

**CenturyLink has the ability to raise rates on certain bundles on a Term Discount Plan.
See Sections 2.7.E, 4.3.B, 5.4.B, 6.3.B, 7.3.B and 8.3.B for applicable terms and conditions.**

**LOCAL TERMS OF SERVICE:
CENTURYLINK BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES
(Florida and Washington Business Customers)**

The applicable cover agreement, if any, and the applicable Local Terms of Service, which include the [Standard Terms and Conditions for Communications Service](#) and these terms (collectively, the "Agreement"), govern the business feature packages and bundle services described below. These feature packages and bundle services are provided in Florida by Embarq Florida, Inc. and in Washington by the United Telephone Company of the Northwest (each of Embarq Florida, Inc., United Telephone Company of Indiana, Inc.; Carolina Telephone and Telegraph Company LLC; Central Telephone Company; United Telephone Company of Ohio; United Telephone Company of the Carolinas, LLC; United Telephone Southeast, LLC; and United Telephone Company of the Northwest are referred to herein as "CenturyLink"). The local operating company providing the Service is identified in the Agreement.

Long Distance Plans. Embarq Communications long distance plans are described in the applicable CenturyLink Rates and Services Schedules (RSS) posted to www.CenturyLink.com/tariffs and incorporated by reference into this document. Embarq Communications long distance plans are provided by CenturyLink Communications, LLC f/k/a Embarq Communications, Inc.

TABLE OF CONTENTS

- A. [BUSINESS ASSIST ADVANTAGE PLANS](#)
- B. [COMPLETE BUSINESS BUNDLE](#)
- C. [CONNECTION CENTRAL BUNDLE](#)
- D. [CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES](#)
- E. [HOSTED MULTILINE BUNDLE](#)
- F. [MULTILINE BUNDLE](#)
- G. [SOLUTIONS BUNDLES – BUSINESS](#)
- H. [SOLUTIONS II – BUSINESS](#)

1. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

- 1.1** No substitutions in package features will be allowed. Requests for disconnect of an individual feature will result in the loss of the package, and Customer will be required to subscribe to each remaining feature at that feature's individual rates.
- 1.2** Each feature component of these packages is governed by the terms and conditions as set forth following and incorporated by this reference:
- A.** For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - B.** For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.

1.3 Nonrecurring charges will not apply when installing Feature Packages.

1.4 The following Custom Calling/ExpressTouch Feature Packages are **currently available to new customers**:

A. Essentials

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Three-Way Calling
- (5) Repeat Dial
- (6) Return Call
- (7) Call Forward Busy-Fixed
- (8) Call Forward No Answer-Fixed
- (9) Call Waiting ID (not available in Washington)

1.5 The following Custom Calling/ExpressTouch Feature Packages are grandfathered and are **no longer available to new customers**. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

A. Advantage

- (1) Enhanced Call Waiting
- (2) Caller ID with Name (includes Anonymous Call Rejection)
- (3) Call Waiting ID (not included in Washington)
- (4) Return Call (not included in Washington)
- (5) Call Forward Busy - Fixed
- (6) Call Forward No Answer – Fixed
 - In Washington, this packages also includes Three-Way Calling

B. Call Manager

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Three-Way Calling
- (4) Repeat Dial
- (5) Return Call
- (6) Call Forward Busy - Fixed
- (7) Call Forward No Answer – Fixed

C. In Touch with Call Forward

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Three-Way Calling
- (4) Call Forward Busy - Fixed
- (5) Call Forward No Answer – Fixed

D. Classics Calling Package

- (1) Call Forwarding
- (2) Caller ID with Name (includes Anonymous Call Rejection)
- (3) Three-Way Calling
- (4) Return Call
- (5) Call Forward Busy - Fixed
- (6) Call Forward No Answer - Fixed

E. Priority Package

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Call Forward Busy - Fixed
- (5) Call Forward No Answer – Fixed

F. Enhanced Call Forwarding

- (1) Call Forward No Answer-Fixed
- (2) Call Forward Busy-Fixed

G. Elite

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Call Waiting with Options
- (4) Caller ID with Name (includes Anonymous Call Rejection)
- (5) Repeat Dial
- (6) Return Call
- (7) Three-Way Calling
- (8) Call Forward Busy-Fixed

(9) Call Forward No Answer-Fixed

- This package includes Call Waiting ID in South Carolina.

2. SOLUTIONS BUNDLES – BUSINESS

2.1 Introduction. Solutions is an optional business service enrollment plan that permits Customer to receive Business Flat Rate Local Exchange Service plus features and services for a flat monthly rate, for each Solutions business line. Measured/message expanded local calling charges apply, where applicable, when unlimited expanded local calling is not specified as a component of the package. Solutions includes Flat Rate Local Exchange Service and one or more of the following features and services:

- A.** A 60-minute block of time for Message Telecommunications Service (Local Toll), with Business Sense Local Toll rates applicable for each additional minute; or the option of subscribing to Embarq Communications long distance plans described in the applicable RSS.
- B.** A Custom Calling/ExpressTouch Service Feature Package, an individual feature or a group of Custom Calling/ExpressTouch features are governed by the terms and conditions as set forth following and incorporated herein by reference into this document:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- C.** One or more of CenturyLink's deregulated services: Voicemail, Integrated Calling Features, CenturyLink Business-Class High-Speed Internet, LineGuard/Data LineGuard, CenturyLink Centurion Maintenance, each described in the applicable Product and Service-specific Annexes posted to http://about.centurylink.com/legal/rates_conditions.html, and incorporated by reference into this document.

