

NOTICE OF FILING OF RATES AND REGULATIONS

The following rates and regulations have been filed with the Washington Utilities and Transportation Commission and are the effective rates and regulations of this Company for Exchange and Network Services.

No officer, employee or agent of the Company has any authority to waive, alter or amend in any respect these rates and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates and regulations herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the Washington Utilities and Transportation Commission, and changes in the Rates and Regulations herein set forth must first be approved or accepted by the Washington Utilities and Transportation Commission.

EXCHANGE AND NETWORK SERVICES PURCHASED BY BUSINESS CUSTOMERS CAN BE FOUND IN THE EXCHANGE AND NETWORK SERVICES CATALOG.

TERMS, CONDITIONS, RATES AND CHARGES

Applying to the provision of Intrastate

EXCHANGE AND NETWORK SERVICES

within the operating territory of

Qwest Corporation d/b/a CenturyLink QC

whether offered under that name, or the trade or brand name CenturyLink

in the State of

WASHINGTON

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1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to intrastate exchange and network services and equipment furnished by Qwest Corporation, d/b/a CenturyLink QC* hereinafter referred to as the Company, between and among points within the State of Washington. The regulated and tariffed services offered herein by Qwest Corporation, d/b/a CenturyLink QC*, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Tariff.

A. Territory Served, Service Rendered, Rates, Rules and Regulations

The Company renders exchange access service, toll service, Private Line Transport services, Wide Area Telecommunications Service and carrier access service, throughout the territory served by it and its connecting companies as shown in its tariffs and catalogs, which include a description of the service furnished, and maps filed therewith.

The scope of exchange access service for customers located in the Walla Walla exchange includes service located in the section of the Walla Walla exchange in the State of Oregon.

The procedure which will be followed by the Company in rendering service is set forth in Section 2, General Regulations - Conditions of Offering, which includes Definitions explaining phrases and terms used.

The Table of Contents contains a complete list of all effective sections, giving the titles, sheet numbers and other information necessary for their identification.

B. Notice of Filing of Rates, Rules and Regulations

The following rates, rules and regulations have been regularly filed with the WUTC and are the effective rates, rules and regulations of Qwest Corporation, hereinafter referred to as the Company.

No officer, employee or agent of the Company has any authority to waive, alter or amend in any respect these rates, rules and regulations, or any part thereof, or to make any agreements inconsistent therewith.

The rates, rules and regulations herein set forth are subject at all times to addition, change or abolition after proceedings duly had by the WUTC and changes in the rates, rules and regulations herein set forth must first be approved or accepted by the WUTC.

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF (Cont'd)

C. Effective Dates of Rates and Conditions

Rates and conditions in this Tariff will be made effective as shown below:

1. For services established prior to the effective date shown in the section, on the effective date shown in the section.
2. For all new service furnished on or after the effective date shown in the section, on the day following the day connected. This will include changes of address involving changes in billing periods.
3. For all services on which a change of type, class or grade of service is completed on or after the effective date shown in the section, on the day following the day changed.
4. For exceptions to the above effective dates see individual sections.

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF (Cont'd)

D. Rates

The rates to be charged by and paid to the Company for service will be the rates legally in effect and on file with the Washington Utilities and Transportation Commission (WUTC).

The charges for service initially installed or for service changes which involve a change in rates will become effective on the day following the day the service is installed or changed. For exceptions see individual schedules.

Rates per month or monthly rate as used in this Tariff is for a period of thirty days.

E. Banded Rates

Certain products or services may be listed with a range of monthly rates in the schedule containing their terms of offering. The minimum and maximum monthly rates are listed. The current rate will be filed within this Tariff. In no case will the rate charged the customer be lower than the tariffed minimum rate or higher than the tariffed maximum rate.

F. Minimum Charges

Unless stated otherwise in specific sections of the tariff, catalog, or contracts, no minimum charges apply for residence or business service discontinued within one month of service establishment, except under terms and conditions described in 2.2.1.

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1.4 TARIFF FORMAT

1.4.1 LOCATION OF MATERIAL

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

Obsolete service offerings are identified in the Tariff by adding 100 to the current section number, i.e., obsolete items from Section 5, Exchange Services, would be found in Section 105, Obsolete Exchange Services. This Section is then filed behind Section 5.

1.4.2 OUTLINE STRUCTURE

This document uses nine levels of indentations referred to as Tariff Information Management (TIM) Codes, as outlined below:

LEVEL	APPLICATION	EXAMPLE
1	Section Heading	5. EXCHANGE SERVICES
2	Sub Heading	5.2 LOCAL EXCHANGE SERVICE
3	Sub Heading	5.2.4 FLAT RATE SERVICE
4	Sub Heading/Tariff Text	A. Basis of Offering
5	Sub Heading/Tariff Text	1. Text
6	Sub Heading/Tariff Text	a. Text
7	Sub Heading/Tariff Text	(1) Text
8	Sub Heading/Tariff Text	(a) Text
9	Footnotes	[1] Text

1. APPLICATION AND REFERENCE

1.4 TARIFF FORMAT (Cont'd)

1.4.3 RATE TABLES

Within rate tables, four types of entries are allowed:

- Rate Amount

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

- A dash "-"

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

- A footnote designator "[1]"

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

- ICB

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

1.4.4 USOC COLUMN

Within USOC columns, two types of entries are allowed:

- USOC

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

- N/A

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

1. APPLICATION AND REFERENCE

1.5 EXPLANATION OF TARIFF CHANGE SYMBOLS

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

1. APPLICATION AND REFERENCE

1.6 EXPLANATION OF ABBREVIATIONS

ACD-ESS	- Automatic Call Distribution-Electronic Switching System
ADAS	- Apartment Door Answering Service
ALI	- Automatic Location Identification
ANI	- Automatic Number Identification
BRA	- Base Rate Areas
BSE	- Basic Service Element
CLASS	- Custom Local Area Signaling System
CPE	- Customer-Provided Equipment
CPH	- Called Party Hold
DMS	- Data Management System
DR	- Default Routing
E911	- Enhanced Universal Emergency Number Service
ESN	- Emergency Service Numbers
ESS	- Electronic Switching Service
EUCL	- End User Common Line
FCC	- Federal Communications Commissions
FX	- Foreign Exchange
IC	- Interexchange Carrier
INWATS	- Inward Wide Area Telecommunications Service
IP	- Information Provider
IPNCAW	- Intra-Premises Network Cable and Wire
LATA	- Local Access and Transport Area
MPOE	- Minimum Point of Entry
MTS	- Message Telecommunication Service
NAS	- Network Access Service
NID	- Network Interface Device
ONA	- Open Network Architecture
PBX	- Private Branch Exchange
PS/ALI	- Private Switch/Automatic Location Identification
PSAP	- Public Safety Answering Point
SNI	- Standard Network Interface
SNRS	- Split Number Referral Service
SR	- Selective Routing
SS7	- Signaling System 7
TDRS	- Traffic Data Report Service
UCD	- Uniform Call Distribution
WAC	- Washington Administrative Code
WTAP	- Washington Telephone Assistance Program
WUTC	- Washington Utilities and Transportation Commission

1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

The following list of trade names, trademarks and/or service marks which may be used for services offered in this Tariff are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks are applicable.

Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

CENTURYLINK

CENTURYLINKTM

CENTURYLINKSM

Tariffed service names which are preceded by QWEST® or “Qwest,” and tariffed services which include “Qwest” as a part of the service marked or trademarked product name, may also be marketed and/or billed under the trade or brand name CenturyLink, or may be marketed and/or billed without any trade or brand name.

1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES (Cont'd)

MARK

CALL PLANNER[®]

CALLER ID WITH PRIVACY +SM

CENTRAFLEX[®]

CENTRON[®]

CELLTRACESM

CONSULTLINE[®]

CUSTOMNETSM

DIGICOM[®]

I-CALLEDSM

INTRACALL[®]

MARKET EXPANSION LINE[®]

NO SOLICITATIONSM

SECURITY SCREENSM

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

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WN U-45
EXCHANGE AND NETWORK SERVICES
WASHINGTON

SECTION 2
Original Index Sheet 3

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

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

911 Emergency Communications System Service (911)

An exchange service whereby a public safety answering point designated by the customer may receive calls made to the telephone number 911.

Access Line

See Local Exchange Service.

Applicant

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

Base Rate Area (BRA)

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

Billing Date

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

Building

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Calling Card

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

Carrier Access Line

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

Central Office

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

Channel

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

Class of Service

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

Client

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Communications Systems

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

Company

Qwest Corporation d/b/a CenturyLink QC.

Connecting Arrangement

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

Contiguous Exchanges

Exchanges whose boundaries adjoin.

Continuous Property

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

Contract

The service agreement between a customer and the Company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs and under special conditions not found in the Tariff, subject to the requirements of the Washington Administrative Code (WAC).

Cost

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Custom Calling Services

A term describing special features provided from specially equipped central offices. These include Call Trace and Caller ID Blocking found herein as well Call Forwarding and Call Waiting found in the Exchange and Network Services Catalog.

Customer

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

Customer-of-Record

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

Customer-Provided Equipment (CPE)

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

Date of Presentation

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

Demarcation Point

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Deposit

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

Directory Listings

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

Drop Wire

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

Emergency

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

End User

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

Exchange

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Facilities

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

Flat Rate Service

Service furnished at a fixed monthly rate with unlimited local usage included.

Foreign Exchange (FX)

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

Foreign Exchange Service

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

Grandfathered Service

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

Guarantee

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

Hunting Line

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Individual Case Pricing (ICB)

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

Information Provider (IP)

A person or entity, unaffiliated with the Company, who provides announcements or interactive programs.

Inside Wire (IW)

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

Interexchange Carrier (IC)

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

Interexchange Mileage

Mileage between exchanges as determined for message toll telephone service.

Interexchange Receiving Service

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

Intra-Premises Network Cable and Wire (IPNCAW)

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Joint User

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

Line Extension

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

Link-up America Program

A program which provides for a reduction against the nonrecurring charge for connection of a residential exchange access line. This credit is only available to customers who meet eligibility requirements established by the Federal Communications Commission (FCC). The credit applies to the single line serving the customer's principal residence.

Local Access and Transport Area (LATA)

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

Local Exchange Service

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Local Message

A message not subject to toll charges.

Local Service

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

Local Service Area

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

Measured Service

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

Message Rate Service

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Mileage

- Foreign Exchange - Contiguous Exchanges

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

- Foreign Exchange

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

- Interoffice

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

- Suburban

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

Mileage Charges

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

Minimum Point Of Entry (MPOE)

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

Monthly Rate

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

National Security Emergency Preparedness (NSEP)

See "Telecommunications Service Priority (TSP)".

Nonrecurring Charge

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

Off Premises Station Line

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

Party Line Service

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

Patron

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

Premises

The space occupied by a customer in a single building or in connecting buildings on continuous property. The space may be a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located subject to the local telephone company's reasonable and nondiscriminatory standard operating practices. For the purposes of the Intra-Premises Network Cable and Wire in 2.8, following, premises may also include space occupied by a customer in multiple buildings.

Private Line

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Public Access Line Service

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

Public Roadway

Any roadway owned and controlled by a governmental agency.

Rate Center

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

Registered Equipment

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

Resale of Service

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

Residence Flat Line

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Standard Network Interface (SNI)

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

Supporting Structures

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

Supersedure

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

Switched Access Service

See the Access Services Tariff.

Tariffs

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

Telecommunications Service

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See the Access Service Catalog, Section 13.

Telephone Answering Service

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

Temporary Disconnect

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

Temporary Service

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

Terminal Loop

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

Termination Charge

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

Tie Line

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

Toll Message

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

Toll Service

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

Usage Package

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

Washington Telephone Assistance Program (WTAP)

The WTAP is designed to help low income households afford access to local exchange telephone service. The program is only available to customers who meet eligibility requirements established by statute.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

A. General

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

B. Cancellations and Deferments[1]

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

[1] Customer orders taken prior to the effective date of this tariff are not impacted by this tariff change.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (Cont'd)

C. Use of Service

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (Cont'd)

D. Refusal of Service

The Company may refuse service under the following conditions:

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

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

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

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

D. Refusal of Service (Cont'd)

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

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

8. For non-payment of a deposit, as required in 2.3.3. However, local service will not be withheld pending payment of deposit or advanced payment for ancillary services.

9. If service has been obtained or retained by fraudulent means. This may include, but not be limited to the following:

- False statements of credit references or employment.
- False statements of premises address.
- Use of an alias or false name with intent to deceive.
- Rotation of service among roommates, or persons living together, for the purpose of avoiding debt.
- Any other similar fraudulent devices.

10. Legal Requirements

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

D.10. (Cont'd)

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

E. Transfer of Service Between Customers (Supersedure)

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

**NONRECURRING
CHARGE**

- Transfer of service between customers \$15.00

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.2 OBLIGATION TO FURNISH SERVICE

A. General

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

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

B. Customer Service Guarantee Programs

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

1. Guaranteed Appointments and Commitments

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

Terms and Conditions for Guaranteed Appointments and Commitments are:

a. Service Types

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.2 OBLIGATION TO FURNISH SERVICE

B.1.a. (Cont'd)

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.2 OBLIGATION TO FURNISH SERVICE

B.1.d. (Cont'd)

- A credit is not applicable if the customer reschedules the appointment or is not available at the time of the appointment and that unavailability prevents the completion of the scheduled work.

e. Credit for missed Guaranteed Appointment or Guaranteed Commitment

- (1) The credit will be applied automatically to the customer's account for failure to keep a Guaranteed Appointment or Guaranteed Commitment if the customer requests installation of a new or subsequent service or repair that is not completed as agreed for Company reasons, subject to the conditions in d., above.

CREDIT

- Credit for missed Guaranteed Appointment or Guaranteed Commitment
 - Residence-class \$25.00
 - Business-class 50.00

- (2) Each credit shall be limited to the amount specified above for each service order or trouble report.

2. Delayed Primary Basic Exchange Alternative

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.2 OBLIGATION TO FURNISH SERVICE

B. Customer Service Guarantee Programs (Cont'd)

3. Allowance For Service Interruptions

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

4. Trouble Report Rate Credit

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.3 60 DAY PRODUCT GUARANTEE

- A. The 60 Day Product Guarantee allows residence customers who are new subscribers to a product(s) to receive a credit for all applicable paid charges if they are not completely satisfied with that product and request disconnection of that product within 60 days of installation.
- B. The 60 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
- Optional Toll Calling Plans
 - Directory Assistance
 - IntraLATA Toll Service
 - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this Tariff.
- C. The 60 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering or other feature that is not solely provided by the Company, such as but not limited to:
- Customer Access Line Charge (CALC)
 - State Assessed Charges (i.e., 911 Surcharges, TRS, WTAP)
 - 900 Service
 - Toll Service provided by others
 - Access Charges, features, or services that are provided as part of or pursuant to an access catalog/tariff.
 - Equipment, facilities, telephone sets, instruments or the like provided by another.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.3 60 DAY PRODUCT GUARANTEE (Cont'd)

- D. The 60 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
- E. A customer's applicable paid charges may not be returned where the customer has previously ordered the same or similar product(s) or service(s) and canceled such same or similar product or service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.4 CONSUMER BILL OF RIGHTS

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

A. Service Quality

1. Appointments and Commitments

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

2. Installation of Primary Basic Local Exchange Service

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

3. Service Restoration

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.4 CONSUMER BILL OF RIGHTS (Cont'd)

B. Customer Service

1. Answer Intervals

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

2. Courtesy

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

3. Order Confirmation Number

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

C. Privacy

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.4 CONSUMER BILL OF RIGHTS

C. Privacy (Cont'd)

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

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

D. Accuracy

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

A. Number Assignment - Residence

The assignment of a number to a customer's exchange access service will be made at the discretion of the Company. The customer has no proprietary right in the number and the Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand. For Number Assignments for business customers, see the Exchange and Network Services Catalog.

	CHARGE
• Change of telephone number initiated by the customer ^[1,2]	\$15.00

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons for Termination

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

1. Nonpayment of a delinquent account.

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

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

2. Failure to pay advanced payments, deposits or to obtain a satisfactory guarantor or for failure to keep agreed upon payment arrangements. This section does not apply to nonpayment of charges for pay-per-call information services or to disputed third party billed charges.
3. Violation of any rules, statutes, service agreements, filed tariffs or catalogs.
4. When the Company determines customer-owned equipment will adversely affect the service of other customers.
5. Providing false identification or if the Company is unable to substantiate identity of the person requesting service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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

B. Notice Necessary Prior to Termination

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

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

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

C. Grounds for Termination of Service, Without Prior Notice

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

1. A condition exists that is hazardous to life, physical safety, or property.
2. The customer is using an illegal connection.
3. The customer is using the service for unlawful purposes.
4. The customer is using the service in a way that adversely affects the service of existing customers.
5. The customer is tampering with the Company's property.
6. The service was obtained or is used fraudulently or without the authorization of the Company.

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

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

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

D. Medical Facilities

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

E. Restrictions on Termination

1. Except in case of danger to life or property, service will not be terminated in any of the following circumstances:
 - On any day or the day after that the Company is not fully staffed to discuss discontinuation and reestablishment of service.
 - On any legal holiday.
2. When the Company has reasonable grounds to believe service is to other than the customer-of-record, notice of disconnection will be given the occupant of the premises. However, if the current user of the service requests continued service, a minimum of five business days will be granted for the user to arrange for continued service.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

E. Restrictions on Termination (Cont'd)

3. Service may not be disconnected or restricted while a customer is pursuing any remedy or appeal provided for in these rules, if any amount not in dispute is paid when due.

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

4. See 2.2.15, following.

F. Notices

1. To the Customer or Applicant

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

2. To the Company

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

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

G. Full Toll Denial

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

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

H. Restoral of Service from Disconnection

1. Conditions for Restoral

The Company will restore a discontinued service when:

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

H. Restoral of Service from Disconnection (Cont'd)

2. Nonrecurring Charge for Restoration of Service

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

**NONRECURRING
CHARGE**

- Each line restored \$10.00

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

**USOC NONRECURRING
 CHARGE**

- Per line NPAPL \$16.00

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.10 TEMPORARY SUSPENSION OF SERVICE - CUSTOMER INITIATED

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

	NONRECURRING CHARGE
• Each access line[1,2]	\$25.00

2.2.11 SPECIAL SERVICES

A. Marinas

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

B. Market Trials

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.11 SPECIAL SERVICES

B. Market Trials (Cont'd)

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

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

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

2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED

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

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

A. Termination Liability/Waiver Policy

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED

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

1. Definitions

Minimum Billing Level

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

Minimum Service Period

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

2. Complete Disconnect

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.14 TERMINATION OF SERVICE - CUSTOMER INITIATED

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

3. Partial Disconnect

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

4. Waiver Policy

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.15 COMPLAINTS/APEALS

A. Procedures

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

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

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

4. All parties to the dispute have the right to bring an informal or formal complaint before the Commission.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.15 COMPLAINTS/APEALS

A. Procedures (Cont'd)

5. When the Commission refers a complaint to the Company, the Company must report the results of its investigation of service affecting informal complaints to Commission staff within two business days. The Company will report non-service affecting results to Commission staff within five business days.

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

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

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

B. Record of Complaints

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS (Cont'd)

H. Charge for Returned Payments - Residence

1. A nonrecurring charge will apply for each payment not honored or paid by the customer's designated financial institution for any reason including, but not limited to, insufficient funds or account closed. Checks held for "stop payment" are excluded. For Returned Payments for business customers, see the Exchange and Network Services Catalog.

CHARGE

- Returned Payment Charge \$10.50

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

I. Customer payments are to be applied to the undisputed amount owing on the account and/or to the undisputed amount owing on an individual entity (billed on the account.)

1. Unless otherwise specified by the customer, payments that are less than the total bill balance will be credited first to local exchange service with any remainder allocated pro rata to any other charges on the bill.
2. A customer may direct that a payment be applied to an individual billing entity(ies) on the account.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS (Cont'd)

J. Late Payment Charge

1. A late payment charge will be applied, subject to the following conditions:
 - A late payment charge of 1% applies to all amounts previously billed on a customer's bill and remaining unpaid at the time of the next month's bill. Local service charges billed for the previous month will not be included in the calculation of the late payment charge. The late payment charge will not be assessed on billing amounts purchased from other carriers.
 - The late payment charge will be uniformly applied to all exchange customers.
 - The Company will waive late payment charges for customers who establish a preferred payment date, as provided by WAC 480-120-161. If payment is not made in full by the customer-preferred due date, late payment charges may apply.
 - The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172(6).
 - When the customer contacts the Company to question certain charges made to the customer's billing and the customer and the Company work together to resolve the concern, if the Company agrees to credit the customer's account, the Company will also credit the customer's account for any late payment charges associated with the credited amount.
 - When a complaint involving disputed charges is referred to the Commission for resolution, the Company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with the Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172(12).

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A. Deposits

Payment of a deposit does not relieve the customer from compliance with Company General Regulations concerning prompt payment of bills; nor does it change the conditions regarding disconnection of service when bills are not paid. For Deposits for business customers, see the Exchange and Network Services Catalog.

