provided solely for the benefit of the NE311 Service Provider. The provision of the NE311 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the NE311 Service Provider. (T)
- c. A written notice will be sent to the NE311 Service Provider following oral notification when its NE311 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the NE311 Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the NE311 Service Provider is unwilling to accept the modifications, or if the NE311 Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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FCC DESIGNATED N11 SERVICES

E. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Cont'd)

3. Obligations of the Company (Cont'd)

d. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

4. Liability

- a. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
- b. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
- c. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this schedule and other schedules of this tariff.

5. Other Terms and Conditions

- a. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller **ID** service as described in Schedule AE-4 of this tariff. The Caller **ID** service will only provide calling number information as described in Schedule AE-4 of this tariff. (T)
(T)
- b. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)⁽¹⁾ (Cont'd)

1. GENERAL (Cont'd)

e. Optional Services and Features⁽²⁾ (Cont'd)

(1) The ISDN-BRI Service offering provides ... (Cont'd)

(c) Six-Way Conference Calling, Drop, Hold, Transfer – This feature allows the customer to add up to five parties to an existing call. This feature is for voice calls only.

(d) Automatic Callback (Repeat Dial) – This feature provides automatic callback to the last dialed number.

(e) Additional Call Offering (ACO) – This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: A customer can put up to 3 calls on hold and receive another call on the phone, with all calling parties dialing the telephone number associated with voice on B-channel.

(f) Call Forwarding – This feature provides the customer with Call Forwarding Variable, Call Forwarding Busy and Call Forwarding No Answer with Message Waiting Indicator, either Visual or Audible.

(g) **Caller ID with Name** - This feature permits the customer to receive and display the calling party name and telephone number for calls placed to the customer. (T)

(h) Additional Directory Numbers – Additional Directory Numbers are available on each B-channel in addition to the primary directory number assigned to the B-channel. Additional Directory Numbers are subscribed to separately.

(i) Multi-line Hunt Group – This feature is limited to hunting within ISDN-BRI lines and on an individual customer location basis. Directory numbers within the multi-line Hunt Group may not have multiple call appearances.

(j) Loop Extension – ISDN-BRI Service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should the customer's service location exceed said limitations, service will be provided where the Company has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service carries an additional charge and will extend the loop to approximately 36,000 feet.

(k) Feature Package 1 – This package includes:
 Flexible Calling
 Automatic Callback
 Additional Call Offering
 Call Forwarding
Caller ID with Name

(T)

⁽¹⁾ Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

⁽²⁾ ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

A. BASIC RATE INTERFACE (BRI)⁽¹⁾ (Cont'd)

4. RATES AND CHARGES

a. SERVICE CAPABILITY PACKAGES ⁽²⁾	<u>S&E Codes</u>	<u>Monthly Rate</u>	<u>NRC</u>
Standard ISDN-BRI Package (Package S without features)	1FLCBRC(S)(Res) 1FLCBRC(S)(Bus) 1FLCBRI(S)	\$25.00 35.00	\$200.00 200.00
Package H	1FLCBRC(H) 1FLCBRI(H)	35.00	200.00
Package L	1FLCBRC(L) 1FLCBRI(L)	35.00	200.00

b. OPTIONAL FEATURES	<u>S&E Codes</u>	<u>Monthly Rate</u>
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(1) Individual Features

Call Pickup (per member)	FCUISBC, FCUISBR	\$ 2.00
Flexible Calling	FFXISBC, FFXISBR	3.00
Six-Way Conference Calling	FSXISBC, FSXISBR	5.00
Automatic Callback (Repeat Dial)	FTBISBC, FTBISBR	2.00
Additional Call Offering (ACO)	FEAISBC, FEAISBR	4.00
Call Forwarding	FCFISBC, FCFISBR	3.00
Caller ID with Name	FCVISBC, FCVISBR	7.00
Additional Directory Number (each)	FNSISBC, FNSISBR	2.00
Multi-line Hunt Group	FSHISBC, FSHISBR	2.00
Loop Extension	MCSXNDC, MCSXNDD	20.00

(T)

(2) Feature Packages

<u>Feature Package 1</u> Flexible Calling Automatic Callback Additional Call Offering Call Forwarding Caller ID with Name	FPKISBC, FPK1SBR	12.00
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(T)

c. CHANGE CHARGES	<u>Non-Recurring Charge</u>
Closed User Group	\$35.00
Configuration Group	65.00
Database Change	15.00

⁽¹⁾ Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

⁽²⁾ The ISDN-BRI Service rates set forth above are in addition to applicable Residence or Business, Key Line, or Centrex Service access line rates.

(D)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

4. Features (Cont'd)

a. Standard Features (Cont'd)

D-Channel Control of Multiple ISDN Lines

Provides capability for a single D-Channel to provide signaling and control for one or more ISDN-PRI connections. The 24th channel on one or more ISDN-PRI lines is then made available for customer use.

Digital Voice Transmission

All voice calls are transmitted using digital signaling.

Direct Inward Dialing Signaling

Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE, which can further process the calls as desired.

PBX Station ID Capability

Allows the station users number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

b. Optional Features

D-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

Network Ring Again

This optional feature enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

Call-by-Call/Integrated Service Access Feature Capability

Allows the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels and dynamically change the services in use.

Incoming Call Identification (Caller ID with Name)

This optional feature provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. Caller ID Blocking is available as stipulated in Schedule AE-4 of this tariff.

(T)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

d. Optional Features (Cont'd)

	<u>Monthly Rate</u>	<u>NRC</u>
(2) Network Ring Again Per Primary Rate Interface ⁽¹⁾ (Available with Two-Way Primary Rate Interface only)	\$160.00	N/A
(3) Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	\$35.00
(4) Incoming Call Identification (Caller ID with Name) Per Primary Rate Interface	100.00	N/A
(5) 2 B-Channel Transfer ⁽¹⁾ Per Primary Rate Interface	75.00	100.00
(6) Circular Hunt ⁽¹⁾ Per Primary Rate Interface	25.00	100.00
(7) National ISDN-2 Protocol ⁽¹⁾ Per Primary Rate Interface	0.00	0.00
(8) E911 Call Screening ⁽¹⁾ Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

(T)

⁽¹⁾ Certain equipment restrictions apply.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

B. PRIMARY RATE INTERFACE (PRI) (Cont'd)

7. Rates and Charges (Cont'd)

e. Optional Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	
(1) Premium Package ⁽¹⁾ Includes: National ISDN-2 Protocol ⁽²⁾ ; E911 Call Screening ⁽²⁾ , Incoming Call Identification (Caller ID with Name), Call-by- Call/Integrated Service Access Feature Capability and 2 B-Channel Transfer ⁽²⁾			(T)
Per Primary Rate Interface	\$195.00	\$285.00	

f. Move Charge

A move charge, per ISDN-PRI Primary Rate Access line, applies for each Primary Rate Access line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge - Inside Moves and Premises Visit Charge specified in Schedule AE-24.B.7.g.4.

g. Service Connection Charges

(1) Service Establishment Charges are applicable for each ISDN-PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The non-recurring charges associated with service establishment are found in Schedule AE-24.B.7.a,b,c1 and c2.

(2) Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).

(3). Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

⁽¹⁾ Only available for customers subscribing to ISDN Primary Rate Interface Two-Way under a Term Discount Plan.

⁽²⁾ Certain equipment restrictions apply.