2.2 Termination. Customer may terminate Solutions at any time with notice to CenturyLink. Otherwise, Customer will remain enrolled in Solutions, with any applicable changes in rate, for as long as CenturyLink offers Solutions.

2.3 Limitations

- A.** Solutions is not available with Business ISDN-BRI Service lines, in conjunction with Pay Telephone Service, to Customer if it is or becomes toll restricted. Rotary Hunt Service is not available in conjunction with Solutions unless Rotary Line Service is included in a specific Solutions Bundle. Solutions cannot terminate to a Key System, PBX, or any other line trunking device.
- B.** No more than nine business lines can be enrolled with Solutions for each Customer location. No more than three business lines of the nine business line limit may have the unlimited expanded local calling option.

2.4 Service Charges. Service Charges apply to requests for new and additional Solutions lines, and moves of existing lines, except for Pure Bundle lines. Service Charges will not apply for the installation of the Pure Bundle, instances where Solutions replaces existing Local Exchange Service, or Customer requests a change from Solutions back to Local Exchange Service. Service Charges are described as set forth following and are incorporated by reference into this document:

- A.** For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
- B.** For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.

2.5 Combinations. Solutions may not be combined with promotional offerings associated with the Custom Calling Services, unless specifically provided for in a promotional offering. Solutions may not be combined with any other Business optional toll calling plan service.

2.6 Company-Initiated Toll Restriction. Customer, if it becomes subject to CenturyLink-initiated toll restrictions, will have all existing Solutions lines converted to the applicable list rates. Service

Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable list rates. Customer will not be permitted to re-enroll in Solutions until such time as all associated unpaid balances are satisfactorily paid in full.

2.7 Term Discount Plan

- A.** A Term Discount Plan (TDP) provides Solutions customers who have two or more bundles at the same location with a 10% discount off the list monthly rate for the second and each additional bundles (up to a maximum of eight discounted bundles at the same location) when Customer also subscribes to any Embarq Communications long distance plan.
- B.** Only the following Solutions business bundles are eligible for discounts under this TDP: Sure Solution II, Priority Solution, Economy Solution, Rotary Classic Solution, and Economy Solution II A. No discount applies on the initial business bundle subscribed to under this TDP.
- C.** Customer may subscribe to the same or different business bundles under this TDP. However, the discount applies only on those additional bundles for which the monthly rate is equal to or less than the monthly rate of the initial business bundle.
- D.** Customer must subscribe to a two-year TDP commitment period to receive the discount. At the end of the TDP commitment period, Customer may renew the TDP for another two-year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. Customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
- E.** Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes Services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.

2.8 Termination Liability Charges

- A.** If Customer disconnects any or all of the business bundles subscribed to under the TDP, a one-time termination liability charge of \$50.00 per business bundle disconnected will apply.
- B.** If Customer retains the access line associated with Solutions, but discontinues any or all of remaining features and services that are required to receive the TDP, no termination liability charges will apply. But all discounts for which Customer was eligible under the TDP will cease as of the date the required service(s) and/or feature(s) is discontinued, and the monthly rate for the remaining access lines will default to the applicable list monthly rate for business individual line service.

2.9 Solutions Bundle Components. Each local feature component of these bundles is governed by the terms and conditions are governed by the terms and conditions in the applicable section of the CenturyLink Local Terms of Service: Business Services, posted to www.centurylink.com/tariffs

2.10 The following Solutions bundles are currently available to new customers:

A. Pure Bundle

- (1) Local Exchange Service
- (2) Outgoing Call Block Feature
- (3) Non-published number service
- (4) Billed Number Screening (optional)

2.11 The following Solutions bundles are grandfathered and are no longer available to new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011. **As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

A. Sure Solution II

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Enhanced Call Waiting
- (4) Caller ID with Name (includes Anonymous Call Rejection)
- (5) Three-Way Calling
- (6) Repeat Dial
- (7) Return Call
- (8) Call Forward Busy - Fixed
- (9) Call Forward No Answer – Fixed
- (10) Call Waiting ID (not available in Washington)

B. Priority Solution

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Call Forward Busy-Fixed
- (4) Call Forward No Answer-Fixed
- (5) Enhanced Call Waiting
- (6) Caller ID with Name (includes Anonymous Call Rejection)

C. Economy Solution

- (1) Local Exchange Service
- (2) Two of the following:
 - (a) Call Forwarding Features (CFBNA-Fixed)
 - (b) Enhanced Call Waiting
 - (c) Caller ID with Name (includes Anonymous Call Rejection)
 - (d) Signal Ring Plus

- When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
- Customer must also subscribe to an Embarq Communications long distance plan, governed by terms and conditions in the applicable RSS.