1. Residential

a. A deposit may be required when:

- Within the twelve months prior to application, the applicant or customer has received two or more disconnect notices for basic telecommunications service from the Company or another company.
- The applicant or customer has had basic service discontinued by any telecommunications company.
- There is an unpaid, overdue basic service balance owing to any telecommunications company
- The Company is providing the installation or continuation of service to a residence where a prior customer still resides and where any balance for such service to that prior customer is past due or owing.
- The applicant's or customer's service is being restored following disconnection for nonpayment or for taking service in a deceptive manner as specified in WAC 480-120-172(1).
- An applicant or customer of ancillary services fails to demonstrate satisfactory credit. However, local service cannot be withheld pending payment of a deposit or an advanced payment for ancillary services.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A.1.a. (Cont'd)

- A customer is initially provided service without a deposit and credit information supplied by the customer is incorrect and a deposit would have otherwise been required.
- **EXCEPTION:** Qualifying applicants for the Washington Telephone Assistance Program (WTAP) may initiate service without paying a deposit if they voluntarily elect to have Toll Restriction on their line. Toll Restriction will be provided at no charge to WTAP customers.

b. Alternative to Deposit

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

A residential applicant or customer may be allowed to accept toll-restricted basic service in lieu of a deposit.

2. Nonresidential

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

3. Written Notice

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A.3. (Cont'd)

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

4. Amount of Deposit

a. Local Service

- (1) When a basic service deposit is required, the deposit amount shall not exceed two months customary usage for applicants or customers with previous verifiable service of the same class of service or two months estimated use for an applicant or customer without previous verifiable service, as determined by averaging the most recent three months' billings and multiplying the average by two.
- (2) Qualifying customers may have differing requirements under the Washington Telephone Assistance Program (WTAP). See WAC 480-120-174(2) and WAC 480-122-020.

b. Ancillary Services

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A.4. (Cont'd)

c. Toll

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

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

5. Interest on Deposits

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A. Deposits (Cont'd)

6. Extended Payment on Basic Service Deposit

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

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

7. Receipt for Deposit

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

8. Transfer of Deposit

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

9. Return of Deposit

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.3 ADVANCED PAYMENTS AND DEPOSITS

A.9.b. (Cont'd)

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

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

B. Impaired Credit

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

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

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

2.3.4 ADJUSTMENT OF CHARGES

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.6 BILLING

A. Bills

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

B. Rendering of Bills

1. Flat Rate Exchange Service

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

2. Message Rate Exchange Service

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

3. Toll Service

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

C. Billing Period

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

D. Refund for Overcharge

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.6 BILLING (Cont'd)

E. Prorating of Opening and Closing Bills

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

F. Itemized Statements

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

G. Temporary Disconnect Due to Nonpayment

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

H. Complete Disconnection of Service

When service is completely disconnected, charges are discontinued either:

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

I. Banded Rate Change Notification

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.1 SERVICE LIABILITIES

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

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

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

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

2.4.2 MAINTENANCE AND REPAIR

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.2 MAINTENANCE AND REPAIR (Cont'd)

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

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

The Company has the right to remove any and all of its property installed on the customer's premises at the termination of service as provided for in these General Regulations.

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

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

D. Use of Facilities

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY (Cont'd)

2.4.4 DIRECTORY ERRORS OR OMISSIONS

A. Listings in Directories

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

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

B. Listings in Directory Assistance

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.4 DIRECTORY ERRORS OR OMISSIONS (Cont'd)

C. Customer Responsibility

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

D. Standard Form

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

2.4.5 HAZARDOUS OR INACCESSIBLE LOCATIONS

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

A. Description

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

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

B. Terms and Conditions

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

B. Terms and Conditions (Cont'd)

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

C. Tax Rates

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

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

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

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Bremerton	Bremerton	[1]	6.0%	6.382%	2 & 3
Brewster	Brewster	[1]	6.0%	6.382%	2 & 3
Buckley	Buckley	[1]	6.0%	6.0%	1 & 3
Burien	Seattle	[1]	6.0%	6.382%	2 & 3
Carbonado	Buckley	[1]	6.0%	6.382%	2 & 3
Carnation	Carnation	[1]	6.0%	6.0%	1 & 3
Cashmere	Cashmere	[1]	4.5%	4.5%	1 & 3
Castle Rock	Castle Rock	[1]	5.0%	5.0%	1
Cathlamet	Longview	[1]	6.0%	6.382%	2 & 3
Centralia	Centralia	[1]	6.0%	6.382%	1 & 3
Chehalis	Chehalis	[1]	6.0%	6.382%	2 & 3
Clarkston	Clarkston	[1]	6.0%	6.0%	1
Cle Elum	Cle Elum	[1]	6.0%	6.0%	1 & 3
Colfax	Colfax	[1]	6.0%	6.0%	1 & 3
College Place	Walla Walla	[1]	5.4%	5.4%	1

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Colville	Colville	[1]	6.0%	6.382%	2 & 3
Conconully	Omak	[1]	6.0%	6.382%	4
Cosmopolis	Aberdeen- Hoquiam	[1]	6.0%	6.0%	1 & 3
Coulee Dam	Coulee Dam	[1]	6.0%	6.0%	1 & 3
Coupeville	Coupeville	[1]	6.0%	6.0%	2 & 3
Covington	Kent	[1]	6.0%	6.382%	2 & 3
Dayton	Dayton	[1]	6.0%	6.0%	1
Deer Park	Deer Park	[1]	6.0%	6.0%	1 & 3
Des Moines	Des Moines	[1]	6.0%	6.00%	1 & 3
DuPont	Tacoma	[1]	6.0%	6.382%	2 & 3
Electric City	Coulee Dam	[1]	6.0%	6.0%	1
Enumclaw	Enumclaw	[1]	6.0%	6.0%	2 & 3
Ephrata	Ephrata	[1]	5.0%	5.0%	1 & 3
Everett	Everett	[1]	4.5%	4.5%	1 & 3

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

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

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
LaCenter	LaCenter	[1]	0.0%	0.0%	2 & 3
Lacey	Olympia	[1]	6.0%	6.0%	1 & 3
Lake Forest Park	Seattle	[1]	6.0%	6.382%	2 & 3
Lakewood	Tacoma	[1]	6.0%	6.0%	1 & 3
Langley	Langley	[1]	6.0%	6.0%	1 & 3
Liberty Lake	Spokane	[1]	3.0%	3.092%	2 & 3
Longview	Longview- Kelso	[1]	6.0%	6.0%	1 & 3
Lummi Indian Reservation	Bellingham	[1]	5.0%	5.26%	2 & 3
Lynden[2]	Lynden	[1]	6.0%	6.0%	1 & 3
Maple Valley	Maple Valley	[1]	6.00%	6.00%	1 & 3
Marcus	Colville	[1]	6.0%	6.0%	1 & 3
Marysville	Marysville	[1]	5.0%	5.0%	1 & 3
Medina	Bellevue	[1]	3.0%	3.093%	4

[1] Occupation

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Mercer Island City of	Seattle	[1]	6.0%	6.0%	1 & 3
Milton	Tacoma	[1]	5.8%	5.8%	1
Monroe	Monroe	[1]	5.0%	5.0%	1 & 3
Montesano	Montesano	[1]	6.0%	6.382%	2 & 3
Moses Lake	Moses Lake	[1]	6.0%	6.0%	1 & 3
Mountlake Terrace	Mountlake Terrace	[1]	6.0%	6.0%	1 & 3
Mount Vernon	Mount Vernon	[1]	6.0%	6.0%	1 & 3
Moxee City[2]	Yakima	[1]	6.0%	6.0%	1 & 3
Naches	Naches	[1]	6.0%	6.0%	1 & 3
Napavine	Chehalis	[1]	5.0%	5.0%	1
Normandy Park	Seattle	[1]	6.0%	6.382%	2 & 3
North Bend	North Bend	[1]	6.0%	6.0%	1 & 3
Northport	Northport	[1]	6.0%	6.0%	1 & 3
Oak Harbor	Oak Harbor	[1]	6.0%	6.0%	1 & 3

[1] Occupation

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Oakville	Rochester	[1]	4.15%	4.15%	1
Ocean Shores	Copalis	[1]	6.0%	6.0%	1
Okanogan	Okanogan	[1]	6.0%	6.0%	1
Olympia	Olympia	[1]	9.0%	9.0%	1 & 3
Omak	Omak	[1]	6.0%	6.0%	1 & 3
Oroville	Oroville	[1]	6.0%	6.0%	1 & 3
Othello	Othello	[1]	6.0%	6.0%	1 & 3
Pacific	Auburn	[1]	6.0%	6.0%	4
Pasco	Pasco	[1]	8.5%	8.5%	1 & 3
Pateros	Pateros	[1]	6.0%	6.0%	1
Pomeroy	Pomeroy	[1]	6.0%	6.0%	1 & 3
Port Angeles	Port Angeles	[1]	6.0%	6.0%	1 & 3
Port Orchard	Port Orchard	[1]	6.0%	6.0%	1 & 3
Port Townsend	Port Townsend	[1]	6.0%	6.0%	1

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Poulsbo	Poulsbo	[1]	6.0%	6.0%	1 & 3
Puyallup	Puyallup	[1]	2.2%	2.2%	1 & 3
Raymond	Raymond	[1]	6.0%	6.0%	1
Redmond	Bellevue	[1]	6.0%	6.382%	2 & 3
Renton	Renton	[1]	6.0%	6.0%	1 & 3
Ridgefield	Ridgefield	[1]	6.0%	6.0%	4
Riverside	Omak	[1]	6.0%	6.0%	1 & 3
Roslyn	Roslyn	[1]	6.0%	6.382%	2
Roy	Roy	[1]	6.0%	6.0%	1 & 3
Ruston	Tacoma	[1]	6.0%	6.0%	1 & 3
Seattle	Seattle	[1]	6.0%	6.382%	2 & 3
Sequim	Sequim	[1]	6.0%	6.0%	1 & 3
Shelton	Shelton	[1]	6.0%	6.0%	1 & 3
Shoreline	Seattle	[1]	6.0%	6.382%	2 & 3
Snohomish	Snohomish	[1]	6.0%	6.0%	1 & 3
South Cle Elum	Cle Elum	[1]	6.0%	6.0%	1 & 3

[1] Occupation

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

MUNICIPALITY OR TAX JURISDICTION	EXCHANGE	KIND OF TAX	RATE	EFFECTIVE TAX RATE FOR BILLING	APPLICABLE CONDITION(S)
Spokane	Spokane	[1]	6.0%	6.382%	2 & 3
Spokane Valley	Spokane Valley	[1]	6.0%	6.0%	1 & 3
Stanwood	Stanwood	[1]	6.0%	6.0%	1
Steilacoom	Tacoma	[1]	6.0%	6.0%	1 & 3
Sumner[2]	Sumner	[1]	5.25%	5.25%	1
Sumas	Sumas	[1]	6.0%	6.382%	2&3
Tacoma	Tacoma	[1]	6.0%	6.382%	2 & 3
Town of Clyde Hill	Bellevue	[1]	6.0%	6.0%	1 & 3
Town of Hunts Point	Bellevue	[1]	6.0%	6.0%	4
Town of Yarrow Point	Bellevue	[1]	6.0%	6.0%	4
Tukwila	Tukwila	[1]	6.0%	6.382%	2 & 3
Tumwater	Olympia	[1]	6.0%	6.0%	1 & 3
Union Gap	Yakima	[1]	6.0%	6.0%	1 & 3
University Place	University Place	[1]	6.0%	6.382%	2 & 3

[1] Occupation

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates (Cont'd)

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

[1] Occupation.

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.7 EMERGENCY MEASURES IN CASE OF DISASTER

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

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

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE

A. Description

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

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

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

B. Terms and Conditions

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE

B. Terms and Conditions (Cont'd)

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

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE

B.4. (Cont'd)

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

5. Multi-Tenant/Occupant Buildings

- a. For each multi-tenant/occupant building the Company shall terminate service at the point of entry into the property or building, at the lowest common serving point as determined by the Company. At this serving point the Company shall establish the SNI.
- b. The property/building owner shall maintain and manage Inside Wire to each individual customer premises/unit.
- c. The property/building owner shall provide the necessary structure and space, as defined by the Company, to terminate facilities at the lowest common serving point.
- d. For multi-tenant/occupant buildings constructed on continuous property, such as, but not limited to, shopping centers, condominiums, industrial parks, office buildings multi-use buildings, and campuses, the Company shall establish a single main demarcation point. Where feasible, one or more alternate demarcation points may be placed or reinforced by the Company at the request of the customer or property owner. Charges will be applied to cover additional cost of placing or reinforcing alternate demarcation points. The property owner or customer is responsible for service on the customer side of the demarcation point.

- 6. All IPNCAW facilities will be managed and maintained by the Company.

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

2.8.1 INTRA-PREMISES NETWORK CABLE AND WIRE

B. Terms and Conditions (Cont'd)

7. The Company may utilize wiring originally placed by the building owner to furnish regulated service to customers when such wire meets industry and/or Company standards. The Company shall have no obligation to use wire which does not meet industry and/or Company standards. When the Company is required to furnish regulated services to customers and the building owner agrees to make the wire originally placed by the building owner available for provision of these services, the Company will retain the right to the exclusive use, control and maintenance of only the wires used to provide regulated services for as long as regulated service is provided by the Company. At such time the Company uses wire to provide regulated services; these wires shall be deemed IPNCAW. When the IPNCAW is no longer required to provision regulated service, these wires shall be deemed Inside Wire. The building owner will resume maintenance and administrative responsibility of the Inside Wire.
8. Property/building owners may request placement of Inside Wire beyond the SNI by the Company. Such wire will be provided under deregulated time and material charges.

2.12 NATURAL DISASTER RELIEF FOR CUSTOMERS

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

Qwest Corporation d/b/a CenturyLink QC
WN U-45
EXCHANGE AND NETWORK SERVICES
WASHINGTON

SECTION 3
Original Index Sheet 1

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3. SERVICE CHARGES

SUBJECT	SHEET
Dual Service.....	2
Miscellaneous Nonrecurring Charges.....	1

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

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

[1] Based on estimated cost.

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

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

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.1.7 DUAL SERVICE

A. Description

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

B. Terms and Conditions

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

C. Rates and Charges

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

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

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

SUBJECT	SHEET
Construction Charges	1
Extension of Service Charges	3
Temporary Service	10

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.1 GENERAL

1. The Company will furnish, install and maintain all facilities necessary to serve applicant(s) or 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. If applicant(s) chooses a different type of construction than that specified by the Company, the applicant(s) will be responsible for any additional cost.
3. The route will be determined by the Company. If applicant(s) chooses a different route than that specified by the Company, the applicant(s) will be responsible for any additional cost.
4. Bills for construction charges are not to be construed as being bills for exchange or interexchange service.
5. The estimated cost of construction for a specific job will be provided to the applicant(s) requesting the construction. The estimated cost of construction will be in writing and will be good for thirty days after the Company provides a bill to the applicant(s).
6. Pursuant to WAC 480-120-061, where applicant(s) is so located that it is necessary or desirable to use private and/or government rights-of-way to furnish service, such applicant(s) is responsible for securing all necessary rights-of-way or easements, or pay the cost of providing such rights-of-way in addition to any applicable charges.

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.1 GENERAL (Cont'd)

7. Any force majeure event, or other condition which prevents the provision and performance of service, may delay the timeframes or construction intervals referred to within this Tariff. This includes, but is not limited to: delays caused by the applicant, including failure to provide access to the customer's premises; delays caused by local, state, federal, or tribal government authorities, including failing to provide easement or access to rights-of-way; delays caused by vendors or other third parties, or; uncontrollable events, such as frozen ground, tornadoes, severe weather, lightning, injunctions, strikes or work stoppages, and negligent or willful misconduct by customers or third parties, including but not limited to, outages originating from introduction of a virus onto the provider's network.
8. Specific provisions governing construction charges can be found in Section 4 of the Washington Exchange and Network Services Catalog No. 2.

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES (Cont'd)

4.2.2 EXTENSION OF SERVICE CHARGES

A. Description

1. Extension of Service

Extension of service means an extension of Company distribution plant for new tariffed residential basic local exchange service to a location where no distribution plant of the extending company exists at the time an extension of service is requested. An extension is constructed at the request of one or more applicants for service. An applicant is any person applying for new tariffed residential basic local exchange service. Extensions of service do not include trenches, conduits, or other support structure for placement of company-provided facilities from the applicant's property line to the premises to be served.

2. Application of Tariff

- a. Extension of service does not apply to extensions to developments applied for by a developer. A developer is any owner of a development who offers it for disposition, or an agent of such an owner, and a development is defined as land which is divided or is proposed to be divided for the purpose of disposition into four or more lots parcels, or units. The terms and conditions associated with requests for facilities to serve residential developments can be found in Section 4.4 of the Company's Exchange and Network Services Catalog No. 2.
- b. Extension of service does not apply to applications for extension of service for business classes of service and applications for extension of service by residential customers for service other than basic local exchange service. The terms and conditions associated with requests for extension of service for business services and for residential services other than residential basic local exchange services can be found in Section 4 of the Washington Exchange and Network Services Catalog No. 2.
- c. The prior WAC 480-120-071, as it was in effect on June 1, 2008, will continue to apply to applications for extension of service that the Company has completed or accepted before October 4, 2008. This section applies to all other requests for service before and after October 4, 2008.

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

A. Description (Cont'd)

3. Definition of Terms

As used in this Tariff, the following terms shall have the definitions ascribed to them in WAC 480-120-071(1): applicant, cost of service extension, developer, development, distribution plant, drop wire, extension of service, extraordinary cost, order date, premises, tariffed, temporary occupancy, and temporary service. A copy of WAC 480-120-071(1) is available upon request.

B. Terms and Conditions

1. Allowance

The Company provides a one thousand foot allowance for an extension of service at no charge to the applicant, subject to the conditions set forth in this Tariff. Multiple applications for a single extension of service or multiple applicants on a single application for an extension of service are permitted when the extension of service follows a single construction path. When there are multiple applicants for an extension of service or multiple applications received at the same time for an extension of service that follow a single construction path, the one thousand foot allowance may be aggregated by the number of applicants. For example, if there are two applicants, the allowance becomes two thousand feet.

2. Application Process

- a. The applicant must complete the application form provided by the Company and submit it to the Company. The application form will be provided to the applicant within seven business days of the applicant's initial request for service. In the case of multiple applicants, each applicant must either file a separate application form or be separately identified on and sign a single form. Each applicant will be billed an equal portion of the applicable charges. Multiple applicants may agree to divide the bill among themselves in a ratio different from that billed so long as the Company receives full payment. Under normal circumstances, the Company will construct the extension of service and provide residential basic local exchange service within thirteen months from the order date. There are three exceptions:

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

B.2.a. (Cont'd)

- (1) When an extension of service exceeds the one thousand foot allowance, in which case the Company will provide the applicant(s) a bill for the estimated cost of construction within one hundred and twenty days of the order date; and
- (2) When there are extraordinary costs for construction within the one thousand foot allowance, and the Commission grants the Company's request to charge the applicant for the extraordinary extension of service cost, the Company shall provide the applicant(s) a bill for the estimated cost of construction as soon as practicable after receiving permission to recover the extraordinary costs.
- (3) If the applicant is a subsequent applicant and required to pay any charges associated with a previous extension of service as provided for in 4., following, the Company will provide the applicant a bill for the estimated cost of construction within one hundred and twenty days of the order date.

In (1), (2), and/or (3), the extension of service will be completed within twelve months after the applicant(s) returns the application and meets the payment terms established by the Company at the time the bill for the estimated cost of construction is presented to the applicant.

- b. For line extensions within the 1000' allowance, and the applicant is not a subsequent applicant required to pay any charges associated with a previous extension of service as provided for in 4., following, and there are no extraordinary costs, the applicant's request for service will serve as their completed application for extension of service. The date the applicant(s) requests service will be the order date. If the Company determines there is a requirement for supporting structure and trench from the applicant(s)' property line to the applicant(s)' premises, a representative of the Company will notify the applicant of all requirements and Company construction specifications.

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

B.2. (Cont'd)

- c. When the applicant(s) completes and delivers the application for extension of service to the Company, the date it is received by the Company shall be considered the order date. The order date may be extended if, as required in 5. following, all necessary support structures, trenches, or both, have not been completed by the time the Company is ready to begin construction. The Company may delay the construction of the extension of service until such time that all the applicant(s) have completed construction of support structures, trenches, or both, as determined by the Company.

3. Extension of Service Charge True-Up

- a. At the completion of the construction of the extension of service, the Company will determine the difference between the estimated cost that was billed to the applicant(s) and the actual cost of construction. If the actual cost of construction of the extension of service is less than the estimated cost that was billed to the applicant(s), the Company will refund any overpayment. In the case of multiple applicants on an extension of service that follows a single construction path, the Company will divide the difference by the number of applicants and refund an equal amount to each of the applicants. If the applicants have divided the bill among themselves in amounts different from the amounts billed, it is up to the applicants to reconcile any difference in refund. If the cost of construction of the extension of service exceeds the estimated cost that was billed to the applicant or applicants, the Company may bill, and the applicant(s) shall pay, the reasonable additional costs up to ten percent of the estimate. In the case of multiple applicants, the amounts shall be billed to the applicants on a prorata basis.
- b. In every case of a refund or additional charges, the Company shall provide the applicant(s) detailed construction costs showing any difference (whether in excess of the estimated cost of construction or below the estimated cost of construction).

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

B. Terms and Conditions (Cont'd)

4. Subsequent Applicant(s)

- a. If, within five years of the order date for an extension of service, a subsequent applicant(s) seeks service which would be provided by means of the previous extension of service where the original applicant or applicants paid construction charges under this Tariff, then the subsequent applicant(s) will pay a proportionate share of the original extension of service charges before the Company will provide service. The amount paid by the subsequent applicant(s) will be refunded proportionately to the original applicant(s) who paid the extension charges.
- b. In addition to a. above, where a subsequent application involves an additional extension of service from the previous extension of service, this will be treated as an application for a new extension of service and additional extension of service charges may apply if this extension of service exceeds the one thousand foot allowance as provided for in B.1. preceding, or if the Commission grant's the Company's request to charge for any extraordinary extension of service costs.
- c. The Company will provide notice of the availability of a refund to the last known address of the original applicant or applicants. The notice will state the amount of refund available. To receive the refund, the prior applicant or applicants must request the refund within sixty days of the date of the notice. If a refund is not requested in a timely manner, then the amounts paid by the subsequent applicant(s) shall be refunded to the payor(s).

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

B. Terms and Conditions (Cont'd)

5. Support Structures and Trenches

- a. Construction of an extension of service is expressly conditioned upon the applicant(s) completing construction of support structures, trenches, or both, on the applicant(s)' property as determined by the Company. The applicant's responsibility extends from the applicant's property line to the applicant's premises. In the case of multiple applicants for an extension of service, each applicant is responsible for construction of support structures, trenches, or both, on that applicant's property. All such supporting structures must be placed in accordance with Company construction specifications provided to the applicant by the Company.
- b. The applicant(s) has the option of providing the trench and support structure as determined by the Company, or may choose the Company, or a different company for the construction of the trench and structure. If the applicant(s) chooses the Company to dig the trench and provide the supporting structure, the applicant agrees to pay the Company all costs associated with the trench and supporting structure. Once support structures, trenches, or both have been constructed, the Company will provide drop wire to the applicant(s) at no charge.
- c. Once constructed and in place, all supporting structures and drop wire will be maintained by the Company so long as service is provided by the Company to the applicant. If the Company stops providing service to the applicant, the Company will have no responsibility for maintenance of supporting structures and drop wire. To the extent that the Company provides support structures and trenches, such material shall be owned by the Company.
- d. In arranging for service, the applicant(s) shall be deemed to have granted the Company and its employees, agents and contractors an easement for ingress and egress to and from the drop wire, supporting structures, trench and protector or NID for purposes of repair, maintenance, operation, replacement of said drop wire, support structures and trenches, along with the protector or NID.
- e. Any cost incurred because of sharing an open trench or aerial structure on the applicant(s) private property with another utility, will be the responsibility of the applicant(s).

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.2 CONSTRUCTION CHARGES

4.2.2 EXTENSION OF SERVICE CHARGES

B. Terms and Conditions (Cont'd)

6. Customer Information

- a. When the application form is provided to the applicant, the Company shall also provide a brief explanation of the extension of service rules. The explanation will include the possibility that the applicant will be required to contribute to the cost of a previously built extension that is less than five years old if a previously built extension is involved in providing service to the applicant.
- b. When a bill for construction costs is delivered to an applicant, the Company shall also provide a notice of the right to be reimbursed for a portion of the cost of the extension of service by a subsequent applicant and the duty to keep the Company apprised of the applicant's current address.

7. Refusal of Service

The Company may refuse to process an application for Extension of Service if the application or any of the Applicants is not in compliance with Commission rules, the terms and conditions of the Company's tariff, or both. In addition, the Company may decide not to process an application for Extension of Service if the Company determines that it is going to refuse service in accordance with WAC 480-120-061.

4. CONSTRUCTION CHARGES AND OTHER SPECIAL CHARGES

4.4 RESERVED FOR FUTURE USE[1]

4.6 TEMPORARY SERVICE[2]

Where an applicant(s) requests a line extension for temporary service, or the service request is deemed to be temporary by the Company, the provisions of 4.2.2 apply, except the one thousand foot allowance as set forth in 4.2.2.B.1., preceding does not apply and the applicant shall be billed the full cost of the extension of service.

[1] Material moved to Section 4.4 of the Exchange and Network Services Catalog By Authority of Order of the W.U.T.C., Order No. 6 dated 07/27/2007 and Order No. 14 dated 11/30/07 – Docket No. UT.-061625.

[2] Material previously in this Section moved to Section 4.6 of the Exchange and Network Services Catalog By Authority of Order of the W.U.T.C., Order No. 6 dated 07/27/2007 and Order No. 14 dated 11/30/07 – Docket No. UT.-061625.

5. EXCHANGE SERVICES

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5. EXCHANGE SERVICES

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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 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- Aberdeen-Hoquiam, Copalis, Hoquiam	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 to be 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 to be 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
Dayton	Dayton, Starbuck, Waitsburg, Walla Walla
Deer Park	Deer Park, Loon Lake, Spokane, Springdale

[1] Local calling to be 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
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
Ephrata	Ephrata, George, Moses Lake, Quincy, Soap Lake, Wilson Creek
Graham	Eatonville, Graham, Orting, Puyallup, Rainier, Roy, Tacoma, Yelm

[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 to be 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
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]
Liberty Lake	Liberty Lake, Spokane
Longview-Kelso	Castle Rock, Cathlamet, Kalama, Longview-Kelso, Vader, Toledo
Loon Lake	Deer Park, Loon Lake, Spokane

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

[2] Local calling to be 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
Maple Valley	Black Diamond, Issaquah, Kent, Maple Valley, Renton, Seattle[1]
Moses Lake	Ephrata, Moses Lake, Othello, Warden, Wilson Creek, Soap Lake
Newman Lake	Newman Lake, Spokane
Northport	Northport, Colville
Olympia	Olympia, Shelton, Bucoda, Rainier, Rochester, Tenino, Yelm
Omak-Okanogan	Omak-Okanogan, Tonasket[2]
Oroville	Oroville, Loomis[2], Molson/Chesaw[2], Mount Hull
Othello[3]	Moses Lake, Othello

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

[2] Local calling to be implemented on March 27, 1999.

[3] 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, Chimicum(Center)[1]
Port Orchard	Arletta[2], Belfair, Bremerton, Fox Island[2], Gig Harbor[2], Lakebay[2], Port Orchard, Silverdale
Port Townsend	Brinnon[3], Center, Port Ludlow, Port Townsend, Quilcene
Puyallup	Graham, Orting, Puyallup, S. Prairie, Sumner, Tacoma

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

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

[3] Local calling to be 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
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	
Winlock Chehalis, Centralia, Toledo[1], Winlock	
Yakima Cowiche, Harrah, Naches, Nile, Rimrock/White Pass, Selah, Tieton, Toppenish, Wapato, White Swan, Yakima, Zillah	

[1] Local calling to be 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;
 - 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 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 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.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

8. Extension 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 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.
9. Off premises extension station lines may be provided in different exchanges, from local and extended main service, as set forth in 8.b., preceding.
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.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

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.
12. 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 in 9.4.4 of the Exchange and Network Services Catalog, Automatic Call Distribution-Electronic Switching System (ACD-ESS).
13. 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.
14. FX Service will be listed in the directory of the FX. Listings in the local exchange directory, additional listings, or additional lines of information will be furnished at the rates and charges in effect for the directory containing the listings.
15. 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.
16. 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.

17. 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.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

18. 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, 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, Line Extension Charges.
19. A FX channel may be utilized with customer-provided equipment, protective circuitry, or key telephone systems which are connected to the exchange telephone service associated with channels, subject to terms and conditions in Section 8.
20. 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.

21. 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 may also apply.

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

22. 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)

23. 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.

24. 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.24. (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.

25. 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.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

26. 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.
27. The minimum service period for FX Service is one month. If the service is discontinued within one month of service establishment, charges will apply for the full minimum service period.

D. Rates and Charges

1. Foreign Exchange Channel Contiguous Exchanges - Plan A

- a. Where local calling is offered between exchanges.

	MONTHLY RATE
• Residence Flat Rate exchange, access line each one-half mile or fraction of	\$7.00
• Residence Suburban exchange access line, each one-half mile or fraction of[1]	2.20

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

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

D.1. (Cont'd)

b. Where local calling is not offered between exchanges.

	MONTHLY RATE
• Residence services exchange access line, each one fourth mile or fraction of	
- Flat individual line	\$3.30
- Two-party line	2.50
- Four-party line	2.00
- Suburban line	1.00
c. Automatic Call Distribution-Electronic Switching System (ACD-ESS) agent and administrative lines, each one-half mile or fraction of[1]	7.00
d. Cross boundary rate, each access line	
• Residence	5.00

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

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 residence 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 residence service between exchanges

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

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.4 FOREIGN EXCHANGE SERVICE

D. Rates and Charges (Cont'd)

		NONRECURRING CHARGE[1]
4. Service connection, rearrangement or change of each FX channel		\$180.00
	USOC	MONTHLY RATE
5. Farmer Line FX Service, each line termination	FVN++	[2]

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

[2] One and one-half times the rate applicable to Farmer Line station service.

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS (Cont'd)

5.1.7 MAPS

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

The maps are numbered as follows:

EXCHANGE	MAP NO.	REVISION NO.
Aberdeen-Hoquiam	M-1	Original
Auburn	M-4	4th
Bainbridge Island	M-5	Original
Battleground	M-6	2nd
Belfair	M-7	Original
Bellevue	M-8	Original
Bellingham	M-9	Original
Black Diamond	M-11	1st
Bremerton	M-12	Original
Buckley	M-13	Original
Castle Rock	M-14	Original
Centralia	M-16	Original
Chehalis	M-17	Original
Clarkston	M-18	Original
Cle Elum	M-19	Original
Colfax	M-20	Original
Colville	M-21	Original
Copalis	M-22	Original
Coulee Dam	M-24	Original
Crystal Mountain	M-25	Original

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.7 MAPS (Cont'd)

EXCHANGE	MAP NO.	REVISION NO.
Dayton	M-27	Original
Deer Park	M-28	Original
Des Moines	M-29	3rd
Easton	M-30	1st
Elk	M-32	Original
Enumclaw	M-33	1st
Ephrata	M-34	1st
Graham	M-36	Original
Green Bluff	M-37	Original
Hoodsport	M-39	Original
Issaquah	M-41	Original
Kent	M-42	7th
Liberty Lake	M-45	Original
Longview-Kelso	M-47	Original
Loon Lake	M-48	Original
Maple Valley	M-49	2nd
Moses Lake	M-50	1st

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.7 MAPS (Cont'd)

EXCHANGE	MAP NO.	REVISION NO.
Newman Lake	M-52	Original
Northport	M-53	Original
Olympia	M-56	1st
Omak-Okanogan	M-57	1st
Oroville	M-58	1st
Othello	M-59	1st
Pasco	M-61	Original
Pateros	M-62	Original
Pomeroy	M-64	Original
Port Angeles	M-65	1st
Port Ludlow	M-66	Original
Port Orchard	M-67	Original
Port Townsend	M-68	Original
Puyallup	M-69	Original
Renton	M-71	Original
Ridgefield	M-72	Original
Rochester	M-74	1st
Roy	M-75	Original

5. EXCHANGE SERVICES

5.1 EXCHANGE AREAS

5.1.7 MAPS (Cont'd)

EXCHANGE	MAP NO.	REVISION NO.
Seattle	M-76	Original
Sequim	M-77	Original
Shelton	M-78	Original
Silverdale	M-79	Original
Spokane	M-81	1st
Springdale	M-83	Original
Sumner	M-85	2nd
Tacoma	M-86	Original
Touchet	M-87	Original
Vancouver	M-89	2nd
Waitsburg	M-90	Original
Walla Walla	M-91	Original
Warden	M-92	Original
Winlock	M-95	1st
Yakima 1 of 4	M-97	Original
Yakima 2 of 4	M-98	Original
Yakima 3 of 4	M-99	Original
Yakima 4 of 4	M-100	Original

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. Residence 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 Residence Rates
 - a. Service is classified as residence service and residence rates apply when the following two conditions exist:
 - (1) When the service is furnished at a premise used primarily for domestic purposes; a residence premises typically contains cooking and sleeping facilities.
 - Residence service will be allowed for individual rooms at group homes, e.g., fraternities, sororities, patient rooms at retirement homes, boarding houses when service is in an individual's name.
 - Residence service will be allowed in church living quarters and the clergyman's private study if the listing is in an individual's name.
 - (2) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.
 - b. A residence service may not be part of a hunting sequence that contains business lines.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

A.4. (Cont'd)

- c. 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 US WEST Direct, in which their telephone number does not appear as a business listing.

- d. 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. 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.
- 6. Residence measured rate service and residence flat rate service may be combined and provided to the same customer on a single premises.
- 7. Change Charges

**NONRECURRING
CHARGE**

- 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 to residence budget measured service receive no allowance.
4. Measured services are not available in connection with FX Service and trunk lines.
5. Residence Usage Package
 - a. The usage package consists of three hours of outgoing local usage per line. Local usage in excess of that included in the selected package will be billed at usage rates in C.2.b. Time of day discounts are not applicable.
 - b. Unused usage within the package is not applicable toward a future month bill.
 - c. See C.2.b., for application of usage rates.
 - d. Usage packages will not be provided concurrently with other flat rated local exchange services.
 - e. No nonrecurring charge applies to convert from or to a usage package.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.1 MEASURED RATE SERVICE (Cont'd)

C. Rates and Charges

1. Measured Service

a. Residence

	NONRECURRING CHARGE	MONTHLY RATE
• Budget Measured[1]	\$31.00	\$9.95

b. Measured Service Usage Charges

The following usage rates are applicable to residence budget 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.1.b.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.1 MEASURED RATE SERVICE

C. Rates and Charges (Cont'd)

2. Residence Usage Package

	USOC	MONTHLY RATE
a. Usage Package[1]		
• 3 hour usage	UPPOA	\$1.75
b. Usage		
		RATE PER MINUTE
• Usage in excess of that provided in the package		\$0.02
c. There is no nonrecurring charge for the usage package.		

[1] In addition, a budget measured line is required.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.4 FLAT RATE SERVICE

A. Types of Lines

Residence Flat Line

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

B. Rates and Charges

Rates and charges are as follows:

	NONRECURRING CHARGE	MONTHLY RATE
• Residence Line, per line[1]	\$31.00	\$13.50

[1] 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

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.5 LOCAL SERVICE OPTIONS

A. Hunting Service

1. Description

This is an optional arrangement available to 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.

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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.5 LOCAL SERVICE OPTIONS

A.2. (Cont'd)

- 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.

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

A. Hunting Service (Cont'd)

4. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Basic Hunting Service			
• Series Completion, per line	HSO	\$11.00	\$0.05
• Multiline Hunt Service, per terminal	HSHT	11.00	0.05
b. Optional Features			
• Circular Hunt, per group[1]	HCKPG	11.00	0.05
• 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)

B. 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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.5 LOCAL SERVICE OPTIONS

B.2. (Cont'd)

- 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.
- g. Terms, conditions, rates and charges described elsewhere in the Company's tariffs, apply as appropriate.
- h. The telephone number assigned to PRCS may be listed in the Company directory and Directory Assistance records of the exchange from which the associated PRCS lines are furnished. Additional listings as specified in 5.7.1 of this 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 this Tariff in addition to the charges below.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.5 LOCAL SERVICE OPTIONS

B.3. (Cont'd)

- b. Where applicable, incremental charges as specified in Section 5 of the Exchange and Network Services Tariff, 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	—	
	MAXIMUM MONTHLY RATE	MINIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Service Establishment Charge	—	—	—
• PRCS, incoming only	[1]	[1]	[1]
• Traffic Load Protector	\$175.00	\$150.00	\$150.00

[1] Rates and charges for a 1FB specified in 5.2.4 of the Exchange and Network Services Catalog or other business services specified elsewhere apply.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

A. Washington Telephone Assistance Program (WTAP)

1. Description

The WTAP is designed to help low income households afford access to local exchange telephone service. The program is only available to customers who meet eligibility requirements established by statute. Residents of Tribal lands can also qualify for the Federal portion of the Lifeline program based on terms and conditions for Tribal Lifeline.

2. Terms and Conditions

- a. Certain qualifying residential customers are eligible for service under the WTAP. See the appropriate sections of the Washington Administrative Code (WAC) 388-273. If eligible, the program includes the following:
 - Effective August 1, 2012, the federally funded monthly reduction off local exchange telephone service is \$9.25 for qualified customers. When combined with any applicable state program credits, eligible applicants will receive a discount sufficient to reduce the monthly rate for the lowest available grade of flat rate local exchange telephone service to \$8.00 inclusive of the FCC's End User Access Charge. Where available, single-party service shall qualify as the lowest available flat rate for persons otherwise eligible, who are sixty years of age or older, or who receive medical assistance. This condition is in accordance with WAC 388-273.
 - A waiver of any deposit for local service.
 - A 50% reduction in the installation charges associated with installing the access line up to a maximum of \$22.00.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

A. Washington Telephone Assistance Program (WTAP) (Cont'd)

3. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT
• Federal credit	[1]	\$9.25
• State credit	ASGSX	2.50

B. Tribal Lifeline

1. Description

Tribal Lifeline provides additional lifeline support of up to \$25.00, in addition to the baseline Federal Lifeline support for qualifying low-income individuals living on tribal lands which includes reservation as defined by the Bureau of Indian Affairs (BIA) regulations.

2. Eligibility Requirements

- a. Tribal Lifeline support is provided to applicants who meet the eligibility requirements established within the guidelines of the Washington Telephone Assistance Program described in 5.2.6.A.
- b. In order to qualify for the Tribal Lifeline/Link-Up programs, the applicant must live on Tribal Lands/Reservations and be participating in one of the following programs updated by the FCC, effective June 1, 2012:

[1] On an interim basis, until billing system changes can be implemented, the \$9.25 federal credit will be administered through the existing ASGFX (\$5.75) and ASGF2 (\$3.50) USOC credits.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

B.2.b. (Cont'd)

- (1) Program requirement as identified by the FCC:
 - Bureau of Indian Affairs (BIA) general assistance programs,
 - Tribally administered Temporary Assistance for Needy Families,
 - Head Start programs (under income-qualifying standard),
 - National School Lunch Program's free lunch program,
 - Medicaid,
 - Supplemental Nutrition Assistance Program (SNAP)(fka Food Stamps),
 - Supplemental Security Income (SSI),
 - Federal Public Housing Assistance (Section 8),
 - Low Income Home Energy Assistance Program (LIHEAP),
 - Food Distribution Program on Indian Reservations,
 - Temporary Assistance for Needy Families (TANF).
- (2) The Lifeline Program is also available to applicants when the household income of the applicant is at or below 135% of the Federal Poverty Guidelines.
- (3) Other qualifying low-income programs in Washington:
 - DSHS Chore Services
 - Community options Program Entry System
 - State Family Assistance
 - Refugee Assistance
 - General Assistance Programs
 - Temporary Assistance for Needy Families

3. Terms and Conditions

- a. The Company must obtain the customer's signature on a document in which the eligible customer certifies, under penalty of perjury, that such customer receives benefits from at least one of the programs above, and lives on a federally recognized reservation. In addition to identifying the program or programs from which that customer receives benefits, the customer must also agree to notify the Company if that customer ceases to participate in the qualifying program or programs.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS

B.3. (Cont'd)

- b. Tribal Lifeline benefits apply to the primary flat local residential access line, including Extended Area Service (EAS), mileage charges, zone charges, or other non-discretionary charges associated with basic residential service. The benefit may not bring the basic local residential access line rate below \$1.00 per month.
- c. A customer is not eligible for Lifeline from the Company if he/she is currently receiving Lifeline credit for service provided by another Eligible Telecommunications Carrier. The program is limited to one federal benefit per household which includes both wireline and wireless service.

4. Monthly Credit[1]

	CREDIT USOC	CREDIT AMOUNT
• Federal credit	[1]	\$9.25
• Flat individual line (1FR)[2]	ASGFT	9.00

[1] On an interim basis, until billing system changes can be implemented, the \$9.25 federal credit will be administered through the existing ASGFX (\$5.75) and ASGF2 (\$3.50) USOC credits. The ASGFR and ASGF2 credits from the Lifeline Assistance Program totaling \$9.25 apply in addition to the Tribal Lifeline credit. The Tribal Lifeline Credit is up to \$25.00, but no more than necessary to reduce the Tribal Lifeline rate to \$1.00.

[2] The credit amount is calculated by adding the 1FR rate of \$13.50 plus the \$5.75 subscriber line charge together. An ASGFR and ASGF2 credit of \$9.25 is subtracted from the total and the remaining difference less \$1.00 which is the minimum Tribal Lifeline rate allowed, is the credit amount. For example: (\$13.50 + \$5.75 = \$19.25 - \$9.25 = \$10.00 - \$1.00) = \$9.00 credit.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 TELEPHONE ASSISTANCE PROGRAMS (Cont'd)

C. Tribal LinkUp Program

Beginning April 1, 2012, non-Tribal Lifeline customers no longer receive Link Up support. Also beginning April 1, 2012, eligible residents of federal Tribal Lands may receive Link Up support to cover 100% of the customary charges up to \$100.00 in connection with commencing telecommunications service to the qualifying customer's principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to \$200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

**CREDIT
USOC**

Tribal Link Up Credit

LNK/
LNKEL

D. Application of Telephone Assistance Programs on Concession Accounts

1. Description

Concession groups: These individuals will receive 100% TAP benefits less the amount of concession-able discount. For example, if the person receives a 50% discount on their End User Common Line Charges, they will receive 50% of their TAP benefits.

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]
- B. Multi-Tenant Residential Properties Offer

1. Description

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

2. Terms and Conditions

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

3. Rates and Charges

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

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

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.11 COMPETITIVE RESPONSE

A. Residence Customer Incentive Program

1. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and to existing residence customers to induce the retention or continuation of existing services by those customers.