D. Rotary Classic Solution

- (1) Local Exchange Service with Rotary Line Service
- (2) Three-Way Calling
- (3) Call Forwarding
- (4) Return Call
- (5) Caller ID with Name (includes Anonymous Call Rejection)
- (6) Call Forward No Answer-Fixed
- (7) Call Forward Busy-Fixed

- Customers must also subscribe to any Embarq Communications long distance plan. Customers subscribed prior to June 16, 2005, (July 30, 2005 for Washington customers) who also subscribe to the grandfathered Small Business Unlimited long distance plan governed by terms and conditions in the applicable RSS must also subscribe to CenturyLink's Voicemail,

E. Economy Solution II A

- (1) Local Exchange Service
- (2) Three of the following:

- (a) Call Forwarding Features (CFBNA-Fixed)
- (b) Enhanced Call Waiting
- (c) Caller ID with Name (includes Anonymous Call Rejection)
- (d) Three-Way Calling
- (e) Return Call

- When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
- Customer must also subscribe to an Embarq Communications long distance plan, governed by terms and conditions in the applicable RSS.

F. Ideal Solution

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Enhanced Call Waiting
- (4) Caller ID with Name (includes Anonymous Call Rejection)
- (5) Three-Way Calling
- (6) Repeat Dial
- (7) Return Call
- (8) Call Forward Busy - Fixed
- (9) Call Forward No Answer – Fixed
- (10) Call Waiting ID
- (11) 60 minutes of Local Toll

G. Choice Solution

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Enhanced Call Waiting

- (4) Three-Way Calling
- (5) Call Forward Busy – Fixed
- (6) Call Forward No Answer – Fixed
- (7) 60 minutes of Local Toll

H. Standard Solution I

- (1) Local Exchange Service
- (2) Enhanced Call Waiting
- (3) 60 minutes of Local Toll

I. Standard Solution II

- (1) Local Exchange Service
- (2) Enhanced Call Waiting
- (3) Call Forwarding
- (4) Three-Way Calling
- (5) Call Forward Busy - Fixed
- (6) Call Forward No Answer – Fixed

J. Basic Solution

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Three-Way Calling
- (5) Return Call
- (6) Call Forward Busy - Fixed
- (7) Call Forward No Answer – Fixed
- (8) 60 minutes of Local Toll

K. Classic Solution

- (1) Local Exchange Service
- (2) Call Forwarding
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Three-Way Calling
- (5) Return Call
- (6) Call Forward Busy - Fixed
- (7) Call Forward No Answer – Fixed

L. Economy Solution II

- (1) Local Exchange Service
- (2) Three of the following:
 - (a) Call Forwarding (includes CFBNA - Fixed)
 - (b) Enhanced Call Waiting
 - (c) Caller ID with Name (includes Anonymous Call Rejection)
 - (d) Three-Way Calling

(e) Repeat Dial

- When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

3. Customers must also purchase any Embarq Communications long distance plan, governed by terms and conditions in the applicable RSS. **PRIMARY RATE INTERFACE (PRI) BUNDLE II – BUSINESS**

A description of the Primary Rate Interface (PRI) Bundle II has been moved to *CenturyLink Integrated Services Digital Network (“ISDN”) Local Terms of Service*.

4. **CONNECTION CENTRAL BUNDLE**

4.1 Introduction. As of July 18, 2011, availability of Connection Central Bundle is limited to existing lines in service at existing locations for then-current customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. Connection Central Bundle is an optional business service enrollment plan with features and services for a flat monthly rate. Connection Central Bundle includes the following features and services:

- A. Local Exchange Service
- B. Rotary Line Service (optional)
- C. Three-Way Calling with Transfer
- D. Caller ID with Name (includes Anonymous Call Rejection)
- E. Enhanced Call Waiting (optional)
- F. Call Waiting ID (optional)
- G. Unlimited expanded local calling option and measured/message ECS/EAS, where available

4.2 Bundle Description

A. In addition to the terms in this section, each local feature component of the Connection Central Bundle is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:

- (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
- (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.

B. Connection Central Bundle is not available with Business Flat Rate Service, Centrex, ISDN Service lines, Pay Telephone Service lines, or PBX Trunks.

C. Connection Central Bundle is not available if Customer is or becomes toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to CenturyLink-initiated toll restrictions. CenturyLink will not permit Customer to re-enroll in the Connection Central Bundle until such time as all associated unpaid balances are satisfactorily paid in full.

D. Customer may subscribe to a maximum of two Connection Central Bundles per Customer location which must be billed under a single bill. Customer may additionally subscribe to up to nine Solutions-Business Bundles as described elsewhere in this section, except that Customer may only subscribe to a combination of nine Solutions-Business Bundles and Connection Central Bundles that include the unlimited expanded local calling option and measured/message ECS/EAS.