2. Terms and Conditions

- a. This competitive response offering may be offered to potential new Qwest residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
- b. For potential new residence customers, the Company may provide an incentive offer no more often than once in any two year period. In retention situations, the Company may provide an incentive no more often than once in any two year period with respect to any particular service or feature.
- c. To qualify for these offers, residence customers are required to have a satisfactory credit rating with the Company in accordance with 2.3.3, preceding.
- d. The recipients of the customer incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the value of the retention benefit may not exceed the sum of 3.a., following.
- e. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular residence customer is not inconsistent with the provisions of this Tariff 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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

A.2. (Cont'd)

- f. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Tariff.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- g. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.
- h. The Company reserves the right to discontinue this offer.

3. Rates and Charges

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (1) A waiver of an amount up to 100% of the current residence nonrecurring charge(s), or
 - (2) A waiver of up to three months of the recurring rates, or
 - (3) A waiver of an amount up to 100% of the current residence nonrecurring charge(s) and up to three months of the recurring rate(s), or

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

A.3. (Cont'd)

- (4) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards, or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of 3.a.(3) above, shall be used.
- b. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
- c. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring charge(s) plus three months service of the monthly rate(s).
- d. In all cases, resellers who use the Customer Incentive Program shall be provided the maximum monetary equivalent of the program as allowed by this Tariff 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.

B. 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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

B. Business Customer Incentive Program (Cont'd)

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 in any two year period 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, preceding.
- 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. 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.
- 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 Tariff 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.

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

B.2. (Cont'd)

- g. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
 - (1) The sales channel through which the products are sold.
 - (2) A specific geographic area.
 - (3) Existing customers who request to have one or more products disconnected.
 - (4) Customers who identify a better competitive offer are available to them. Qwest representatives may present to these customers multiple offers up to the maximum value under this Tariff.
 - (5) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
- h. The Company shall use reasonable business efforts so that similarly situated customers are offered similar incentives in similar circumstances.
- i. The Company reserves the right to discontinue this offer.

3. Rates and Charges

- a. Customers may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
 - (1) A waiver of an amount up to 100% of the current business nonrecurring charge(s), or
 - (2) A waiver of up to three months of the recurring rate(s), or

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.11 COMPETITIVE RESPONSE

B.3. (Cont'd)

- (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
 - (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 Tariff 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

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES[1]

A. Description

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

B. Definitions

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.

[1] All Custom Calling Services except for Call Trace are found in 5.4.3 of the Exchange and Network Services Catalog.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES
5.4.3 CUSTOM CALLING SERVICES[1]

C. Terms and Conditions

1. Actual operation and performance of Custom Calling Services are subject to operational limitations and restrictions that exist in the equipment types, software releases, terms of interconnection with other networks, industry specification and the like.
2. 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.
3. 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.

D. Rates and Charges

1. Custom Calling Services, per occurrence

	CHARGE
• Call Trace, Pay per use basis per activation[2]	
- Residence	\$1.50

[1] All Custom Calling Services except for Call Trace are found in 5.4.3 of the Exchange and Network Services Catalog.

[2] Pay per use charge will not apply if the trace is not successful.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

A. Description

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

The use of "coinless" telephone in this Tariff refers to telephones without a coin-collecting device. This type of telephone is used to provide an optional billing arrangement on originating calls for either third number billed, calling card and/or collect calls.

1. Basic PAL Service

Basic PAL Service is a flat, two-way or outgoing only line that provides:

- Access to the local network,
- Inter/IntraLATA and Interstate toll calling.

2. Coinless Subscriber Basic PAL Service

This service provides:

- Free calls to 911 emergency agency code;
- Access to directory assistance;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL service;

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

A. Description (Cont'd)

3. Coinless Collect only Basic PAL Service

Coinless Collect only Basic PAL Service is a one-way out only service to be used in penal, correctional and mental health institutions only. This service provides:

- Access to the toll and local network only by dialing 0 plus the desired number;
- Restriction of Company operator assisted calls by station users to only collect calls;
- Prevention of Company operators from billing collect and bill to third number calls to the PAL Service.

This service prohibits calls to:

- Directory assistance,
- 911 emergency code,
- Interexchange carriers other than the carrier presubscribed to the line,
- 800/800-type service, 676, 900, 976, 950, 960 telephone numbers,
- Company repair service.

4. Smart PAL Service

Smart PAL Service is a flat, two-way or outgoing only line which utilizes central office coin control features. This service provides:

- Coin signaling, including coin collect and coin return.
- Company completed and carried local and intraLATA toll messages, both sent paid and non-sent paid.
- Company operator services/systems for all 0-, 0+ and 1+ intraLATA toll calls, and 0+ local calls.
- Routing to the presubscribed carrier for all 0+ and 00- interLATA calls.
- Pay-per-call blocking (e.g. 900).
- Incoming and outgoing call screening.
- Access to:
 - Directory assistance,
 - 911 emergency code,
 - All interexchange carriers,
 - 800/800-type service and 950 telephone numbers,
 - Company repair service.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

A. Description (Cont'd)

5. Fraud Protection Service

Fraud Protection Service for Basic PAL Service offers three levels of protection: incoming, outgoing, and incoming & outgoing as described below.

- Incoming Fraud Protection, or Billed Number Screening (BNS), prohibits collect and/or third number billed calls from being charged to Incoming Fraud Protected numbers. Callers attempting to place a collect or third number billed call using an Incoming Fraud Protected number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.
- Outgoing Fraud Protection restricts outgoing toll calls to only collect, third number billed and calling card.
- Incoming & Outgoing Fraud Protection is a combination of the two aforementioned Fraud Protection Services.

Fraud Protection Service is subject to the availability of facilities with Basic PAL Service. Operator assisted, 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 database. Provision of Fraud Protection does not alleviate customer responsibility for completed toll calls. Rates and Charges for this service are set forth in 5.5.7.C.3., following.

6. PAL Carrier Package

PAL Carrier Package is an outgoing service commonly used by Interexchange Carriers and includes Call Screening and local Call Restriction.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)

B. Terms and Conditions

1. Each PSP pay telephone must be connected to a separate Public Access Line.
2. All PSP pay telephones must be connected to PAL Service, be FCC registered, or connected behind a registered protective coupler, and comply with all FCC Rules and Regulations and Telecommunications for the Disabled Act of 1982 requirements relative to handicapped access, and National Electric Code and National Electric Safety Code.
3. The Company is not liable for shortages of coins deposited and/or collected from the pay telephones used on PAL Service.
4. The Company is not liable for end-user fraud associated with failure of the customer's pay telephones to perform correctly.
5. The following terms and conditions are specific to Smart PAL Service:
 - a. Off premises extensions are not permitted.
 - b. The customer must insure that the telephone sets used with Smart PAL Service are capable of rating sent-paid local calls and are compatible with, and cause no harm to the Company's network.
6. Two-way PAL Service rates and charges include one business directory listing. Additional listings will be furnished at rates and charges specified in 5.7.
7. PAL Service is not represented as adapted for data service. PAL Service contemplates the provision of satisfactory voice transmission only.
8. PSP pay telephones, unless served by a PAL carrier package, must be able to complete local as well as toll calls with presubscription to the Interexchange Carrier (IC) of the owner's choice. The telephone must also provide access to all other ICs unless it is owned by an IC.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

B. Terms and Conditions (Cont'd)

9. Terms, conditions, rates and charges as described elsewhere in this Tariff apply as appropriate.
10. Changing to or from Basic and Smart PAL Service may require a telephone number change.
11. Any service to which an existing PSP pay telephone is connected will be converted to a PAL.

C. Responsibility of the Customer

1. The PAL customer will be responsible for:
 - a. The installation, operation, and maintenance of any PSP pay telephone used in connection with this service.
 - b. The rates and charges incurred on the Public Access Line. Toll adjustments will not be allowed on the PAL account, unless due to Company error.
 - c. The refund of coins when lost or collected in error.
 - d. The payment of Maintenance of Service Charges for visits made by a Company employee to the customer's premises when a service difficulty or trouble report results from the PSP pay telephone.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE (Cont'd)

D. Rates and Charges

1. Basic PAL monthly rates are billed on a per line basis, as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Basic Flat			
- Two-way, per line	1KY	[1]	\$13.99
- Outgoing only, per line	1GY	[1]	13.99
• Coinless Subscriber Service			
- Two-way, per line	1NP	[1]	13.99
- Outgoing only, per line	1PZ	[1]	13.99
- Coinless Collect Only, per line	1P9	[1]	13.99
• PAL Carrier Package	1N8	[2]	14.10

[1] Rates and charges for flat rated business service apply, as specified in 5.2.4.

[2] A nonrecurring charge from 5.2 applies per PAL.

5. EXCHANGE SERVICES

5.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

5.5.7 PUBLIC ACCESS LINE SERVICE

D. Rates and Charges (Cont'd)

2. Smart PAL nonrecurring and monthly rates are billed on a per line basis, as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Flat two-way	5FP	[1]	\$14.61
• Flat outward only	5FO	[1]	14.61

3. Fraud Protection features available will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Fraud Protection			
- Incoming, per line	PSES1	—	—
- Outgoing, per line	PSESO	\$1.12	\$0.11
- Incoming and Outgoing, per line	PSESP	1.12	0.11

[1] The nonrecurring charge from 5.2.4 applies per PAL.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

A. Description

This Section applies to listings in the alphabetical section of telephone directories in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of service.

B. Definitions

The following definitions refer to both business and residence service unless qualified.

Additional Listings

A listing provided in addition to the primary or main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Customers may purchase a listing which reverses the order of each individual's name at the regular Additional Listings rate as specified in D., following.

Caption Listing

A listing arrangement consisting of a heading or first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following:

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Second residence
- Employees or officers of a firm
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

B. Definitions (Cont'd)

Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, or affiliation with a professional organization. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

Directory Listing

Essential information in the telephone directory or directory assistance records that identifies the telephone number of a listed customer. Each primary business service is furnished a listing in the alphabetical and classified sections of the directory at no additional charge.

Dual Name Listing - Residence

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

E-mail Address Listing - Residence

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

E-mail/URL Address Listing Package - Residence

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

Informational Listings

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. Informational Listings do not include symbols such as "@", "#", ".", "/", etc., or internet or website address information. For these, see E-Mail Address Listing – Residence and Uniform Resource Locator (URL) Address Listing - Residence.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

B. Definitions (Cont'd)

Nonpublished Service

An arrangement, at the customer's request, whereby a customer's telephone number does not appear in either the telephone directory or directory assistance records.

Nonlisted Service

An arrangement, at the customer's request, in which a customer's telephone number appears on directory assistance records but is omitted from the telephone directory.

Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

- Each primary exchange access service. There is only one primary listing in connection with two or more lines furnished on a line hunting basis. The group of lines will be identified by only one number in the group. That number is used for primary service or Joint User Service listings.
- Each complex system, Centrex system, Group Use Service, and each PBX trunk number out of sequence and not arranged for line hunting. Where PALs are terminated in combination with flat rate trunks on the customer's commercial PBX system, one identified listing will be provided without additional charge to direct calls to client or guests.
- Each order receiving equipment system that is directly connected by trunks with the central office.
- Each Farmer Line Service
- Each Public Automatic Announcement System
- Interexchange Carrier (IC) Radiotelephone Service System connected to the exchange and message toll network of the Company.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

B. Definitions (Cont'd)

Secretarial Listings

Business listings for *DID* Service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing directory listings to their clients.

Uniform Resource Locator (URL) Address Listing - Residence

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

C. Terms and Conditions

1. Primary or Additional Listing

A primary or additional listing consists of a name, address and telephone number.

- a. At the customer's request, the address may be omitted from the listing.
- b. A post office box number and post office branch may be listed in lieu of the address or address omission.
- c. If the address is included, it may be the address of the location of the customer or Company provided equipment and/or facilities.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1. (Cont'd)

d. The address in a listing may include one of the following:

- (1) The street name and number.
- (2) The name of a building.
- (3) The customer's choice of street name and number when a building has more than one entrance and different addresses are assigned to each.
- (4) A corner address.
- (5) A community name where no street number is available.
- (6) A community name in addition to a street number when the community is in a different post office district than the exchange.
- (7) A route number, including box number, if necessary for the proper identification of the customer's service. A post office name may be included if the route number is served from a different post office than the exchange is.
- (8) A number or suite, room, floor, apartment or building number, etc. may be included following the listed address where appropriate.

e. The name used in a listing will be one of the following:

- (1) The name of a person living at a residence.
- (2) The names of two people who may or may not share the same surname, but who share the same service and live at the same address.
- (3) The names of a person known by two given names and/or nicknames, initials or combinations thereof.
- (4) The name of another business conducted at the same address by the customer.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1.e. (Cont'd)

- (5) Departments or branches of a business.
 - (6) The owner or owners of a business.
 - (7) Employees or officers of a firm.
 - (8) The name of an individual who occupies rooms let for living quarters in hotels and motels, rooming houses, apartment houses, etc., at a premises at which the customer is furnished hotel or PBX Service, or PAL Service.
 - (9) 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.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C.1. (Cont'd)

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

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C. Terms and Conditions (Cont'd)

2. Telephone numbers of pay telephones will not regularly be listed in the telephone directory. A listing may be provided at the request of the customer.
3. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
4. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer; or unless the customer's service is discontinued, or in the case of a guest listing, the listed party vacates the customer's premises or becomes a customer to residence service in his own name in the same exchange.
5. An additional listing of an amateur radio station located in a customer's residence may be permitted. The station must be operated under the authority of the FCC. Only call letters assigned by the FCC, preceded by the words "Radio Amateur" may be included in the listing.
6. 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.
7. Additional listings may be provided to public agencies without charge where, in the Company's opinion, directory service to the public would be improved.
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.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

C. Terms and Conditions (Cont'd)

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.
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.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

D. Nonpublished Telephone Number Service

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

1. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public.
2. Except when authorized by law, the Company will not disclose nonpublished information to any person except as follows:
 - a. The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
 - b. Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
 - c. Customers billed for calls to and from nonpublished numbers, who may be furnished nonpublished numbers only;
 - d. Employees and representatives of other telecommunications companies for purposes of billing and collection. The Company may disconnect the service of a telecommunications company that uses nonpublished information for other than the provision of telecommunications.
 - e. Customers who subscribe to Caller Identification Name and Number and/or Caller Identification Number Service, 5.4.3, when the nonpublished customer elects not to utilize Caller Identification Blocking-Per Call or Per Line, 10.7.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

D.2. (Cont'd)

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.

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 Tariff, nonpublished information is defined to include the name, address and telephone number of the nonpublished customers.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

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.

G. Rates and Charges

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

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G.1. (Cont'd)

- e. Nonpublished or nonlisted rates and charges do not apply:
- (1) To FX Service where the customer is also furnished exchange service from the local exchange.
 - (2) To additional service furnished to the same customer at the same address when the primary listing is published.
 - (3) On services where the Company's tariff requires no listing will be provided.
 - (4) Where the customer has other service listed in the same name in the directory for the exchange where the customer is located, provided that both services are of the same class.
 - (5) Where a customer living in a hotel, apartment house, boarding house, or club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.
 - (6) Where service is installed for a temporary period.
 - (7) To reverse billing, and on interexchange receiving service.
 - (8) On data services where no voice use is contemplated.
 - (9) To Public Access Line Service.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G. Rates and Charges (Cont'd)

	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.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
3. Residence Service Listings			
• Each listing for an individual(s) residing at a residence	RLT	\$5.00	\$0.60
• Each listing for an individual(s) residing at a hotel (guest)	RLT	5.00	0.60
• Foreign Listings[1]	FAL	5.00	0.60
4. Information Listings			
• Each line of information in addition to a listing			
- Business	XLL	5.00	0.50
- Residence	XLL	5.00	0.60
5. Secretarial Listing	9FK	5.00	2.50

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

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

G. Rates and Charges (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
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
9. E-mail Address Listing, each[3]			
• Residence	EM6	5.00	1.50
10. URL Address Listing, each[3]			
• Residence	NL1	5.00	1.50
11. Listing Packages			
• E-Mail/URL Address Listing, each			
- Residence	L9GEU	5.00	2.50

[1] Charges apply for each directory where the number appears in alpha form.

[2] Nonrecurring charge is not applicable for the first directory when ordered with a new customized number. (See *U S WEST* Custom Number Service in 5.7.7).

[3] Nonrecurring Charge applies to establish or change.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES (Cont'd)

5.7.7 *US WEST* CUSTOM NUMBER SERVICE

A. Description

This service is applicable to customer requests for specific telephone number assignments.

B. Terms and Conditions

1. Customers of the Company, may request assignment of "special" or "desirable" telephone numbers. If the telephone number or numbers requested by the customer is available, the Company may assign the number to the customer.
2. The Company reserves and retains the right:
 - To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the General Regulations of the Company. If this should occur within a one year period following assignment, the Custom Number nonrecurring charge will be refunded to the customer.
 - To reject any request for "special" or "desirable" telephone numbers.
 - Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another.
3. The Custom Number nonrecurring charge applies whenever a customer:
 - Requests a telephone number other than the next available number from the assignment list.
 - Requests a number change from their present number to a customized telephone number.
 - Requests specific numbers to be in a rotary hunt situation. A charge will apply per each additional number in the hunt group.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.7 U S WEST 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.

	USOC	NONRECURRING CHARGE
• Each customized telephone number requested and placed into service		
- Residence	RNCSP	\$ 50.00
- Business	RNCSP	250.00

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.2 OPERATOR SERVICES SURCHARGES

A. Class of Calls

The description and application of rates and charges are the same as those for MTS specified in 6.2.1 of the Exchange and Network Services Catalog.

B. Charges

1. Residence

These rates are applicable from residences for operator services. In addition to the rate for each outgoing local call, the following charge applies. MTS operator service charges are specified in 6.2.1 of the Exchange and Network Services Catalog.

	MAXIMUM PER CALL RATE	MINIMUM PER CALL RATE	CURRENT PER CALL RATE
• Customer-Dialed Calling Card (Mechanized)	—	—	\$0.70
• Operator-Assisted Station-to-Station			
- Partially-Assisted			1.00
- Fully-Assisted	\$3.40	\$1.05	2.30
• Operator-Assisted Person-to- Person			
- Partially-Assisted	—	—	2.55
- Fully-Assisted	—	—	3.50

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.2 OPERATOR SERVICES SURCHARGES

B. Charges (Cont'd)

2. Business, Aggregator Locations, and Payphones

These rates are applicable from all business, aggregator locations, and payphones, except correctional facilities.[1] In addition to the rate for each outgoing local call, the following charge applies. MTS operator service charges are specified in 6.2.1 of the Exchange and Network Services Catalog.

	MAXIMUM PER CALL RATE	MINIMUM PER CALL RATE	CURRENT PER CALL RATE
• Customer-Dialed Calling Card (Mechanized)	—	—	\$0.50
• Operator-Assisted Station-to-Station			
- Partially-Assisted			0.50
- Fully-Assisted	\$0.50	\$0.50	0.50
• Operator-Assisted Person-to-Person			
- Partially-Assisted	—	—	0.50
- Fully-Assisted	—	—	0.50

3. Business, Aggregator Location, and Payphone Local Call Rate Schedule

Applies to local operator-assisted calls and all alternately billed calls (including mechanized calling card), except from correctional facilities.

	DAY RATE PER MINUTE	EVENING/NIGHT/WEEKEND RATE PER MINUTE
• All Calls[2]	\$0.450	\$0.450

[1] Refer to Section 5.5.1 of the Exchange and Network Services Catalog for the Correctional Facilities local operator service charge.

[2] Refer to Section 6.2.1.E. of the Exchange and Network Services Catalog for the MTS rate schedule.

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES (Cont'd)

5.8.4 INTERCEPT SERVICES

A. Description

Following are the three types of available Intercept Services:

Basic Intercept Service

Basic Intercept Service includes all intercept recordings that do not provide the new number information.

New Number Referral Service

New Number Referral Service (NNRS) includes all intercept recordings that provide the new number information.

Split Referral Intercept Service

Split Referral Intercept Service (SNSR) provides the party name and new number, for parties that were affiliated with the disconnected number.

B. Terms and Conditions

1. SNRS is available to single line and multiline customers with the exception of Centrex, *CENTRON*, *CENTRAFLEX* 2, 3 and 4 and PBX telephone systems on CIS and SNRS and WATS on SNRS.

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.4 INTERCEPT SERVICES

B. Terms and Conditions (Cont'd)

2. Customers must subscribe to intercept services for a minimum of one calendar month.
3. Intercept Service is available for twelve full months or the life of the telephone directory, whichever is greater.
4. Intercept Services are available only where the Company's facilities and operating conditions permit.
5. A SNRS message, which is made up of personal names, company names and/or departmental names, is restricted to ten lines with a limit of thirty characters (spaces are included when counting characters) per line.
6. SNRS is available for up to three full months on residence service and up to twelve months or the life of the telephone directory, whichever is greater on business service.
7. The Company reserves and retains the right to refuse any request for SNRS.
8. Charges shown are not applicable when SNRS is provided due to a Company error.

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES
5.8.4 INTERCEPT SERVICES (Cont'd)

C. Charges

1. Basic Intercept Service is provided at no charge.
2. Split Number Referral Service

	USOC	NONRECURRING CHARGE
• Business, per line		
- One month	S1W1X	\$ 50.00
- Three months	S1W3X	135.00
- Six months	S1WSX	255.00
- Nine months	S1W9X	360.00
- Twelve months	S1WTX	450.00
• Residence, per line		
- One month	S1W1X	20.00
- Three months	S1W3X	50.00
• Changes in a name on an existing message	S1WCX	30.00
3. New Number Referral Service		
• Business		
- One month	A1W1X	10.00
- Two months	A1WAX	20.00
- Three months	A1W3X	30.00
- Six months	A1WSX	45.00
- Nine months	A1W9X	55.00
- Twelve months	A1WTX	65.00
• Residence		
- One month	A1W1X	5.00
- Two months	A1WAX	10.00
- Three months	A1W3X	15.00

105. OBSOLETE EXCHANGE SERVICES

SUBJECT	SHEET
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105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

A. General

1. Exchange access line facilities are connected or rearranged according to the rates and charges specified in this Section.
2. The rates for exchange service vary according to the factors explained below:
 - Exchange Access Line Availability

Consists of the number of exchange access lines that can be called on a local basis in an exchange calling area. The exchange access line availability determines the rate group in which an exchange is placed. Those cities which have a smaller exchange access line availability base are classified in a lower rate group than those with a larger exchange access line calling availability.

RATE GROUP	EXCHANGE ACCESS LINE AVAILABILITY
1	0 - 12,000
2	12,001 - 100,000
3	100,001 - and over

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

A. General (Cont'd)

3. When an exchange has local calling accessibility to other exchanges added subsequent to October 21, 1992, a rate increment is determined for the extended local calling capability and the exchange line rate is increased by assigning the appropriate EAS sub-rate group. The incremental amount varies according to the class of service and quantity of access lines which are added to the exchange's local calling areas.

The rate increments shown below are included in the rates shown for exchange access line rates.

SUB-RATE GROUP	QUANTITY OF ACCESS LINES ADDED TO THE LOCAL CALLING AREA	MONTHLY INCREMENTAL RATE			
		RESIDENCE		BUSINESS	
		FLAT	MEASURED	FLAT	MEASURED
A	0 to 450	\$0.05	\$0.00	\$0.05	\$0.00
B	451 to 2,000	0.55	0.15	0.75	0.20
C	2,001 to 5,000	0.65	0.15	0.90	0.25
D	5,001 to 40,000	0.75	0.20	1.00	0.25
E	Over 40,000	2.75	0.70	3.70	0.95

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS (Cont'd)

B. Local Exchange and Rate Group Designator

LOCAL EXCHANGE	RATE GROUP/ SUB RATE GROUP
Aberdeen-Hoquiam	2-C
Auburn	3-E
Bainbridge Island	3
Battle Ground	2-C
Belfair	2-B
Bellevue	3-D
Bellingham	2-D
Black Diamond	2
Bremerton	2-A
Buckley	2-C
Castle Rock	2-C
Centralia	2-C
Chehalis	2
Clarkston	2-A
Cle Elum	1
Colfax	1
Colville	1-C

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

B. Local Exchange and Rate Group Designator (Cont'd)

LOCAL EXCHANGE	RATE GROUP/ SUB RATE GROUP
Copalis	2
Coulee Dam	1-B
Crystal Mountain	1
Dayton	1-D
Deer Park	3-B
Des Moines[1]	3
Easton	1
Elk	3-C
Enumclaw	2-C
Ephrata	1-D
Graham	3-D
Green Bluff	3-C
Hoodsport	1-D
Issaquah	3-E
Kent	3

[1] 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 Foreign Exchange service. See 5.1.4, Foreign Exchange Service.

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

B. Local Exchange and Rate Group Designator (Cont'd)

LOCAL EXCHANGE	RATE GROUP/ SUB RATE GROUP
Liberty Lake	3
Longview-Kelso	2-C
Loon Lake	3
Maple Valley	3
Moses Lake	2-D
Newman Lake	3
Northport	1-D
Olympia	2-D
Omak-Okanogan	1
Oroville	1
Othello[1]	1-D
Pasco	2
Pateros	1-C

[1] Excludes Royal City wire center.

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

B. Local Exchange and Rate Group Designator (Cont'd)

LOCAL EXCHANGE	RATE GROUP/ SUB RATE GROUP
Pomeroy	1
Port Angeles	2-A
Port Ludlow	1
Port Orchard	2
Port Townsend	1-B
Puyallup	3-C
Renton	3-D
Ridgefield	2-C
Rochester	2-E
Roy	3-D
Seattle[1]	3-D
Sequim	2
Shelton	1-E

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

105. OBSOLETE EXCHANGE SERVICES

105.1 EXCHANGE AREAS

105.1.2 EXCHANGE AREA RATE GROUPS

B. Local Exchange and Rate Group Designator (Cont'd)

LOCAL EXCHANGE	RATE GROUP/ SUB RATE GROUP
Silverdale	2-F
Spokane	3-D
Springdale	1-E
Sumner	3-C
Tacoma	
Tacoma rate area	3-D
Tacoma Waverly rate area	3-D
Touchet	2
Vancouver	2-D
Waitsburg	2-B
Walla Walla	2-D
Warden	2
Winlock	1-D
Yakima	2-D

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.1 MEASURED RATE SERVICE

A. Description

Measured Rate Service is a local service for which charges may be based upon: frequency, time of day, duration and distance.

Residence two-party measured service is grandfathered effective February 15, 1990.

B. Rates and Charges

1. Appropriate local usage charges, specified in 3., following, will apply in an addition to the monthly rate.
2. The monthly rate per EAS rate group includes the monthly rate plus the EAS increment.

MONTHLY RATE PER RATE GROUP

	1	2	3
• Two-Party Measured	[1]	\$5.80	\$5.85

MONTHLY RATE PER EAS RATE GROUP

	1-A	1-B	1-C	1-D	1-E
• Two-Party Measured	[1]	[1]	[1]	[1]	[1]

[1] Service not offered.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.1 MEASURED RATE SERVICE

B.2. (Cont'd)

	MONTHLY RATE PER EAS RATE GROUP		
	2-A	2-B	2-C
• Two-Party Measured	\$5.80	\$5.95	\$5.95

	MONTHLY RATE PER EAS RATE GROUP		
	2-D	2-E	2-F
• Two-Party Measured	\$6.00	\$6.50	\$8.02

	MONTHLY RATE PER EAS RATE GROUP				
	3-A	3-B	3-C	3-D	3-E
• Two-Party Measured	\$5.85	\$6.00	\$6.00	\$6.05	\$6.55

3. Local Usage Charges

- Includes an allowance of 20 outgoing local calls per month.
- The usage charges specified below only apply when the stipulated usage allowance is exceeded.

	RATE
• Each outgoing local call exceeding the allowance	\$0.10

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE (Cont'd)

105.2.4 FLAT RATE SERVICE

Two- and four-party residence and two-party business flat rate service are grandfathered effective February 15, 1990. Existing customers with two- and four-party flat rate service will have this service regraded to individual flat rate service. A conversion process to regrade customers with party line service will begin in December, 1997, and be completed by June 30, 1999.

A. Rates and Charges

The monthly rate per EAS rate group includes the monthly rate plus the EAS increment.

	MONTHLY RATE PER RATE GROUP		
	1	2	3
• Residence			
- Two-Party	\$ 7.15	\$ 8.45	\$9.40
- Four-Party	6.25	7.25	7.95
• Business			
- Two-Party	15.60	20.70	[1]

	MONTHLY RATE PER EAS RATE GROUP				
	1-A	1-B	1-C	1-D	1-E
• Residence					
- Two-Party	\$ 7.20	\$ 7.70	\$ 7.80	\$ 7.90	\$ 9.90
- Four-Party	6.30	6.80	6.90	7.00	9.00
• Business					
- Two-Party	15.65	16.35	16.50	16.60	19.30

[1] Service not offered.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.4 FLAT RATE SERVICE

A. Rates and Charges (Cont'd)

	MONTHLY RATE PER EAS RATE GROUP				
	2-A	2-B	2-C		
• Residence					
- Two-Party	\$ 8.50	\$ 9.00	\$ 9.10		
- Four-Party	7.30	7.80	7.90		
• Business					
- Two-Party	20.75	21.45	21.60		
	MONTHLY RATE PER EAS RATE GROUP				
	2-D	2-E	2-F		
• Residence					
- Two-Party	\$ 9.20	\$11.20	\$10.67		
- Four-Party	8.00	10.00	9.47		
• Business					
- Two-Party	21.70	24.40	27.36		
	MONTHLY RATE PER EAS RATE GROUP				
	3-A	3-B	3-C	3-D	3-E
• Residence					
- Two-Party	\$9.45	\$9.95	\$10.05	\$10.15	\$12.15
- Four-Party	8.00	8.50	8.60	8.70	10.70
• Business					
- Two-Party	[1]	[1]	[1]	[1]	[1]

[1] Service not offered.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE (Cont'd)

105.2.5 LOCAL SERVICE OPTIONS

A. Farmer Line Service[1]

1. Description

Farmer Line Service is a grade of basic exchange service furnished in the suburban area of an exchange by means of lines owned and maintained in part by the customers to the service. Such lines connect with the Company's facilities at the BRA boundary of the exchange from which service is furnished.

Farmer Line Service is grandfathered effective February 15, 1990.

2. Terms and Conditions

- a. Farmer Line Service is furnished outside the BRA and normally within the exchange area. A Farmer Line station shall not be located within the BRA or city limits. A Farmer Line shall not extend across an exchange area boundary except upon a FX basis. The Company will not accept applications for new Farmer Line Service.
- b. The Company will provide, own and maintain all exchange access lines and facilities used to furnish Farmer Line Service to the boundaries of the BRA or the city limits.
- c. The customer will provide, own and maintain all lines and facilities beyond the boundaries of the BRA or city limits.
- d. In exchanges where the Company's cable extends beyond the BRA or city limits, Farmer Line circuits may be included in the cable, if facilities are available. Connection with cable will only be made at locations designated by the Company.

[1] Existing customers with Farmer Line Service will have this service regraded to individual flat rate service. A conversion process to regrade customers with Farmer Line Service will begin in December, 1997, and be completed by June 30, 1999.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS

A.2. (Cont'd)

- e. Farmer Line Service will be rendered to less than three customers, provided the total minimum exchange revenue of each circuit is not less than that of three residence exchange access lines. The minimum applies to residence or business service or a combination of both. It also applies to Farmer Line FX Service or a combination of FX and regular Farmer Line Service.
- f. When members/owners of a Farmer Line circuit appoint or designate a secretary or manager, connection of new members to the circuit or assignment of telephone numbers will be made only upon written authorization from the secretary or manager. The secretary or manager will collect all the charges for exchange and toll service from members of the Farmer Line circuit if asked to by the Company.
- g. If a non-customer to Farmer Line Service connects a telephone to a Farmer Line without applying for service, the customer or customers-of-record on that line will be given notice by the Company to disconnect the telephone or apply for Farmer Line Service. Failure to comply with the notice shall warrant disconnection of the service.
- h. A Farmer Line may not be connected to more than one exchange. In the event of such violation, a notice must be sent to the customer(s) advising that the service arrangement is in violation of the Company's regulations and failure to comply with the Company's requirements will result in disconnection of any or all exchanges connected.
- i. Farmer Line Service will be rendered provided the line owned is properly constructed and in good operating condition.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS

A.2. (Cont'd)

- j. The Company at its option, may change the type of central office switching equipment. If the change requires Farmer Line customers to change telephones or other facilities, it will be done at their own expense.
- k. Changes in directory listings are subject to charges from 5.7.1. For telephone number changes see 2.2.7. Changes in billing responsibility will be provided subject to conditions specified in 2.2.1.E.
- l. The customer(s) or owner(s) of a Farmer Line may be required to limit the number of telephones on each Farmer Line to the number required by the design or operation of the Company's central office equipment.

3. Rates and Charges

	USOC	NONRECURRING CHARGE
a. Each connection of customer-owned Farmer Line to Company-owned facilities		
• Residence	NR1	\$31.00
• Business	NR1	48.00
b. Customer-owned and installed telephone connected to a Farmer Line circuit, each customer	NR1	20.00

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS

A.3. (Cont'd)

c. Rates for Farmer Line Service are as follows:

	MONTHLY RATE PER RATE GROUP		
	1	2	3
• Residence	\$3.75	\$5.05	\$6.15
• Business	9.05	9.05	[1]

	MONTHLY RATE PER EAS RATE GROUP[2]				
	1-A	1-B	1-C	1-D	1-E
• Residence	\$3.80	\$4.30	\$4.40	\$ 4.50	\$ 6.50
• Business	9.10	9.80	9.95	10.05	12.75

	MONTHLY RATE PER EAS RATE GROUP[2]		
	2-A[1]	2-B	2-C
• Residence	\$5.10	\$5.60	\$5.70
• Business	9.10	9.80	9.95

	MONTHLY RATE PER EAS RATE GROUP[2]		
	2-D	2-E	2-F
• Residence	\$ 5.80	\$ 7.80	\$ 7.27
• Business	10.05	12.75	15.71

	MONTHLY RATE PER EAS RATE GROUP[2]				
	3-A	3-B	3-C	3-D	3-E
• Residence	\$6.20	\$6.70	\$6.80	\$6.90	\$8.90
• Business	[1]	[1]	[1]	[1]	[1]

[1] Service not offered.

[2] Rate includes the monthly rate plus the EAS increment.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS (Cont'd)

B. Suburban Service[1]

1. Description

Suburban Service is a service furnished outside the Base Rate Area of an exchange by means of a circuit to which a maximum of four main station lines may be connected.

2. Terms and Conditions

- a. Suburban Service is furnished outside the BRA but within the exchange area. This service is grandfathered effective February 15, 1990.
- b. Suburban Service is limited to four main station lines per circuit.

3. Rates

Rates for Suburban Service are as follows:

	MONTHLY RATE PER RATE GROUP		
	1	2	3
• Residence	\$ 7.00	\$ 8.05	\$ 8.65
• Business	12.75	12.75	13.00

	MONTHLY RATE PER EAS RATE GROUP[2]				
	1-A	1-B	1-C	1-D	1-E
• Residence	\$ 7.05	\$ 7.55	\$ 7.65	\$ 7.75	\$ 9.75
• Business	12.80	13.50	13.65	13.75	16.45

[1] Existing customers with Suburban Service will have this service regraded to individual flat rate service. A conversion process to regrade customers with Suburban Service will begin in December, 1997, and be completed by June 30, 1999.

[2] Rate includes the monthly rate plus the EAS increment.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS

B.3. (Cont'd)

MONTHLY RATE PER EAS RATE GROUP[1]

	2-A	2-B	2-C
• Residence	\$ 8.10	\$ 8.60	\$ 8.70
• Business	12.80	13.50	13.65

MONTHLY RATE PER EAS RATE GROUP[1]

	2-D	2-E	2-F
• Residence	\$ 8.80	\$10.80	\$10.27
• Business	13.75	16.45	19.41

MONTHLY RATE PER EAS RATE GROUP[1]

	3-A	3-B	3-C	3-D	3-E
• Residence	\$ 8.70	\$ 9.20	\$ 9.30	\$ 9.40	\$11.40
• Business	13.05	13.75	13.90	14.00	16.70

[1] Rate includes the monthly rate plus the EAS increment.

105. OBSOLETE EXCHANGE SERVICES

105.2 LOCAL EXCHANGE SERVICE

105.2.5 LOCAL SERVICE OPTIONS (Cont'd)

C. Party Line Service[1]

1. Description

Party Line Service is a central office line arranged to serve more than one customer. Each customer has a different telephone number. Exchange calls originating at party line stations may be limited to a maximum period of five minutes.

2. Terms and Conditions

- a. Where facilities do not exist for single party service, party line service may be offered only on a temporary basis for new installation or moves to a different premises.
- b. At the Company's option, and when mutually agreeable among all parties, customers with one-party service may be temporarily converted to party line service to share existing facilities with a new customer.
- c. All party line services shall be temporary, and in all cases, party line services will be regraded to one-party service when adequate facilities become available.
- d. The Company shall notify customers who are to be regraded. There will be no nonrecurring charge for grade of service changes.

[1] Existing customers with Party Line Service will have this service regraded to individual flat rate service. A conversion process to regrade customers with Party Line Service will begin in December, 1997, and be completed by June 30, 1999.

105. OBSOLETE EXCHANGE SERVICES

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. E-Mail Address Listing, each		
• Business	EM6	\$3.00
2. URL Address Listing, each		
• Business	NL1	3.00
3. Listing Packages		
• E-Mail/URL Address Listing, each		
- Business	L9GEU	5.00

105. OBSOLETE EXCHANGE SERVICES

105.8 OPERATOR SERVICES

105.8.4 INTERCEPT SERVICES

A. Description

Customized Intercept Service

Customized Intercept Service (CIS) provides a caller who reaches a disconnected telephone number or a telephone number that has been changed, with a voice message that has been mutually agreed upon by the customer and the Company.

B. Terms and Conditions

1. Customized Intercept Service in grandfathered effective January 1, 1997. Customers who currently subscribe to CIS may retain the service, as established, until their service agreement period expires. All customers will be transitioned off of this service by January 1, 1999. Any requested change to the service would terminate the service agreement.

C. Charges

	USOC	NONRECURRING CHARGE
1. Customized Intercept Service		
• Charge, per call[1]		
- 150 character message	N/A	\$0.30
- 250 character message	N/A	0.40

[1] A minimum monthly usage charge of \$10.00 is applicable.

6. MESSAGE TELECOMMUNICATION SERVICE

SUBJECT	SHEET
Directory Assistance Service	2
General	1
Operator Verification/Interrupt Service	3
Standard Service Offerings	2

6. MESSAGE TELECOMMUNICATION SERVICE

6.1 GENERAL

Message Telecommunication Service (MTS) Application 6.1.1 and Terms and Conditions 6.1.2 appear in the Exchange and Network Services Catalog.

6. MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.4 DIRECTORY ASSISTANCE SERVICE

A. Directory Assistance Service

1. Description

The Company furnishes Directory Assistance Service whereby customers may request assistance in determining telephone numbers within or outside the state.

2. Terms and Conditions

- a. IntraLATA and National Directory Assistance charges will not be applicable to requests originating from telephone services the Company has determined are used on a continuing basis by a person(s) certified incapable of using a published telephone directory.
- b. IntraLATA Directory Assistance charges will not be applicable for calls that originate from hospitals.
- c. For additional Terms, Conditions, Rates and Charges, see the Exchange and Network Services Catalog.

6. MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS (Cont'd)

6.2.8 OPERATOR VERIFICATION/INTERRUPT SERVICE

A. Description

Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a communication in progress (herein called interrupt) by calling the "0" operator. This service applies to local and long distance calls.

B. Terms and Conditions

1. A verification charge applies each time the operator verifies a called line.
2. An interrupt charge applies each time an operator interrupts a communication that is in progress on the called line.
3. Verification and interrupt service is furnished where and to the extent that facilities permit.
4. The customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted communication or any person.
5. If an operator both verifies the condition of the line and interrupts a communication on the same request, only the interrupt charge applies.
6. The charge for interrupt applies whenever the operator interrupts the communication even if one or the other parties interrupted refuses to terminate the communication in progress.
7. Charges for verify/interrupt service may be billed to a calling card, special billing number or third number. For alternately billed calls, see 6.2.1 of the Exchange and Network Services Catalog, Operator Partially-Assisted Station-to-Station, for applicable charges. Charges may not be billed on a collect basis.
8. The charges for verify/interrupt service are in addition to any applicable rates, i.e., operator assistance charges or calling card message charges. Unused Directory Assistance allowances or the Message Rate service allowance will not be applied against these charges.

6. MESSAGE TELECOMMUNICATION SERVICE

6.2 STANDARD SERVICE OFFERINGS

6.2.8 OPERATOR VERIFICATION/INTERRUPT SERVICE

B. Terms and Conditions (Cont'd)

9. If the line is cleared as the result of interrupt, and the operator completes the call at the calling party's request, the applicable operator assistance charges and/or calling card message charges apply in addition to the interrupt charges. See 6.2.1 in the Exchange and Network Services Catalog for applicable operator assistance charges.
10. The verify charge will not apply if the number verified is not in use and the operator completes the call. See 6.2.1 of the Exchange and Network Services Catalog for applicable operator assistance charges.
11. No verification or interrupt charge will apply if the requesting customer identifies that the call is from an authorized Public Emergency Agency. An authorized Public Emergency Agency is defined as a government agency which is operated by the Federal, State or local government and has the capability and legal authority to provide prompt aid to the public in emergency situations.
12. No charge will apply when the operator encounters a trouble condition or has reason to believe a trouble condition exists.
13. Requests which originate from stations equipped with *CUSTOMNET* Call Screening will be completed and billed subject to applicable screening restrictions in addition to the terms and conditions specified herein.
14. Verification and interrupt service is furnished to pay telephone customers.
15. Person-to-Person service is not offered.

C. Rates

	RATE
• Verification, per request	\$1.75
• Interrupt, per request	2.00

Qwest Corporation d/b/a CenturyLink QC
WN U-45
EXCHANGE AND
NETWORK SERVICES
WASHINGTON

SECTION 7
Original Index Sheet 1

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7. RESERVED FOR FUTURE USE

SUBJECT

SHEET

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

SUBJECT	SHEET
Company Responsibility	2
Connections of Equipment, Communication Systems and Premises Wire	1
Connections of Registered Equipment.....	7
Customer Responsibility	1
Extension Station Lines and Private Branch Exchange Station Lines	7
General	1
General Provisions	1
Recording of Two-Way Telephone Conversations.....	3

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS

A. General

Equipment (including protective circuitry), communications systems and premises wiring connected to telecommunications services furnished by the Company are generally subject to Part 68 of the Federal Communications Commission (FCC) Rules and Regulations, CFR Part 68 (commonly known as the FCC's Registration Program).