E. Service Charges do not apply when:

- (1) Connection Central Bundle replaces existing Local Exchange Service; or
 - (2) Customer requests a change from a Connection Central Bundle back to regulated Local Exchange Service;
- or

- (3) New and additional Connection Central Bundle lines are added.
- F. Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
- (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.

4.3 Term Discount Plan

- A. Connection Central Bundle is available under a Term Discount Plan (TDP) for term commitments of one or two years. At the end of the TDP commitment period, Customer may renew the TDP for another one or two year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. Customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
- B. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes the services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- C. If Customer disconnects one or both of the access lines associated with Connection Central Bundle prior to the expiration of the TDP, a termination liability charge will apply for the disconnected line(s). The termination liability charge will be a one-time charge equal to the sum of 50% of the payments that would apply for the remainder of the TDP. If Customer retains the access line(s) associated with Connection Central Bundle, but discontinues any or all of the associated features and services, no termination liability charges will apply. But all discounts for which Customer was eligible under this TDP will cease as of the date the service(s) and/or feature(s) are discontinued, and the monthly rate for the access lines(s) will default to the applicable list monthly rates.

4.4 Qualifying Service

- A. **Initial bundle.** Customer must also subscribe to 1.5 Mbps (or greater) High-speed Internet under a two year term commitment (offered under the terms of the *CenturyLink Business-Class High-Speed Internet Services Annex*, posted to http://about.centurylink.com/legal/rates_conditions.html), DSL Secure, Embarq Communications Small Business Unlimited Solutions II long distance plan, and must purchase CenturyLink's non-regulated Connection Central CPE.
- B. **Second bundle.** Customer must also subscribe to Embarq Communications Small Business Unlimited Solutions II long distance plan, governed by terms and conditions in the applicable RSS.

5. MULTILINE BUNDLE

- 5.1 **Introduction. As of July 18, 2011, availability of MultiLine Bundle is limited to existing lines in service at existing locations for then-current customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.** MultiLine Bundle is an optional business service enrollment plan with Local Exchange Service and additional features and services for a flat monthly rate. Each MultiLine Bundle includes one Key Line or Business Flat Rate Service. But Customer must subscribe to at least two MultiLine Bundles per location, which must be billed under a single invoice. Each MultiLine Bundle includes the following:
- A. Key Line or Business Flat Rate Service
 - B. Rotary Line Service (aka Rotary Hunt) (optional)
 - C. Three-Way Calling with Transfer (optional)

- D. Caller ID with Name (optional)
- E. Anonymous Call Rejection (optional)

5.2 Customer must also subscribe to an Embarq Communications long distance plan at the rates applicable for that service and governed by terms and conditions in the applicable RSS.

5.3 Bundle Description

- A. In addition to the terms in this section, each local feature component of the MultiLine Bundle is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- B. MultiLine Bundle is not available with Centrex, ISDN Service lines, Pay Telephone Service lines, or PBX Trunks.
- C. MultiLine Bundle is not available if Customer is or becomes toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to CenturyLink initiated toll restrictions. Customer will not be permitted to re-enroll in MultiLine Bundle until such time as all associated unpaid balances are satisfactorily paid in full.
- D. Service Charges do not apply when a MultiLine Bundle replaces existing Local Exchange Service.
- E. Service charges apply for new and additional MultiLine Bundles and moves of existing MultiLine Bundles. Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- F. Customer may subscribe to a maximum of nine MultiLine Bundles with unlimited expanded local calling. Customer may additionally subscribe to up to nine Solutions-Business Packages as described elsewhere in this section except that customers may only subscribe to a combination of nine Solutions-Business Packages and MultiLine Bundles that include unlimited expanded local calling.

5.4 Term Discount Plan (TDP)

- A. MultiLine Bundle is available under a Term Discount Plan (TDP) for term commitments of one, two or three years. At the end of the TDP commitment period, Customer may renew the TDP for another one, two or three year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months.
- B. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes MultiLine Bundle under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- C. If Customer disconnects any of the access lines associated with MultiLine Bundle prior to the expiration of the TDP, there will be no termination liability charges applicable to MultiLine

Bundle. A termination liability charge is only applicable should Customer also disconnect the required companion service(s).

- D. Customer must retain a minimum of two MultiLine Bundles. If disconnection of any access line associated MultiLine Bundle(s) prior to the end of the TDP results in only one remaining MultiLine Bundle, the remaining bundle will default to the applicable list rates for the Local Exchange Service access line or key trunk, including Rotary Service if the line or trunk is so equipped, plus the list rates for the individual features.
- E. If Customer retains the access line(s) associated with MultiLine Bundle, but discontinues any or all of the required services specified herein then the associated access line(s) will default to the applicable list rates for the Local Exchange Service access line or key trunk, including Rotary Service if the line or trunk is so equipped, plus the list rates for the individual features.

5.5 Qualifying Service

- A. In addition to subscribing to an Embarq Communications long distance plan, Customer must also subscribe to one of the following qualifying services per MultiLine Bundle location:

(1) CenturyLink Business-Class High-Speed Internet at a minimum download speed of up to 1.5 Mbps (where available), offered under the terms of the *CenturyLink Business-Class High-Speed Internet Services Annex* (in locations where up to 1.5 Mbps is not available, Customer may alternative subscribe to CenturyLink's up to 768 Kbps service or Satellite Broadband Service), posted to http://about.centurylink.com/legal/rates_conditions.html; or

(2) CenturyLink Dedicated Internet Access Service, offered under the terms of the *EMBARQ C.I. Dedicated Internet Access Service Annex*, posted to http://about.centurylink.com/legal/rates_conditions.html, per each MultiLine Bundle Location.

- B. The qualifying service must be billed on the same invoice as the MultiLine Bundles, but may be provisioned on access lines or trunks other than the MultiLine Bundle that are billed under the same invoice.

6. COMPLETE BUSINESS BUNDLE

6.1 Introduction. As of July 18, 2011, availability of Complete Business Bundle is limited to existing lines in service at existing locations for then-current customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. Complete Business Bundle is an optional business service enrollment plan with features and services for a flat monthly rate. Complete Business Bundle includes the following features and services:

- A. Local Exchange Service
- B. Call Forwarding
- C. Enhanced Call Waiting
- D. Caller ID with Name (includes Anonymous Call Rejection)
- E. Three-Way Calling,
- F. Repeat Dial
- G. Return Call
- H. Call Forward Busy - Fixed
- I. Call Forward No Answer – Fixed
- J. Speed Dial 8
- K. Call Waiting ID
 - Talking Call Waiting can be added to this bundle at an additional charge.
 - Customer must also subscribe to up to 5.0, 3.0 or 1.5 Mbps High-speed Internet under a two-year term commitment (offered under the terms of the *CenturyLink Business-Class*

High-Speed Internet Services Annex, posted to http://about.centurylink.com/legal/rates_conditions.html), VoiceMail, DSL Secure, and the Embarq Communications Small Business Unlimited Solutions II long distance plan, governed by terms and conditions in the applicable RSS.

6.2 Bundle Description

- A.** Complete Business Bundle is not available with Business Flat Rate Service, Centrex, ISDN Service lines, Pay Telephone Service lines, or PBX Trunks.
- B.** Complete Business Bundle is not available if Customer is or becomes toll restricted. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to CenturyLink-initiated toll restrictions. CenturyLink will not permit Customer to re-enroll in the Complete Business Bundle until such time as all associated unpaid balances are satisfactorily paid in full.
- C.** Customer may subscribe to a maximum of two Complete Business Bundles per Customer location which must be billed under a single bill. Customer may additionally subscribe to up to nine Solutions-Business Bundles as described elsewhere in this section, except that Customer may only subscribe to a combination of three Solutions-Business Bundles and Complete Business Bundles that include the unlimited expanded local calling option and measured/message ECS/EAS, where available.
- D.** In addition to the terms in this section, each local feature component of the Complete Business Bundle is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:
 - (1)** For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - (2)** For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- E.** Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
 - (1)** For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2)** For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- F.** Service Charges do not apply when:
 - (1)** Complete Business Bundle replaces existing Local Exchange Service;
 - (2)** Customer requests a change from a Complete Business Bundle back to regulated Local Exchange Service; or
 - (3)** New and additional Complete Business Bundle lines are added.

6.3 Term Discount Plan

- A.** Complete Business Bundle is available under a Term Discount Plan (TDP) for term commitment of two years. At the end of the TDP commitment period, Customer may renew the TDP for another two year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 24 months. Customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
- B.** Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes the services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.

- C. If Customer disconnects one or both of the access lines associated with Complete Business Bundle prior to the expiration of the TDP, a termination liability charge will apply for the disconnected line(s). The termination liability charge will be a one-time charge equal to the sum of 50% of the payments that would apply for the remainder of the TDP. If Customer retains the access line(s) associated with Complete Business Bundle, but discontinues any or all of the associated features and services, no termination liability charges will apply. But all discounts for which Customer was eligible under this TDP will cease as of the date the service(s) and/or feature(s) are discontinued, and the monthly rate for the access lines(s) will default to the applicable list monthly rates.

7. HOSTED MULTILINE BUNDLE

7.1 Introduction

- A. Hosted MultiLine Bundle is an optional business service enrollment plan with Local Exchange Service and additional features and services for a flat monthly rate. Each MultiLine Bundle includes one Centrex Service II access line. Customer must subscribe to a minimum of two and a maximum of nine Hosted MultiLine Bundles per location, which must be billed under a single invoice. Each MultiLine Bundle includes the following:
 - (1) Centrex Service II access line
 - (2) Centrex Service II Standard Features
 - (3) Caller ID with Name (includes Anonymous Call Rejection)
 - (4) Call Waiting ZID
 - (5) Return Call
 - (6) Distinctive Ringing/Ring Again
 - (7) Call park/Call Pick-Up
 - (8) Multiple Appearance Directory Number (MADN)
- B. Customer must also subscribe to an Embarq Communications long distance plan per bundle at the rates applicable for that service and governed by terms and conditions in the CenturyLink applicable RSS.
- C. Hosted MultiLine Bundle is provided subject to the availability of facilities and central office equipment as determined by CenturyLink.