Equipment and systems not subject to Part 68 of the FCC Rules and Regulations which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in Part 68 of the FCC Rules and Regulations.

B. Customer Responsibility

1. The customer is responsible for the installation, operation and maintenance of any Customer Provided Equipment (CPE) or system. No combinations of CPE or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a CPE or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as shall be necessary to remove or prevent such hazard, damage, malfunction or degradation of service.
2. The customer shall be responsible for the payment of a maintenance of service charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of CPE or system.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS (Cont'd)

C. Company Responsibility

1. Telecommunications services provided by the Company are not represented as adapted to the use of Customer Provided Equipment (CPE) or systems. Where CPE or systems are used with telecommunications services, the responsibility of the Company is limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for:
 - The through transmission of signals generated by the CPE or systems or for the quality of, or defects in, such transmission.
 - The reception of signals by CPE or systems, or
 - Address signaling where such signaling is performed by CPE signaling equipment.
2. The Company will, at the customers' request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit CPE to operate in a manner compatible with telecommunications services.
3. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC's Rules and Regulations. If such changes can be reasonably expected to render any customer's equipment or system incompatible with telecommunications services, or require modification or alteration of such CPE or systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS (Cont'd)

D. Recording of Two-Way Telephone Conversations

Customer provided voice recording equipment may be connected with telecommunications services, as follows:

1. Customer recording equipment may be connected to the telecommunications network provided that, when such connections are made the voice recording equipment shall be so arranged that, at the will of the user, it can be activated and deactivated. In addition, one of the following conditions must apply.
 - a. All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
 - b. The recording party to the telephone conversation must notify the other party to the telephone conversation that it intends to record the conversation, and this notification must be part of and obtained at the start of the recording, or
 - c. A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of the recording equipment; or customer registered or grandfathered protective circuitry; or a grandfathered Company connecting arrangement.
 - d. In the case of municipal fire and police departments which have central office lines used exclusively for the receipt of local or intrastate fire or police emergency calls and are attended at all times for such purposes, recorder connector equipment without the automatic tone device may be furnished for use provided that the proper municipal authority certifies that these conditions will be observed.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS

D.1. (Cont'd)

- e. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
 - The licensee informs each party to the call of its intent to broadcast the conversation; or
 - Each party to the call is aware of the licensee's intent to broadcast the call; or
 - Such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- 2. The FCC has established the following exceptions to the foregoing requirements:
 - a. Recordings made of incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:
 - Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to MTS, WATS or local exchange service, and
 - Recordings made by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its operations center for recording of two-way telephone conversations.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS

D.2. (Cont'd)

- b. Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:
- Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.
- c. Legally obtained recordings of calls made by federal, state or local law enforcement authorities, or federal intelligence authorities.

3. Acoustic or Inductive Connections

Customer provided voice or data terminal equipment may be acoustically or inductively connected to Company provided terminal, provided the connection is made external to the terminal equipment. Such connections are subject to the Minimum Protection Criteria specified in Part 68 of the FCC's Rules and Regulations.

Customer provided tone type address signaling is permitted through such connections; however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE**

8.1.1 GENERAL PROVISIONS

D. Recording of Two-Way Telephone Conversations (Cont'd)

4. Violation of Regulations

When any customer provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in these regulations, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation.

The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

**8. CONNECTIONS OF PREMISES EQUIPMENT TO
TELECOMMUNICATIONS SYSTEMS**

**8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES
WIRE (Cont'd)**

8.1.2 CONNECTIONS OF REGISTERED EQUIPMENT

A. Extension Station Lines and Private Branch Exchange Station Lines

1. The following is the maximum number of main and extension stations equipped with bells per exchange access line which may be allowed in connection with business or residence flat rate, basic measured, party line and Private Branch Extension (PBX) service.

- Individual line 5

2. Bells and/or signals connected to the same exchange access line cannot exceed the allowable maximum ringer equivalence of five or as otherwise determined by the Company.

- Two-party line..... 4
- Four-party line..... 2
- Suburban line 2
- PBX station line 3

3. The maximum number of bells on an exchange access line may be further limited where other signals are connected to that line.

9. CENTRAL OFFICE SERVICES

SUBJECT	SHEET
Basic Universal Emergency Number Service (Basic 911).....	1
Emergency Reporting Service	1
Enhanced Universal Emergency Number Service (E911)	14
Universal Emergency Number Service – 911 - BSE	1

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A. Basic Universal Emergency Number Service (Basic 911)

1. Description

- a. 911 Emergency Communication System is a telephone exchange service whereby a PSAP designated by the 911 customer may receive calls dialed to the telephone number 911.
- b. 911 Service provides for routing all 911 calls originated by a telephone with given central office prefix codes to a single PSAP via the switched network to dedicated or non-dedicated access lines. The choice of the service arrangement is the 911 customer's, subject to availability of facilities.
- c. The 911 Code feature permits the public to dial 911 and have the central office route the call to a PSAP.
- d. The dedicated access line option provides a circuit from the Originating End Office to the PSAP which may incorporate the following features, operating conditions permitting:

Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 911 call regardless of the action of the calling party. Forced disconnect prevents the dedicated facilities (lines or trunks) to the PSAP from being tied up by calling parties who remain off-hook. After the PSAP attendant releases from a 911 call, the dedicated 911 trunk or line facility to the PSAP is automatically released and made available for other 911 calls. Forced disconnect may be used to disconnect any established 911 call connection to a PSAP.

Idle Tone

A reorder tone at 120 interrupts per minute is a tone that is given to alert the PSAP attendant that the originating party has gone on-hook after the 911 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A.1.d. (Cont'd)

Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the 911 customer's terminal equipment, to allow the PSAP attendant to know whether a 911 call put on hold is still on hold or has disconnected. Additionally, a control circuit is required in connection with the 911 customer provided visual lamp indicator.

Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 911 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. Actions by the calling party will not affect the connection being held. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

Emergency Ringback

Allows the PSAP attendant to ring back a calling station whether the station is on or off-hook.

- e. Features other than those described in 1.a. through 1.d., preceding, may be provided on an individual case basis, under the terms and conditions of a written contract.
- f. The non-dedicated access line option forwards the call from an Originating End Office over the message network to the PSAP. No additional features are available with this option.
- g. Company or 911 customer provided equipment may be furnished to terminate 911 facilities at any PSAP.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911 - BSE

A.1. (Cont'd)

- h. When 911 customer provided terminal equipment is used at a PSAP, it will be furnished in accordance with the terms and conditions set forth in other sections of the Company and must comply with the Federal Communications Commission Rules and Regulations, CFR Part 68 (see General Regulations, 911 Customer Provided Equipment, of this Tariff). When 911 customer provided terminal equipment is used, it must be compatible with the technical requirements and features of 911 Service, i.e., lines must be loop start.

2. Definitions

911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The 911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

911 Service Area

The geographic area that contains the Serving Central Office and Originating End Offices in which the 911 customer will have the capability to respond to all 911 calls and initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the 911 customer.

Called Party Hold (CPH)

A feature of 911 Service that enables a PSAP attendant to retain control of an incoming 911 call connection even if the calling party hangs up.

Emergency Ringback

A feature that allows the PSAP attendant to call or ring the line of an incoming 911 call that appears to have gone on hook (hung up). CPH is required for this feature.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A.2. (Cont'd)

Forced Disconnect

A feature that allows the PSAP attendant to release a connection regardless of the action of the calling party. This prevents blockage of the incoming 911 lines serving the PSAP.

Idle Tone Application

A feature that allows the PSAP attendant to distinguish between calls abandoned before they are answered and instances in which the calling party is unable to speak for some reason. If the call is abandoned, a distinct tone is heard. If the caller is still on the line but unable to speak, no tone is heard.

Meet Point

A predetermined point in the provision of a circuit, between two or more operating companies, i.e., where the Company provides a portion of the facilities to a point and another telephone company continues the facilities in order to provide end-to-end service to a 911 customer.

Originating End Office

A central office that serves the caller originating a 911 call.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive 911 calls directly from the public; secondary PSAPs receive 911 calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.2. (Cont'd)

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

Switchhook Status

A feature that provides the PSAP attendant audible and visual signals indicating whether a 911 call put on hold is still on hold or has disconnected.

3. Terms and Conditions

- a. The 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The 911 customer must be legally authorized to subscribe to the service and respond to public emergency calls from the central office service areas arranged for 911 calling.
- b. If Company facilities are not available to provide 911 Service, modifications may be made to our facilities as necessary on an individual case basis. The actual cost of these modifications will be charged to the 911 customer in addition to the filed rates in this Tariff.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- c. In a dedicated access line arrangement, the 911 customer will be required to purchase exchange lines from the Originating End Office to the PSAP and when necessary, applicable mileage rates (as shown in 4.a.(4), following) from the Originating End Office to the Serving Central Office, to allow the direct routing of end office calls over those lines.

For the non-dedicated access line option, the 911 customer must purchase exchange lines from the Serving Central Office, as noted below, for receipt of calls forwarded from each remote end office.

- (1) A combination of dedicated and non-dedicated lines may be provided to one PSAP, operating conditions permitting, but only one option is available per Originating End Office.
- (2) The 911 customer must subscribe to enough lines at the PSAP to receive 911 calls on lines other than its administrative lines. In no case shall there be less than two 911 lines per Originating End Office.
- d. All terms and conditions contained in this Tariff apply, as appropriate, to the provision of 911 Emergency Service.
- e. 911 are the only digits which may be used as an abbreviated emergency telephone number.
- f. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies may subscribe to other service as provided in this and other tariffs of the Company.
- g. The service is furnished to the 911 customer for the purpose of receiving reports of a public safety nature from the public.
- h. 911 Service is classified as business service and is arranged for one-way incoming service to the appropriate PSAP.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- i. 911 Service will not be suspended or disconnected for non-payment without a 90 day written notification to the 911 customer and the Company.
- j. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to respond to such calls.
- k. The Company shall not be responsible for providing 911 Service to less than an entire central office.
- l. The rates charged for 911 Transport Service includes normal Public Switched Telephone Network monitoring of facilities to discover errors, defects, and malfunctions in the network, but do not include any additional monitoring. If available, at the request of the 911 customer, the Company will provide additional inspection and monitoring of facilities for an additional charge. The 911 customer and the Company shall promptly notify each other in the event the system is not functioning properly.
- m. In any central office where 911 Service has been activated, the Company will provide the same level of reliability and quality as it provides for all other telephone services in that central office.
- n. For liability terms and conditions, see General Regulations, Section 2 and in B.3.l., m. and n., following.
- o. The 911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the 911 customer's public safety jurisdiction. The Company will provide the 911 customer with central office boundary identifications and make a good faith effort to notify 911 customers of changes.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- p. Application for 911 Service must be executed in writing by each 911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 911 customer.
- q. The 911 customer must furnish the Company its agreement in writing to the following terms and conditions.
 - (1) All 911 calls will be answered on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - (2) The 911 customer will process all calls that are received from the central office whether or not the calling party is outside the answering 911 customer's jurisdiction.
 - (3) The 911 customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties. Furthermore, a written assurance is required from all agencies indicating their concurrence in the arrangement.
 - (4) The 911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (5) The 911 customer will provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines.
 - (6) The 911 customer will maintain an adequate number of circuits to handle the traffic volume.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.3. (Cont'd)

- r. The calling party will not be charged for calls placed to the 911 number. Any appropriate toll charges associated with 911 calls will be billed to the 911 customer.
- s. Neither the calling party nor the 911 customer is billed for message unit charges associated with measured service or calls placed from a pay telephone.
- t. When Switched to Non-dedicated Access Line Originating End Office Emergency Call Forwarding is requested, it will be provided by central office translation services when available. If translation services are not available, central office diverting equipment will be substituted, provided that particular central office is able to accommodate that equipment.
- u. It is the 911 customer's obligation to assure that any 911 customer provided terminal equipment is compatible with 911 Service and features.
- v. Trunk conditioning charges may apply under certain circumstances. For example, if there is a PSAP installed to back up the primary PSAP, the charges could apply, on an individual case basis.
- w. The Company will provide one type of 911 service per central office, either basic or enhanced, but not both.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A. Basic Universal Emergency Number Service (Basic 911) (Cont'd)

4. Rates and Charges

The rates and charges contained herein apply to services provided by the Company. Additional charges rendered by other local exchange carriers in connection with the provisioning of this service to the 911 customer will also apply.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. 911 Transport Dedicated			
(1) 911 Business Line from Originating End Office to PSAP	91L	[1]	[1]
(2) Basic 911 Code Recognition End Office trunk termination, per line (includes basic features)[2]	98H	ICB	\$12.38
(3) Automatic Number Identification, per trunk[2,3]	D98	\$827.99	16.83

[1] Apply same rates and charges for business line as shown in 5.2.4.B. of the Exchange and Network Services Catalog.

[2] Can have Basic with features or ANI, but not both. This charge is in addition to the 911 Business Line.

[3] Monthly rate includes the quarterly traffic study reports.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(4) Transport Mileage			
(a) Per mileage band			
Mileage Bands			
• Over 0 to 8			
- Fixed	XU9E3	\$68.71	\$20.88
- Per mile	XE9EC	—	0.10
• Over 8 to 25			
- Fixed	XU9E4	68.71	20.90
- Per mile	XE9ED	—	0.14
• Over 25 to 50			
- Fixed	XU9E5	68.71	21.12
- Per mile	XE9EE	—	0.13
• Over 50			
- Fixed	XU9E6	68.71	22.10
- Per mile	XE9EF	—	0.14

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE
9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE
A.4.a.(4) (Cont'd)

	NONRECURRING CHARGE	MONTHLY RATE
(b) Charges for Company network services (Company portion only) when being provided in conjunction with other local exchange carriers[1,2]		
• From Originating End Office to Meet Point	[3]	[3]
• From Meet Point to the PSAP Serving Central Office	[4]	[4]
(5) Originating End Office 911 Code Translation, per End Office	ICB	ICB

[1] The monthly mileage rates apply to the airline distance measured between the central offices through which the service is provided.

[2] Mileage applies where applicable to business service. See 10.2.1.

[3] For the Company portion, apply same rates and charges for 911 Code Recognition and fixed transport mileage per mileage band, and if requested, rates and charges for Automatic Number Identification.

[4] For the Company portion, apply same rates and charges for 911 business line and fixed transport mileage per mileage band.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

A.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. 911 Transport Non-dedicated[1]			
• Originating End Office Emergency Call Forwarding	9R1	[2]	[2]
• Originating End Office 911 Code Translation, per End Office	E99++	ICB	ICB

[1] One exchange line is required at the PSAP for each Originating End Office Emergency Call Forwarding feature to allow answering of calls forwarded.

[2] Apply same rates and charges as shown in 5.4.4, *MARKET EXPANSION LINE* Service. The USOC 9R1 has no rate and is used for internal tracking purposes only.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

B. Enhanced Universal Emergency Number Service (E911)

1. Description

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 (E911) Service, is a communication service whereby one or more PSAPs designated by the E911 customer may receive telephone calls dialed to the telephone number 911. E911 Service includes network facilities necessary for the answering, transferring, and forced disconnect of emergency 911 calls originated by persons within the serving area.

2. Definitions

Alternate Routing (AR)

A method by which 911 calls are routed to a designated alternate location if all E911 lines to the primary PSAP are busy, or the primary PSAP is closed for a period of time.

Automatic Location Identification (ALI)

A feature by which the name and address associated with the calling party's telephone number (identified by ANI feature) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Location Identification/Data Management System (ALI/DMS)

A computer data base used to create, store and update the data (e.g. Emergency Service Numbers, addresses, customer names, etc.) required to provide the Selective Routing and ALI features.

Automatic Number Identification (ANI)

A feature by which the calling party's telephone number is forwarded to the E911 customer's premises equipment for display.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Default Routing (DR)

A feature activated when an incoming 911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP designated by the E911 customer.

Diverse Route

A method of deploying end office facilities using separate systems to provide E911 Service in case of facility or central office equipment failure.

Emergency Service Central Office (ESCO) Code

A code that identifies the originating End Office of a 911 call.

Emergency Service Numbers (ESNs)

Numbers used to identify primary and secondary PSAP locations as well as unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area. ESNs are programmed into the Automatic Location Identification-Data Management System and are assigned by the Company to facilitate the routing and transfer features.

End Office

A central office which receives originating 911 calls.

E911 Control Office/Tandem

A central office which provides tandem switching of 911 calls. It controls switching of ANI information to the PSAP and also provides the Selective Routing feature and certain maintenance functions for each PSAP.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

E911 Service Area

The geographic area in which the E911 customer will answer all 911 calls and transfer, relay or dispatch appropriate emergency assistance.

E911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The E911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

E911 Transport

Utilization of dedicated point-to-point circuits between an End Office or a Private Switch/MLTS and an E911 Control Office, a control office and a PSAP and/or a PSAP. E911 Transport is only to be used to transmit a telephone number (Automatic Number Identification Transport), a name and address (Automatic Location Identification Transport), or routing information (Selective Routing Transport) associated with a 911 call.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming 911 calls to secondary PSAPs by use of a single button on the customer premises equipment.

Forced Disconnect

A feature that allows the PSAP attendant to release a connection regardless of the action of the calling party. This prevents blockage of the incoming 911 lines serving the PSAP.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming 911 call by manually obtaining dial tone through use of the telephone switchhook or the appropriate button on the customer premises equipment and dialing the appropriate telephone number or speed calling code.

Master Street Address Guide (MSAG)

A data base of street names and address ranges within their associated communities defining emergency service zones for 911 purposes.

MLTS

A Multi-line Telephone System (MLTS) comprised of common control unit(s), telephone sets, and control hardware and software. This includes network and premises based systems. i.e., Centrex and PBX, Hybrid, and Key Telephone Systems (as classified by the FCC under Part 68 Requirements) and includes systems owned or leased by governmental agencies and non-profit entities, as well as for profit businesses.

P.01 Grade of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Switch/MLTS

Any communications service provided by a non-certificated telecommunications provider with a unique identifying number which is connected directly to the Public Switched Telephone Network.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE 9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE B.2. (Cont'd)

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a Private Switch/MLTS to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual Switch/MLTS stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP. PS/ALI also is available to Centrex/*CENTRON* customers who wish to provide the E911 system with more station specific location and routing information. These are the only intended uses for this service.

Private Switches/MLTS supported by ISDN PRI do not need to purchase separate 911 trunks.

Private Switch/Automatic Location Identification (PS/ALI) Customer

The PS/ALI customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units, or a Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer who desires to provide station location information to the E911 system.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive E911 calls directly from the public; secondary PSAPs receive E911 calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.2. (Cont'd)

Reverse Search of the Automatic Location Identification (ALI) Data Base

A query of the ALI data base initiated at the PSAP to electronically obtain the ALI data associated with a known telephone for purposes of handling an emergency call when that telephone is not directly connected to the PSAP in accordance with WAC 480-120-452.

Selective Routing (SR)

A feature that permits a 911 call to be routed to the designated primary PSAP based upon the identified telephone number of the calling party.

Selective Routing "In" Trunk Port

Provides termination of the incoming trunking arrangement from the end office to the Tandem for transmitting voice messages to the PSAP.

Selective Routing "Out" Trunk Port

Provides termination of the outgoing trunking arrangement from the Tandem to the PSAP for purposes of transmitting voice.

Serving Central Office

The central office from which a PSAP, either primary or secondary, is served.

Standard Addressing

A means of addressing which provides street/road names and house numbers, used in populating the Automatic Location Identification/Data Management System.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B. Enhanced Universal Emergency Number Service (E911) (Cont'd)

3. Terms and Conditions

- a. This service is limited to the use of 911 as the universal emergency telephone number.
- b. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies may subscribe to other telephone service as provided in this and other tariffs of the Company.
- c. E911 Service is furnished to the E911 customer only for the purpose of receiving reports of a public safety nature from the public.
- d. E911 Service is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis.
- e. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the E911 customer's personnel to respond to such calls.
- f. Reverse Search
 - (1) A PSAP may make a reverse search of information in the Automatic Location Identification (ALI/DMS) database when, in the judgment of the representative of the PSAP, an immediate response to the location of the caller or to the location of another telephone number reported by the caller is necessary because of an apparent emergency.
 - (2) A record shall be created by the telecommunications Local Exchange Company (LEC) or in the database that is searched at the time of the reverse search showing the date and time, the number searched, the PSAP, and, if feasible, the PSAP agent position from which the reverse search is initiated. The records shall be retained for at least three years following the search.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.f. (Cont'd)

- (3) Reverse search shall not be used for criminal or legal investigations or other non-emergency purposes.
- g. E911 Service is not subject to the "temporary suspension" provision in Section 2 by the customer or the Company.
- h. E911 information consisting of the names, addresses, and telephone numbers of Company customers whose listings are not published in directories or listed in directory assistance offices is confidential. Should an E911 customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information.
- i. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the calling party's location may be furnished in connection with a call to 911.
- j. Default Routing and End Office identification in the form of an Emergency Service Central Office (ESCO) code will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) for E911 systems served from central offices not equipped to transmit ANI. Default Routing tables will be mutually negotiated between the customers and the Company.
- k. End Office identification is provided in lieu of Automatic Number Identification/Automatic Location Identification on calls placed from four-party or eight-party lines and cellular phones.
- l. The Company's entire liability to any person for interruption or failure of E911 Service and Private Switch/Automatic Location Identification (PS/ALI) shall be limited to the terms set forth in this schedule and other schedules of this Tariff.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- m. The Company shall not be liable for civil damages caused by an act or omission of the Company, its employees or agents in the design, development, installation, maintenance or provision of consolidated 911, enhanced 911 emergency communications systems or services, or PS/ALI, other than an act or omission constituting gross negligence or wanton or willful misconduct.
- n. The 911 Jurisdiction agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of person or persons, caused or claimed to be caused by the acts or omissions of the 911 Jurisdiction and its operation or use of the E911 Service or Private Switch/Automatic Location Identification.
- o. The E911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the E911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the E911 customer's public safety jurisdiction.
- p. Application for E911 Service must be executed in writing by each E911 customer. If application for service is made by an agent, the Company must be provided, in writing, with satisfactory proof of appointment of the agent by the E911 customer.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- q. The conditions set forth in this Tariff shall be consistent with any standard rules that may be adopted by the Emergency Management Division of the Washington Military Department and the Washington Utilities and Transportation Commission. The Company reserves the right to revise rates if a change is caused by the rules or standards that affects the cost of providing service. The E911 customer must furnish the Company its agreement to the following terms and conditions:
- (1) All 911 calls will be answered on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - (2) The E911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (3) The E911 customer will provide Customer Premises Equipment (CPE) with a capacity adequate to handle the number of incoming circuits necessary to provide P.01 Grade of Service. It is the E911 customer's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.
 - (4) Prior to any dispatch, the E911 customer will attempt, where feasible, to verify the location of the incident with the caller.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- r. When the Selective Routing feature is provided, the E911 customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area. A range of Emergency Service Numbers (ESNs) will be provided by the Company. Prior to the effective date of service, the E911 customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 Service Area. These ESNs will be programmed into the Automatic Location Identification/Data Management System and loaded on the Tandem to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E911 Service Area.