7.2 Bundle Description

- A. In addition to the terms in this section, each local feature component of the Hosted MultiLine Bundle is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- B. Hosted MultiLine Bundle is not available for lines that terminate into Key or PBX systems. Customers must purchase CenturyLink's non-regulated Meridian M6320 digital set (CPE) for each Hosted MultiLine Bundle.
- C. Hosted MultiLine Bundle is not available if Customer is or becomes toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to CenturyLink initiated toll restrictions. Customer will not be permitted to re-enroll in MultiLine Bundle until such time as all associated unpaid balances are satisfactorily paid in full.
- D. Directory Listings are governed by the terms and conditions in the applicable sections of the general exchange/local tariffs or in the *Telephone Numbers, Directory Listings, Telephone*

Directories, and Directory Assistance Services section of the applicable CenturyLink Local Terms of Service: Business Services, posted to www.centurylink.com/tariffs;

- E. Service Charges do not apply when a Hosted MultiLine Bundle replaces existing Local Exchange Service, when customers request a change from a Hosted MultiLine Bundle back to Local Exchange Service, or when new and additional Hosted Multiline Bundle lines are added.
- F. Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
 - (1) For Florida- in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- G. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.
- H. Call Forward features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred nor shall it be used to simulate rotary service from CenturyLink's central office. Only one call forwarding arrangement, consisting of a single calling path, may be provided per Hosted MultiLine Bundle for which the customer subscribes to a Call Forward feature.
- I. Suspension of Service (Vacation Service) is not allowed for Hosted MultiLine Bundle.
- J. The assignment of telephone numbers and the sequence of the numbers assigned to a Hosted MultiLine Bundle are made at CenturyLink's discretion. CenturyLink does not guarantee to provide telephone numbers arranged in a consecutive manner. If the customer requests telephone numbers under a special numbering arrangement to be terminated in a Hosted MultiLine Bundle customer group, then additional recurring and non-recurring charges may apply as determined under an ICB arrangement.
- K. CenturyLink shall not be liable, directly or indirectly for damages, unless caused by gross negligence of CenturyLink in failing to maintain reasonable standards of maintenance and inspection and exercise reasonable supervision.

7.3 Term Discount Plan (TDP)

- A. Hosted MultiLine Bundle is available under a Term Discount Plan (TDP) for term commitments of one or three years. At the end of the TDP commitment period, Customer may renew the TDP for another one or three year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the TDP's expiration, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
- B. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a CenturyLink-initiated rate increase causes MultiLine Bundle under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- C. If Customer disconnects any or all of the access lines associated with Hosted MultiLine Bundle prior to the expiration of the TDP, a termination liability charge will apply for the disconnected access line(s). The termination liability charge will be a one-time charge equal to the sum of 50% of the payments that would apply for the remainder of the TDP.
- D. Customer must retain a minimum of two Hosted MultiLine Bundles. If disconnection of any access line associated Hosted MultiLine Bundle(s) prior to the end of the TDP results in only one remaining Hosted MultiLine Bundle, that remaining bundle will default to the

applicable list rates for the Local Exchange Service access line, including Rotary Line Service if the line is so equipped, plus the list rates for the individual features.

- E. If Customer retains the access line(s) associated with Hosted MultiLine Bundle, but discontinues any or all of the required services prior to the expiration of the TDP, the termination liability charge will be a one-time charge equal to the sum of 50% of the payments that would apply for the remainder of the TDP for each Hosted MultiLine Bundle for which the required services were discontinued, and the associated access line(s) will default to the applicable list rates for the Local Exchange Service access line, including Rotary Line Service if the line is so equipped, plus the list rates for the individual features.

8. BUSINESS ASSIST ADVANTAGE PLANS

8.1 Introduction. Business Assist Advantage Plans are optional business service enrollment plans offering flat-rated Local Exchange Service, plus features and services for a flat monthly rate, for each Business Assist Advantage Plan business line provided.

8.2 Bundle Description

- A. In addition to the terms in this section, each local feature component of a Business Assist Advantage Plan is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- B. Customer may terminate this plan at any time with prior notice to CenturyLink. Unless terminated by Customer or CenturyLink, Customer will remain enrolled in this plan, as amended from time-to-time, with any applicable changes in rate, as long as CenturyLink offers the plan.
- C. Business Assist Advantage Plans are not available with ISDN-BRI Service lines, Payphone Line Service, or if Customer is or becomes toll restricted. Rotary Line Service is not available in conjunction with the Business Assist Advantage plan unless Rotary Line Service is included in a specific Business Assist Advantage Plan Package. The Business Assist Advantage plan cannot terminate to a Key System, PBX or any other line trunking device, unless indicated for a specific Business Assist Advantage Plan Package.
- D. Customers who subscribe to the Embarq Communications Business Unlimited long distance plan with a Business Assist Advantage Plan bundle may subscribe to a maximum of 10 business lines for each customer location. There is no per location limit on Business Assist Advantage Plans that are not enrolled in the Business Unlimited long distance plan.
- E. Service Connection Charges apply for new and additional Business Assist Advantage Plan lines, and moves of existing lines. Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- F. Service Connection Charges do not apply when Business Assist Advantage Plan replaces existing Local Exchange Service. Service Connection charges do apply when Customers request a change back to Local Exchange Service. Service Connection Charges will not apply for existing lines converted, in-place, to business exchange service due to CenturyLink-initiated toll restrictions. In addition, any optional services not affected by the toll restriction will convert to their applicable list rates. Customer will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