The following terms define the E911 customer's responsibility in providing this information:

- After establishment of service, it is the E911 customer's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
- The E911 customer will respond to MSAG inquiries from telephone companies or contracted database suppliers within two business days of notification.
- Update and maintain the MSAG to National Emergency Number Association recommended standards and U.S. Postal Service addressing standards. MSAGs that are not currently to these standards will need to be brought into standard in concert with the Company and other telephone companies.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- s. When the Selective Routing feature is provided, the following conditions define the Company's responsibilities for file management:
- (1) Coordinate with the E911 customer and other telephone companies (that are part of Company-provided system) to establish specific implementation schedules and roles for successful installation.
 - (2) Consult with the E911 customer on design of Master Street Address Guide (MSAG) and Emergency Service Zones. Provide training and written documentation to the E911 customer and other telephone companies' appointed MSAG coordinator on file development.
 - (3) A range of Emergency Service Numbers will be provided to the E911 customer by the Company.
 - (4) Build and maintain MSAG file in concert with the E911 customer and other telephone companies utilizing National Emergency Number Association recommended standards and U.S. Postal Service addressing standards.
 - (5) Establish and implement with the E911 customer and other telephone companies the process for ongoing MSAG updates. Routine MSAG changes on Company controlled files will be processed within one business day from time of receipt. E911 customer requested special large volume changes and annexations, may require more than one business day and may result in additional charges.
 - (6) Company will provide a method of verifying all properly received updates to the MSAG showing each change, deletion and addition to the MSAG within five business days.
 - (7) The Company will staff the data base with trained personnel to receive Master Street Address Guide (MSAG) updates from the E911 customer until 5:00 p.m. Pacific time each business day.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.s. (Cont'd)

- (8) Provide initial development and load of selective routing tables into the Company's Control Office/Tandem. Update routing tables each business day as required.
 - (9) A complete MSAG file will be provided on a quarterly basis to each E911 customer, up to a maximum of one copy in an electronic medium. Any E911 customer request for distribution in excess of the standard quarterly distribution, to include a mix of mediums, may result in additional charges.
 - (10) Each telephone company will receive one copy of the MSAG file in an electronic medium on a quarterly basis.
 - (11) The timing of any company initiated MSAG changes impacting the E911 customer or other telephone companies will be negotiated prior to implementation.
- t. When the Automatic Location Identification (ALI) feature is provided, the following conditions define the Company's responsibilities for data base management:
- (1) Coordinate the building and maintenance of the subscriber record (ALI) data base to include the Company's and other telephone subscriber records as appropriate.
 - (2) When receiving data from other telephone companies, supply technical support for data transmission problems.
 - (3) Establish and implement with the E911 customer the process for ongoing Automatic Number Identification/Automatic Location Identification (ANI/ALI) inquiries. Any ANI/ALI inquiries will be resolved within five business days of receipt.
 - (4) Supply, operate, monitor and maintain an E911 Automatic Location Identification/Data Management System (hardware and software) that is operational twenty-four hours a day, seven days a week for data retrieval.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.t. (Cont'd)

- (5) Provide complete back-up of all subscriber record files on-line at all times.
 - (6) Average timing for ALI response is not to exceed two seconds until the first character is displayed.
 - (7) Provide other telephone companies a copy of their own subscriber records (ALI) data base file once a year for verification.
 - (8) Store an audit trail of ALI retrievals for a minimum of one month and provide a monthly ALI retrieval activity report to the E911 customer.
 - (9) The Company will staff the data base operations with trained data base personnel until 5:00 p.m. Pacific time each business day.
 - (10) Based on a measurement of ALI retrievals compared to ALI errors identified at the PSAP as a result of 911 calls, the Company will maintain a level of 97% data base accuracy. Accuracy for data originating from a source other than the Company will be the responsibility of the originator. Foreign exchange service where the NXX is outside the system may not be accurately displayed or routed.
 - (11) Service order updates will be reflected in the 911 computers within one business day of posting an order completion to the Company's master customer records data base.
- u. When the Automatic Location Identification (ALI) feature is provided, the following conditions define the E911 Customers responsibilities for database management:
- (1) E911 customer will use electronic communications medium (currently 911NET) for notifying Company Database Management of ANI/ALI errors for no telephone number (no ANI) bad address (ALI), no record found and misroute errors received on 911 calls at the PSAP.
 - (2) When MSAG queries are generated out to ANI/ALI investigation the PSAP will have five business days to respond.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- v. The Company shall not be required to provide E911 Service to less than an entire Central Office Serving Area.
- w. The rates charged for E911 Transport Service include normal Public Switched Telephone Network monitoring of facilities to discover errors, defects, and malfunctions in the network, but do not include any additional monitoring. If available, at the request of the E911 customer, the Company will provide additional inspection and monitoring of facilities for an additional charge. The E911 customer and the Company shall promptly notify each other in the event the system is not functioning properly.
- x. All E911 customers must purchase facilities to maintain a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be required to connect each End Office in the E911 system to the E911 Control Office (Selective Router) and from the Selective Router to the PSAP.
 - The Company will provide quarterly traffic studies to aid the E911 customer in maintaining P.01 Grade of Service for network and trunking from Company End Offices to the Selective Router and from the Company Selective Router to the PSAPs.
 - Basic traffic studies contain Trunk Group, Number of Trunks, Overflow and the Highest Peg Count or Usage for the study period. Traffic Studies that are customized or require more detailed report request will be charged accordingly.
- y. Where company facilities permit, the E911 customer can request route diversification and redundancy of any or all interoffice and/or local facility routes. Additional charges for any new construction and provisioning to provide route diversity at the customer's request will be the responsibility of the E911 customer and will be assessed on an individual case basis.
- z. When the Company's Automatic Location Identification service feature is provided, two data circuits will be required to connect each PSAP Serving Central Office in the E911 Service Area to the ALI Host servers.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

- aa. Secondary PSAPs that are not equipped to display Automatic Number Identification on compatible customer premises equipment must receive calls on a transfer basis over the public switched telephone network unless the customer subscribes to additional E911 Transport Service.
- bb. E911 Service is offered subject to availability of facilities.
- cc. When the Company's Selective Routing (SR) feature is purchased, the E911 customer must also purchase SR "In" and "Out" trunk ports.
- dd. Definitions and conditions outlined in the Private Line Transport Services Catalog apply to E911 Transport Service, unless otherwise specified within this Section.
- ee. The Company will provide one type of 911 service per central office, either basic or enhanced, but not both.
- ff. The Selective Routing feature of a Private Switch/Automatic Location Identification will be limited to the E911 Serving Area in which the Private Switch/MLTS is located as well as the E911 system's Selective Routing pattern, as prescribed by the E911 customer.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3. (Cont'd)

gg. In PS/ALI service application, the Private Switch/MLTS owner/operator, or Centrex/*CENTRON* customer must meet the following requirements:

- (1) The PS/ALI customer must indicate in writing that the E911 customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.
- (2) Provide a single point of contact and written documentation to the Company stating that the E911 customer or its affected PSAPs will:
 - Accept and dispatch calls for those Private Switch/MLTS stations,
 - Assign appropriate Emergency Service Numbers, and
 - Provide any Master Street Address Guide additions or modifications that are required.
- (3) Private Switch/MLTS operators must only submit numbers to the ALI database that are necessary for an emergency response. Operators must provide seven or ten digit ANI. This information must be approved by the Company prior to implementation to assure that no conflict exists between the Private Switch/MLTS numbering plan and the Company's overall numbering plan.
- (4) Private Switch/MLTS ANI multifrequency signaling must conform to the specifications outlined in Technical Publication 77338, Qwest Corporation Enhanced 911 for Private Switch/Automatic Location Identification Service Network Interface Specification.
- (5) Create, maintain and forward to the Company, current telephone number and address data in the format specified by the PS/ALI at the time intervals mutually agreed upon by the Company and the PS/ALI customer.
- (6) Configure Private Switch/MLTS to connect at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the Private Switch/MLTS. Each system must maintain a P.01 Grade of Service or better for 911 call processing.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.3.gg. (Cont'd)

- (7) Develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.
- (8) Private Switch/MLTS subscribers may choose to order a minimum of two dedicated 911 trunks to the E911 Control Office (Tandem) or utilize ISDN PRI originating from an end office currently connected to the E911 Control Office Tandem.
- (9) Use personal computer hardware and software (or PC equivalent hardware and software) for ongoing customer record update programs and processes that conform to the specifications outlined in the Qwest Corporation Private Switch/Automatic Location Identification User's Manual.

4. Rates and Charges

- a. Nonrecurring charges specified in Section 3 may apply, as appropriate, in addition to the rates and charges specified in paragraphs following.
- b. The calling party is not charged for calls placed to the 911 number.
- c. When a call is transferred from a primary PSAP and toll charges are applicable, the charges are billed to the primary PSAP according to rates applicable from the rate center in which the E911 Control Office providing the transfer resides to the rate center where the transfer terminates.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

- d. The rates and charges contained herein apply to services provided within the Company. Additional charges rendered by other local exchange carriers in connection with the provisioning of this service to the E911 customer will also apply.
- e. The rates and charges for E911 Service are based upon utilizing National Emergency Number Association recommended standards and U.S. Postal Service addressing standards in populating the Data Management System (DMS). Addressing not in this format will result in errors that must be manually corrected. After manual review by the customer, and confirmation that no alternative addressing is available, the Company will load Rural Route, P.O. Boxes, and etc., existing in our telephone customer records, into the DMS for no additional charges. Should there be a need for additional manual data base work to be performed by the Company, additional charges could apply, and will be calculated on an individual case basis.
- f. Tie lines, extension lines and other such channels connecting a PSAP to various agencies such as police, fire or ambulance service are provided at established rates for such channels and facilities specified in this Tariff and the Private Line Transport Services Catalog.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
g. E911 Transport Service			
(1) Service Provisioning, initial installation, per circuit			
• Voice	N/A	\$270.67	—
• Data	N/A	270.67	—
(2) Service Provisioning, subsequent installation, per circuit			
• Voice	N/A	98.68	—
• Data	N/A	98.68	—
(3) Network Access Channel[1]			
• Two-wire, per channel	XCD2X	—	\$14.25
• Four-wire, per channel	XCD4X	—	27.80
(4) Channel Performance[1]			
• Voice Grade 33 Reverse Battery Signaling	CE91X	25.53	6.03
• Voice Grade 36 Basic Performance Plus Data Stream	CE9LX	25.53	13.17

[1] Network Access Channels and Channel Performance charges apply to all types of 911 trunks.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.g. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) Transport Mileage,			
• Fixed	XU9E3	\$38.16	\$24.00
• Per mile	XE9EC	—	0.12

h. Service Features

- (1) Customers must purchase Automatic Number Identification when purchasing Selective Routing (SR) or Automatic Location Identification.
- (2) Where two jurisdictions are served by one central office, each jurisdiction may select a different feature combination as long as SR is one of the features.
- (3) The following standard features are included with SR:
 - Default Routing
 - Alternate Routing
 - Speed Calling
 - Fixed, Manual, Arrangements
- (4) Forced disconnect is standard with each of the service features.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.h. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) MSG Preparation			
• 0-5,000 Lines	NKC9A	\$ 9,890.00	—
• 5,000-20,000 Lines	NKC9B	11,385.00	—
• 20,001 – 50,000 Lines	NKC9C	14,375.00	—
• >50,000 Lines	NKC9D	ICB	—
• Additional Copies of Reports, per Report	NKC9P	28.75	—
• Additional Simulations, per Simulation	NKC9Q	2,875.00	—
(6) Automatic Number Identification, per trunk[1]			
• MF Signaling	D98	26.05	\$ 2.05
• SS7 Signaling	DT198	26.05	2.06
(7) Tandem (non-SR) (Company and non-Company)			
• Per 100 ALI Records[2]	9NR	0.46	1.34
• "In" trunk port MF	SJ61X	21.00	3.62
• "In" trunk port SS7	SJ63X	21.00	3.62
• "Out" trunk port	SJ60X	39.23	55.67

[1] Monthly rate includes the quarterly traffic study reports.

[2] Rounded to nearest 100 ALI Records. This count is based upon the maximum number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.h. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(8) Selective Routing (SR) (Company Exchanges)			
• Per 100 records[1]	9LT	\$ 0.46	\$ 3.63
• SR incoming trunk port MF[2]	SR61X	21.00	3.62
• SR incoming trunk port SS7[2]	SR63X	21.00	3.62
• SR outgoing trunk port[3]	SR6OX	39.23	55.67
(9) SR (non-Company Exchanges)			
• Per 100 ALI records[1]	9ST	0.46	3.24
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[3]	SJ6OX	39.23	55.67
(10) Automatic Location Identification (ALI) (Company Exchanges), per 100 ALI records[1]	9AB	0.46	3.69
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ6OX	39.23	55.67

[1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

[2] The rates and charges are for terminating each individual incoming trunk into the tandem from a central office.

[3] The rates and charges are for terminating each individual outgoing trunk of the 911 tandem to a PSAP or to another tandem.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.h. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(11) ALI (non-Company Exchanges), per 100 records[1]	9AF	\$ 0.46	\$ 3.08
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67
(12) Combined ALI and SR (Company Exchanges), per 100 ALI records[1,2]	ERN	0.46	7.32
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67
(13) Combined ALI and SR (non-Company Exchanges), per 100 ALI records[1,3]	EHV	0.46	6.32
• SR incoming trunk port MF[2]	SJ61X	21.00	3.62
• SR incoming trunk port SS7[2]	SJ63X	21.00	3.62
• SR outgoing trunk port[2]	SJ60X	39.23	55.67

[1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

[2] See B.4.h.(8) for SR trunk port rates and charges.

[3] See B.4.h.(9) for SR trunk port rates and charges.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4. (Cont'd)

i. Private Switch/Automatic Location Identification (PS/ALI)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(1) Service Provisioning			
• First circuit installed	SCH	\$ 270.68	—
• Each additional circuit	SCHAX	98.68	—
(2) Automatic Location Identification (ALI),			
• Per 100 ALI records[1,2]	9DS	0.46	\$3.08
• Site Engineering Fee[3]	9DAPN	1,447.74	—
(3) Combined ALI and Selective Routing,			
• Per 100 ALI records[1,2]	9NW	0.46	6.32
• Selective Routing, incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee[3]	9DAPN	1,447.74	—
(4) Selective Routing only			
• Per 100 ALI records[1,2]	9C2	0.46	3.24
• Incoming trunk port	SZ61X	21.00	3.62
• Site Engineering Fee[3]	9DAPN	1,447.74	—

[1] Rates and charges apply to a minimum of 100 ALI records. Rates and charges also apply to each additional 100 ALI records, or fraction of 100 ALI records. Record count will be reviewed annually to update billing.

[2] PS/ALI customers managing multiple private systems/MLTS may consolidate such systems for purposes of applying the ALI rate when the PS/ALI records are administered by a single point of contact.

[3] Rates and charges apply to each unique (non-consolidated) system the PS/ALI customer establishes.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

B.4.i. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(5) Network Access Channel			
• Two-wire, per channel	XCD2D	—	\$14.25
• Four-wire, per channel	XCD4D	—	27.80
(6) Channel Performance			
• Voice Grade 33 Reverse Battery, MF or SS7 Signaling	CE92X	\$25.53	6.03
• Voice Grade 33 E&M Signaling	CE94X	25.53	17.05
(7) Transport Mileage,			
• Fixed	XU9D3	38.16	24.00
• Per mile	XE9DC	—	0.12
j. Customer Specific Automatic Location Identification/Data Management System Addressing and Correction	N/A	ICB	ICB
k. Additional Monitoring/ Inspections	N/A	ICB	ICB
l. Diversity and Redundancy	N/A	ICB	ICB

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

C. Wireless E911 Connectivity[1]

Wireless E911 Connectivity allows for the delivery of a wireless 911 call through the Company E911 network to a PSAP.

1. Connection through Company E911 Control Office Carriers having the capability to provide wireless handset ANI, cell site and sector and/or longitudinal and latitudinal (x,y) coordinates in the appropriate format, may connect directly to the Company's E911 Control Office. The E911 Control Office will forward information to the PSAP as well as provide Selective Routing functions.
2. Definitions

ALI Delivery

The process which delivers the ALI information, and the wireless handset's ANI, cellsite and sector and/or longitudinal and latitudinal (x,y) coordinates to the PSAP.

Mobile Switching Center (MSC)

A Wireless Carrier's switch that manages facilities used to provide wireless two-way telecommunications services.

Shell Record

A record in the ALI Database with limited information to be used with wireless E911. This record is populated at the time of the call by the Wireless Carrier.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E911 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

9. CENTRAL OFFICE SERVICES

- 9.2 EMERGENCY REPORTING SERVICE**
9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE
C.2. (Cont'd)

Psuedo ANI (PANI)

A unique seven digit non-dialable number used to route a wireless 911 call.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

3. Terms and Conditions

- a. Wireless E911 Connectivity is determined by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.

9. CENTRAL OFFICE SERVICES

- 9.2 EMERGENCY REPORTING SERVICE**
9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE
C.2. (Cont'd)

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.3. (Cont'd)

- b. Delivery of wireless calls to the PSAP requires specific entries in the E911 ALI database. These entries must be MSAG valid and agreed upon by each PSAP. The entries are then loaded into the ALI database by the Wireless Carrier.
- c. A minimum of two dedicated trunks are required between the MSC and the Selective Routing switch and are the responsibility of the Wireless Carrier. In addition, the PSAP is required to subscribe to two selective routing ports to terminate these incoming trunks.
- d. Wireless E911 Connectivity Rate Stability Plan.

Wireless E911 Connectivity may be ordered under a Rate Stability Plan Agreement for any term between 12 through 60 months. The Rate Stability Plan assures that during the term of the Agreement the monthly rates for Wireless E911 Connectivity will not exceed the rates in effect at the time the Agreement is signed by the customer, except where an increase mandated by a regulatory authority. The terms and conditions for the Wireless E911 Connectivity Rate Stability Plan are as follows:

- (1) The minimum service period for any Agreement is 12 months.
- (2) Customers with Wireless E911 Connectivity currently under a month-to-month payment option, may enter into an Agreement at any time.
- (3) Wireless E911 Connectivity monthly rates provided under an Agreement will be those rates in effect at the time the Agreement is signed by the customer.
- (4) The monthly rates for Wireless E911 Connectivity added to an existing Agreement are the rates in effect at the time of such addition.
- (5) If the stability plan rates are reduced in the Tariff, the rates under an Agreement shall also be reduced accordingly.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

C.3.d. (Cont'd)

(6) At the end of the term of an Agreement, the customer may enter into a new Rate Stability Plan, if such plan is offered by the Company; may convert to month-to-month rates; or may terminate Wireless E911 Connectivity. Should the customer not make a choice by the end the term of the Agreement, customer's Wireless E911 Connectivity rates will automatically revert to those in effect for the then current month-to-month pricing option. If Wireless E911 Connectivity is continued under any Wireless E911 Connectivity pricing plan, including non-stabilized month-to-month, nonrecurring charges will not apply.

(7) The Rate Stability Plan is also subject to the terms of the Termination Liability/Waiver Policy set forth in 2.2.14.A., preceding.

4. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Wireless 911 Feature Service			
(1) Combined ALI and SR (non-Company Exchanges), Per 100 ALI records[1,4]	E8WER	\$ 0.48	\$ 6.38
• SR incoming trunk port SS7[2]	E8W1X	21.00	4.71
• SR outgoing trunk port[3]	SR60X	39.23	55.67

[1] Rounded to nearest 100 ALI Records. This count is based upon the number of ALI Records associated with the E911 Service Area at the time service is established. This number will be based upon an annual review using the ALI Records on a date to be negotiated with the E911 customer.