- G. Customer is not eligible for promotional offerings associated with the Custom Calling Services and/or ExpressTouch features included in the plan, unless specifically provided for in a promotional offering.
- H. Prices of the individual services included in the Business Assist Advantage Plan may be higher or lower than the packaged offering. Business Assist Advantage Plan is available for as long as the customer retains all of the required services. If Customer discontinues any of the services that are required to be eligible for the Plan, the non-discounted rates for each remaining individual service that was part of the packaged offering will apply.

8.3 Term Discount Plan (TDP)

- A. A Term Discount Plan (TDP) provides Business Assist Advantage Plan customers with discounted rates when Customer subscribes to a one, two or three-year TDP. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP.
- B. If a CenturyLink-initiated rate increase causes the Services under the TDP to increase by 10% or more annually, then Customer may cancel the TDP without incurring termination liability charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- C. If Customer who subscribes to a Business Assist Advantage Plan discontinues service prior to the end of the commitment period, there will be no termination liability charges applicable for the regulated portion(s) of the Business Assist Advantage Plan.
- D. Discounts. The following discount applies for each occurrence of the monthly recurring charges applicable for the service to which the Customer is subscribed. Usage charges are not discounted. The discount applies for the initial and each additional bundle at the same location: One Year = 10%, Two Years = 15%, and Three Years = 20%. Upon expiration of Customer's TDP, the discount will expire and Customer will be charged at the prevailing monthly rates unless Customer renews or signs up for a new TDP. **In Ohio only, Business Assist Advantage Plan and Business Assist Advantage Plan Plus are not eligible for these discounts**

8.4 Business Assist Advantage Bundles

A. Business Assist Advantage Plan

- (1) Flat Rated Individual Business Line or Key Trunk
- (2) Rotary Line Service (optional)
- (3) Choice of available Custom Calling and/or ExpressTouch Features
 - Available at a discounted rate when Customer also subscribes to CenturyLink's non-regulated VoiceMail.
 - **Ohio and Tennessee Only:** Customer must also subscribe to any Embarq Communications long distance Business Assist Advantage Plan or CenturyLink's High Speed Internet (1.5 Mbps or higher, where available)

B. Unlimited Business Assist Advantage Plan (not available in Ohio)

- (1) Flat Rated Individual Business Line or Key Trunk
- (2) Rotary Line Service (optional)
- (3) Choice of available Custom Calling and/or ExpressTouch Features
- (4) Unlimited Expand Local Calling and unlimited measured/message EAS/ECS, where available
 - Customers must also subscribe to Embarq Communication, Inc. "Business Unlimited" Business Assist Advantage Plan.
 - Available at a discounted rate when Customer also subscribes to CenturyLink's non-regulated VoiceMail.

C. Business Unlimited (only available in Ohio)

- (1) Flat Rated Individual Business Line or Key Trunk
 - (2) Rotary Line Service (optional)
 - (3) Choice of any or all of the following features:
 - (a) Caller ID with Name (includes Anonymous Call Rejection)
 - (b) Enhanced Call Waiting
 - (c) Call Forwarding
 - (d) Call Forwarding No Answer - Fixed
 - (e) Call Forward Busy - Fixed
 - (f) Three-Way Calling
 - (g) Three-Way Calling with Transfer
 - (h) Selective Call Forward
 - (i) Selective Call Rejection
 - (j) Repeat Dial
 - (k) Return Call
 - (l) Call Forward Remote Activation
 - (m) Unlimited expanded local calling (where available)
- When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
 - Customer must also subscribe to the Embarq Communications "Business Unlimited" Business Assist Advantage Plan.
 - Available at a discounted rate when Customer also subscribes to CenturyLink's non-regulated VoiceMail.

9. SOLUTIONS II – BUSINESS

9.1 Introduction. As of July 18, 2011, availability of Solutions II - Business Bundle is limited to existing lines in service at existing locations for current customers. As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. Solutions II is an optional business service enrollment plan that permits a customer to receive Business Local Exchange Service and additional features and services for a flat monthly rate for each Solutions II business line.

9.2 Bundle Description

- A.** In addition to the terms in this section, each local feature component of a Solutions II – Business bundle is governed by the applicable sections of the CenturyLink Local Terms of Service for Nontariffed, Business Services or the general exchange/local tariffs as set forth following and incorporated into this document by reference:
- (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs; and
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- B.** Solutions II customers may terminate their enrollment in the plan at any time upon notice to CenturyLink.
- C.** Unless terminated by Customer or CenturyLink, Customer will remain enrolled in the Solutions II plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by CenturyLink.