[2] The rates and charges are for terminating each individual incoming trunk into the tandem from a central office.

[3] The rates and charges are for terminating each individual outgoing trunk of the 911 tandem to a PSAP or to another tandem.

[4] Network Access Channels and Channel Performance charges apply to all types of 911 trunks.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE (Cont'd)

D. Universal Emergency Number Service Subscriber Records

1. Description

Subscriber Records service consists of the Company's subscribers' names, service addresses and telephone numbers which are provided to a 911 customer for purposes of identifying the location or identity, or both, of a person calling a 911 PSAP.

2. Terms and Conditions

a. General

- (1) The 911 customer may use the subscriber records to create and maintain a 911 location database that is used to assist in the process of dispatching public safety agencies.
- (2) Subscriber Record information provided by the Company is proprietary and the 911 customer will not duplicate and transfer such records to a third party except with Company written authorization. Duplicate copies can be made by the 911 customer for database back-up to protect the integrity of the system. Upon termination of Subscriber Records, the records will be returned to the Company, or upon the Company's approval, records may be destroyed by the 911 customer.
- (3) If two or more 911 customers request distribution of the same scrubbed Subscriber Records, both 911 customers will be required to pay the full rates and charges for Subscriber Records. If two or more 911 customers request distribution of the same unscrubbed Subscriber Records, the second request will be billed the rate and charge for a dual request.
- (4) Data format will be in the NENA recommended data exchange format.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2. (Cont'd)

- (5) Method of delivery is electronic download utilizing NENA recommended protocols for data exchange.
- (6) The company recommends daily data delivery of Subscriber Records but will negotiate other frequency options with the 911 customer.
- (7) If the 911 customer elects to have Subscriber Records data delivered by other than computer file transfer, there may be additional costs assessed to the 911 customer.
- (8) The Company will deliver Subscriber Records information to the 911 customer or an entity designated by the 911 customer to perform 911 database services.
- (9) Subscriber Record unscrubbed data has not been verified with a MSAG and the records do not include the Emergency Service Number (ESN) information.
- (10) Subscriber Record scrubbed data has been validated with a MSAG provided by the 911 customer or assigned database agent.
- (11) The 911 customer may request Subscriber Records as either unscrubbed data, or as scrubbed MSAG valid data.
- (12) Subscriber Records information meets Minnesota Standards

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2. (Cont'd)

b. Company Responsibilities Include:

(1) Company provides unscrubbed data

- Creation of an initial copy of the Company's subscriber records on a full NXX basis only.
- Creation of daily update files.
- Creation of an annual refresher file, consisting of a copy of the current subscriber records for the exchanges previously requested by the 911 customer.
- Providing Subscriber Records for Company exchanges, initially and as changes to Company service occur.
- Storage of a backup copy for ten calendar days of the Subscriber Records provided to the 911 customer.
- Correction of Company's corporate records with valid assigned addresses based on standard addressing as determined by the Company, the 911 customer and the addressing authority for the jurisdiction. The 911 customer will communicate the valid addresses to the Company and the Company will update the telephone number records and the Company SAG.
- Maintaining a point of contact to verify source systems.

(2) Company provides scrubbed, MSAG valid data

- Creation of an initial copy of the Company's subscriber records on a full NXX basis only.
- Creation of daily update files.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.b.(2) (Cont'd)

- Providing Subscriber Records for Company exchanges, initially and as changes to Company service occur.
- Storage of backup copy for ten calendar days of the Subscriber Records provided to the 911 customer.
- Correction of Company's corporate records with valid assigned addresses based on standard addressing as determined by the Company, the 911 customer and the addressing authority for the jurisdiction. The 911 customer will communicate the valid addresses to the Company and the Company will update the telephone number the records and the Company SAG to agree with the 911 customer's MSAG if one is utilized.
- Maintaining a point of contact to verify source systems.
- Performing daily error correction activities on Company Subscriber Records within 48 hours of notification on errors resulting from processing of updates to 911 customer's database.
- Monitoring the Company Subscriber Records database quality for the affected NXX's and initiating corrective actions. Activities include but are not limited to: monitoring the timeliness of updates and error correction, error levels and error types.
- Maintaining the Company SAG to agree with the 911 customer's standard addressing system reflected in the MSAG for the Company affected NXX areas. The Company will validate their Subscriber Records to the SAG prior to delivering the 911 records to the 911 customer.
- Creation of an annual refresher file consisting of a copy of the current subscriber records for the exchanges previously requested by the 911 customer.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.b.(2) (Cont'd)

- Resolving ANI/ALI inquiries supplied by the 911 customer or database agent within five business days of receipt. Quantities of over 60 ANI/ALI inquiries received in one day from one customer will be considered other than normal workload. When quantities above normal workload are received, the Company will contact the 911 customer to negotiate a completion timeline.
- Distributing the Company's Street Address Guide (SAG) in MSAG format to the 911 customer to facilitate the build of the MSAG.

c. 911 Customer Responsibilities Include:

(1) Company provides unscrubbed data

- Entering into an agreement with the Company. The agreement will define the means of delivering Subscriber Records data from the Company to the 911 customer.
- When file transfer is utilized the 911 customer is responsible for providing compatible computer hardware and software to receive Subscriber Records via a dial-up line connection to the Company computer. The 911 customer is responsible for providing the line for receiving the subscriber data.
- Designating an individual to administer the data, and act as a single point of contact to Company.
- Developing methods and procedures to facilitate receiving and loading data.
- Creating methods and procedures to ensure that the 911 customer's computer is available to receive Company data at a mutually agreeable time.
- Monitoring transmission of data for successful completion.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.c.(1) (Cont'd)

- Notifying the Company within 24 hours of assigned receipt time if transmission is not successful.
 - Specifying the geographical area for which Subscriber Records information is required. Subscriber Records will not be provided for less than an entire NXX service area.
 - Assuming the responsibility that Company Subscriber Records information shall not be used or disclosed by 911 system agencies or their employees for criminal investigations or civil discovery, except under court order.
 - Resolving ANI/ALI inquiries supplied by the 911 customer or database agent within five business days of receipt. Quantities of over 60 ANI/ALI inquiries received in one day from one customer will be considered other than normal workload. When quantities above normal workload are received, the Company will contact the 911 customer to negotiate a completion timeline.
 - Distributing the Company's Street Address Guide (SAG) in MSAG format to the 911 customer to facilitate the build of the MSAG.
- (2) Company provides scrubbed, MSAG valid data
- Entering into an agreement with the Company. The agreement will define the means of delivering Subscriber Records data from the Company to the 911 customer.
 - When file transfer is utilized the 911 customer is responsible for providing compatible computer hardware and software to receive Subscriber Records via dial-up line connection to the Company computer if electronic means of deliver is chosen. The 911 customer is responsible for providing the line for receiving the subscriber data.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D.2.c.(2) (Cont'd)

- Designating an individual to administer the data, and act as a single point of contact to Company.
- Developing methods and procedures to facilitate receiving and loading data. Creating methods and procedures to ensure that the 911 customer's computer is available to receive Company data at a mutually agreeable time.
- Monitoring transmission of data for successful completion.
- Notifying the Company within 24 hours of assigned receipt time if transmission is not successful.
- Specifying the geographical area for which Subscriber records information is required. Subscriber Records will not be provided for less than an entire NXX service area.
- Assuming the responsibility that Company Subscriber Records information shall not be used or disclosed by 911 system agencies or their employees for criminal investigations or civil discovery, except under court order.
- Providing a single point of contact to Company for MSAG and Subscriber Records addressing issues.
- Providing the Company access to verify the 911 records of their subscribers as submitted to the 911 customer.
- Providing written verification to the Company within 72 hours of update of each addition, change or deletion of information in the MSAG as made by the 911 Customer.
- Providing a complete written copy of the MSAG to the Company on a quarterly basis. In addition, upon request the 911 customer will provide, without charge, the MSAG on computer disk or tape in a mutually agreed upon format.

9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911 - BSE

D. Universal Emergency Number Service Subscriber Records (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Unscrubbed Subscriber Records[1,2]			
- Per subscriber telephone number record	9RJPN	—	\$0.02
- Per 100 subscriber telephone number records	9RJ1X	\$58.95	1.52
- Per 100 subscriber telephone number records, dual request	9RJ1Z	—	1.00
• Scrubbed, MSAG Valid Subscriber Records[1,2]			
- Per subscriber telephone number record	9SBPN	0.59	0.06
- Per 100 subscriber telephone number records	9SB1X	58.95	5.57
• Establishing Subscriber Records, per service order	SEPEW	6.91	—

[1] Telephone number records include the following types of service; residence, business, Centrex stations, PBX trunks and Public Communications Service.

[2] Rates will be calculated by taking the full units of 100 subscriber telephone number records at the per 100 rate plus each subscriber telephone number record at the per subscriber telephone number rate for the remaining records. This count is obtained at the time service is established and annually thereafter to update the Company's billing.

SUBJECT	SHEET
Emergency Reporting Service.....	1
Universal Emergency Number Service – 911	1

9. CENTRAL OFFICE SERVICES

109.2 EMERGENCY REPORTING SERVICE

109.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Wireless E911 Connectivity[1]

See Section 9.2.1 for description, terms and conditions.

1. *CELLTRACE*

- a. Effective April 5, 2006, *CELLTRACE* is obsolete and is not available to new customers. Customers will be allowed to retain *CELLTRACE* only as long as service remains at the same location for the same customer and for as long as the Company can obtain the parts to repair the service.
- b. *CELLTRACE* is a hybrid call associated signal (HCAS) solution within the Company E911 Control Office that provides for the forwarding of ANI from a wireless handset to a PSAP. A call to 911 from a wireless handset is passed from the Mobile Switching Center (MSC) to the Company's selective routing switch on dedicated facilities. Upon completing the call to the PSAP, the cell site location and the number of the originating call are displayed on the PSAP's ALI display device.

2. Definitions

CELLTRACE Interface

A non-blocking trunk signaling device which automatically provides the PSAP with the caller's wireless handset ten digit ANI, the location of the cell site that originated the call and the name of the wireless service provider. This information is then delivered to the 911 database.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E911 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

9. CENTRAL OFFICE SERVICES

109.2 EMERGENCY REPORTING SERVICE

109.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Wireless E911 Connectivity (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• <i>CELLTRACE</i> [1]			
- <i>CELLTRACE</i> Interface, per trunk port	9AN	\$439.95	\$177.55

[1] Customers subscribing to *CELLTRACE* must also subscribe to elements identified under Selective Routing/Automatic Location Identification.

10. MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	SHEET
Caller Identification Blocking Options	1
Per Call.....	1
Per Line.....	2
N11 Service.....	5

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

A. Caller Identification Blocking - Per Call

1. Description

Caller Identification Blocking - Per Call, enables a customer to control the disclosure of their name and/or telephone number to a subscriber of Caller identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number. "Private Status" prevents delivery of the name and/or telephone number. Per Call Blocking is provided at no charge.

2. Terms and Conditions

a. Liability

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

3. Rates and Charges

- Residence[1]

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

[1] Caller Identification Blocking for business is found in the Exchange and Network Services Catalog.

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS (Cont'd)

B. Caller Identification Blocking - Per Line

1. Description

Caller Identification Blocking - Per Line provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer by dialing a code, *82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only.

If a line is equipped with Caller Identification Blocking - Per Line, the name and number of that line will not be delivered to any subscriber of Caller Identification. Poison control centers, hospitals, medical centers and others who might use Caller Identification will not be able to identify callers with Caller Identification Blocking - Per Line who need assistance. E911 is not affected.

2. Terms and Conditions

a. Liability

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

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

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

3. Rates and Charges

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.

10. MISCELLANEOUS SERVICE OFFERINGS

10.7 CALLER IDENTIFICATION BLOCKING OPTIONS

B.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
a. Caller Identification Blocking - per line, first time[1]			
• Residence, per line	NKM	\$0.00	—
b. Caller Identification Blocking - per line, Subsequent[1]			
• Residence, per line	NKS	8.00	—

[1] Caller Identification Blocking Options for business customers is found in the Exchange and Network Services Catalog.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

A. 211 Service

1. Description

211 Service (“211”) is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

2. Terms and Conditions

- a. Qwest Corporation will provide 211 Service in Qwest Corporation territory only. To provide 211 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, the 211 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 211 code.
- c. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.
- e. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in 5.7.1 of this Tariff.
- f. Access to 211 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party billing, collect calls),
 - 101XXXX,

In addition, operator assisted calls to the 211 subscriber will not be completed.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICES

A.2. (Cont'd)

- g. The 211 subscriber is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- h. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 211 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.
- j. Disputes regarding geographic coverage by two or more 211 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 211 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 211 subscriber has failed to establish service or decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 211 Service is provided where facilities permit.
- n. The 211 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICES

A.2. (Cont'd)

- o. 211 will be provided under the following conditions:
 - (1) The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgement of the Company, to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
 - (2) The 211 subscriber is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with the service.
 - (3) The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - (4) Suspension of 211 Services is not allowed.
 - (5) The 211 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
 - (6) The Company will provide both oral and written notification when a 211 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICES

A.2. (Cont'd)

- p. The following conditions apply if the 211 subscriber provides a pre-recorded announcement:
- (1) The 211 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The Company's provision of access to the 211 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - (3) The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 211 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- q. The Company may take all legal and practical steps to disassociate it from 211 subscribers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 211 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICES

A. 211 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to-number.
- b. 211 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 211 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to 211 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE (Cont'd)

B. 311 Service

1. Description

311 Service (311) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.

2. Terms and Conditions

- a. Qwest Corporation will provide 311 Service in Qwest Corporation territory only. To provide 311 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 311 code.
- c. 311 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.
- e. Directory listings may be provided for 311 under the terms, conditions, rates and charges specified in 5.7.1 of this Tariff.
- f. Access to 311 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party billing, collect calls),
 - 101XXXX,

In addition, operator assisted calls to the 311 subscriber will not be completed.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

B.2. (Cont'd)

- g. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity, either directly or indirectly.
- h. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 311 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 311 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 311 from areas where 311 Service is not provided will be advised that the service is not available from their number.
- j. Disputes regarding geographic coverage by two or more 311 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 311 Service is provided where facilities permit.
- n. The 311 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach non-emergency local government services provided by dialing 311.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

B.2. (Cont'd)

- o. 311 will be provided under the following conditions:
- (1) The 311 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to handle calls to 311 without impairing the Company's general telephone service or telephone plant.
 - (2) The 311 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - (3) The 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - (4) Suspension of 311 Services is not allowed.
 - (5) The 311 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Company, the 311 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
 - (6) The Company will provide both oral and written notification when a 311 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 311 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

B.2. (Cont'd)

- p. The following conditions apply if the 311 subscriber provides a pre-recorded announcement:
- (1) The 311 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The provision of access to the 311 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - (3) The 311 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 311 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- q. The Company may take all legal and practical steps to disassociate itself from 311 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, its employees or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 311 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone or ZIP Codes can be provided where technically feasible.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

B. 311 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to-number.
- b. 311 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 311 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE (Cont'd)

C. 511 Service

1. Description

511 Service ("511") is a three-digit local dialing arrangement available in specified areas for the delivery of travel information services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 91-105, the 511 code is assigned for access to travel information services.

2. Terms and Conditions

- a. Qwest Corporation will provide 511 Service in Qwest Corporation territory only. To provide 511 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This services is provided subject to the availability of the 511 code.
- c. 511 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.
- e. Directory listings may be provided for 511 at rates under the terms, conditions, and rates specified in 5.7.1 of this Tariff.
- f. Access to 511 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party billing, collect calls),
 - 101XXXX,

In addition, operator assisted calls to the 511 subscriber will not be completed.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

C.2. (Cont'd)

- g. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
- h. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 511 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 511 from areas where 511 service is not being provided will be advised that the service is not available from their number.
- j. Disputes regarding geographic coverage by two or more 511 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. 511 Service is provided where facilities permit.
- n. The 511 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach travel information services provided by dialing 511.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

C.2. (Cont'd)

- o. 511 will be provided under the following conditions:
 - (1) The 511 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant.
 - (2) The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - (3) The 511 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - (4) Suspension of 511 Service is not allowed.
 - (5) The 511 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. If requested by the Company, the 511 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.
 - (6) The Company will provide both oral and written notification when a 511 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 511 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

C.2. (Cont'd)

- p. The following conditions apply if the 511 subscriber provides a pre-recorded announcement:
- (1) The 511 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The provision of access to the 511 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - (3) The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 511 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- q. The Company may take all legal and practical steps to disassociate itself from 511 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to 511 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

C. 511 Service (Cont'd)

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to-number.
- b. 511 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 511 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 511 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	22.25

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE (Cont'd)

D. 711 Services

1. Description

711 Service ("711") is a three-digit local dialing arrangement for telephone transmission access to all Telecommunications Relay Service (TRS) entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 711 code is assigned for nationwide access to TRS entities.

2. Terms and Conditions

- a. Qwest Corporation will provide 711 Service in Qwest Corporation territory only. To provide 711 access to end users in an independent company territory, or to a Competitive Local Access Carrier's (CLEC) end user, the 711 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 711 code.
- c. 711 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.
- e. Directory listings may be provided for 711 at no charge.
- f. Access to 711 is not available to the following classes of service:
 - 0-(credit card, third-party billing, collect calls),
 - 101XXXX,

In addition, operator assisted calls to the 711 subscriber will not be completed.

- g. The 711 subscriber is restricted from selling or transferring the 711 code to an unaffiliated entity, either directly or indirectly.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

D.2. (Cont'd)

- h. 711 will not provide calling number information in real time to the 711 subscriber. If the 711 subscriber needs this type of information, the 711 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 711 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 711 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 711 service from areas where 711 service is not provided will be advised that the service is not available from their number.
- j. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 711 subscriber will be billed the nonrecurring charge when the Company provisions the service.

If during this period, the 711 subscriber has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

- k. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- l. 711 Service is provided where facilities permit.
- m. The 711 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach relay services provided by dialing 711.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

D.2. (Cont'd)

n. 711 will be provided under the following conditions:

- (1) The 711 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to handle calls to 711 without impairing the Company's general telephone service or telephone plant.
- (2) The 711 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
- (3) The 711 subscriber will be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- (4) Suspension of 711 Services is not allowed.
- (5) The 711 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. At the Company's request, the 711 subscriber will assist in responding to complaints made to the Company concerning the subscriber's 711 service.
- (6) The Company will provide both oral and written notification when a 711 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 711. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 711 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

D.2. (Cont'd)

- o. The following conditions apply if the 711 subscriber provides a pre-recorded announcement:
 - (1) The 711 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The Company's provision of access to the 711 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - (3) The 711 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 711 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- p. The Company may take all legal and practical steps to disassociate itself from 711 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- q. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- r. Calls placed to the 711 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

D. 711 Services (Cont'd)

3. Rates and Charges[1]

- a. Upon initial deployment the Service Establishment Charge will apply per point-to-number in addition to the Central Office Switch Activation Charge per central office translated to the point-to-number.
- b. 711 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 711 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to-number after the initial deployment.
- d. Charges applicable to the 711 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$199.00
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	—

[1] 711 Service was deployed in Washington in October, 2001.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE (Cont'd)

E. 811 Service

1. Description

811 Service ("811") is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide a means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act).

2. Terms and Conditions

- a. 811 Service is available in Qwest Corporation territory only. To provide 811 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 811 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 811 code.
- c. 811 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.)
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.
- e. Directory listings may be provided for 811 under the terms, conditions and rates specified in 5.7.1 of this Tariff.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.2. (Cont'd)

f. Access to 811 is not available to the following classes of service:

- 1+
- 0+, 0- (credit card, third-party billing, collect calls)
- 101XXXX

In addition, operator assisted calls to the 811 subscriber will not be completed.

- g. The 811 subscriber is restricted from selling or transferring the 811 code to an unaffiliated entity, either directly or indirectly.
- h. 811 will not provide calling number information in real time to the 811 subscriber. If the 811 subscriber needs this type of information, the subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
- i. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 service is not being provided will be advised that the service is not available from the number.
- j. Disputes regarding geographic coverage by two or more 811 subscribers will be referred to the Washington Utilities and Transportation Commission.
- k. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.2. (Cont'd)

- l. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- m. The 811 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the One Call Center for services provided by dialing 811.
- n. 811 will be provided under the following conditions:
 - (1) The 811 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to 811 without impairing the Company's general telephone service or telephone plant.
 - (2) The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - (3) The 811 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright or resulting from any claim of liable and slander.
 - (4) Suspension of 811 Service is not allowed.
 - (5) The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 811 service.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.2.n. (Cont'd)

- (6) The Company will provide both oral and written notification when an 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- o. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
 - (1) The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - (3) The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.2.n. (Cont'd)

- (6) The Company will provide both oral and written notification when an 811 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.
- o. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:
 - (1) The 811 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - (3) The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - (4) The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
- p. The Company may take all legal and practical steps to disassociate itself from 811 subscribers who business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.2. (Cont'd)

- q. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- r. Calls placed to the 811 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

3. Rates and Charges

- a. Upon initial deployment the Service Establishment Charge will apply per point-to number in addition to the Central Office Switch Activation Charge per central office translated to the point-to number.
- b. 811 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 811 subscriber's designated premises.
- c. The Service Establishment Charge will apply for any change to the point-to number after the initial deployment.

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE

E.3. (Cont'd)

d. Charges applicable to the 811 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$144.50
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	21.50
(3) Charge per call routed	—

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