- D. The Solutions II plan is not available with Centrex, ISDN Service lines, Payphone Service Lines, or PBX Trunks.
- E. The Solutions II plan is not available to customers who are or become toll restricted. Service Charges will not apply for existing lines converted, in-place, to business exchange service due to CenturyLink-initiated toll restrictions. In addition, any optional services not affected by the toll restriction will convert to their applicable list rates. Such customers will not be permitted to re-enroll in this Plan until such time as all associated unpaid balances are satisfactorily paid in full.
- F. Service Charges apply to requests for new and additional Solutions II lines, and for moves of existing lines. Applicable service charges are governed by the terms and conditions in the applicable general exchange/local tariffs or CenturyLink Local Terms of Service for Nontariffed, Business Services, as set forth following and incorporated into this document by reference:
 - (1) For Florida - in the applicable section of the CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs;
 - (2) For Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink Local Terms of Service as posted to www.centurylink.com/tariffs.
- G. No more than nine (9) business lines can be enrolled with the Solutions II plan for each Customer location or per account.
- H. Solutions II customers are not eligible for promotional offerings associated with the Custom Calling and ExpressTouch Services included in the Solutions II plan, unless specifically provided for in a promotional offering.
- I. Prices of the individual services included in the Solutions II plan packages may be higher or lower than the packaged offering. These packages are available for as long as Customer retains all of the required services. If Customer discontinues any of the services that are required to be eligible for a package, the non-discounted rates for each remaining individual service that was part of the packaged offering will apply.

9.3 Term Discount Plan (TDP)

- A. The Solutions II plan is available under a Term Discount Plan (TDP) for term commitments of one, two or three years. At the end of the TDP commitment period Customer may renew the TDP one, two or three year TDP commitment period. If Customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the monthly rate in effect at the time of expiration will automatically be extended for 12 months. Customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
- B. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a CenturyLink initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies CenturyLink within 30 days after the effective date of the rate increase.
- C. For the Complete Business Bundle II option within the family of Solutions II plans described below, if Customer disconnects any of the access lines prior to the expiration of the TDP, there will be no termination liability charges applicable to regulated services. A termination liability charge is only applicable should the customer also disconnects CenturyLink's non-regulated High-speed Internet when originally purchased as an accompanying qualifier service prior to the expiration of the associated TDP.
- D. For the Connected II and Economy Bundle II B options within the family of Solutions II plans described below, if Customer disconnects any of the access lines prior to the expiration of the TDP, a termination liability charge will apply for the disconnected access line(s). The termination liability charge will be a one-time charge of \$50.00 for each access line associated with the Connected II and/or Economy Bundle II B that is prematurely disconnected.
- E. If Customer retains the access line(s) associated with the Solutions II plan, but discontinues any or all of the associated regulated features and services, no termination liability charges

will apply. However, all discounts for which the customer was eligible under this TDP will cease as of the date the service(s) and/or feature(s) are discontinued, and the monthly rate for the access lines(s) will default to the applicable monthly list rates.

9.4 Solutions II Bundles

A. Connected II Bundle

- (1) Flat Rated Key Trunk or Individual Business Line
- (2) Rotary Line Service (optional)
- (3) Enhanced Call Waiting
- (4) Three-Way Calling or Three-Way Calling with Transfer
- (5) Call Forwarding
- (6) Return Call
- (7) Repeat Dial
- (8) Speed Dial 8
- (9) Caller ID with Name (includes Anonymous Call Rejection)
- (10) Call Waiting ID
- (11) Call Forward No Answer-Fixed
- (12) Call Forward Busy-Fixed
- (13) Unlimited expanded local calling, where available

- Customers must also subscribe to Embarq Communications Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA).

B. Economy Bundle II B

- (1) Flat Rated Individual Business Line
- (2) Choice of three of the following:
 - Call Forward No Answer – Fixed and Call Forward Busy – Fixed
 - Enhanced Call Waiting
 - Caller ID with Name (includes Anonymous Call Rejection)
 - Three-Way Calling
 - Return Call
- (3) Unlimited expanded local calling, where available, with subscription to an unlimited long distance plan
 - When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.
 - Customers must also subscribe to an Embarq Communications long distance plan.

C. Complete Business Bundle II

- (1) Key Trunk or Individual Business Line
- (2) Rotary Line Service (optional)
- (3) Enhanced Call Waiting
- (4) Three-Way Calling or Three-Way Calling with Transfer
- (5) Call Forwarding
- (6) Return Call

- (7) Repeat Dial
 - (8) Speed Dial 8
 - (9) Caller ID with Name (includes Anonymous Call Rejection)
 - (10) Call Waiting ID
 - (11) Call Forward No Answer-Fixed
 - (12) Call Forward Busy-Fixed
 - (13) Unlimited expanded local calling, where available
- Customers must also subscribe to Embarq Communications Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA). In addition, customers must also subscribe to CenturyLink 1.5 Mbps (or greater) High-speed Internet services.