

**CenturyLink has the ability to raise rates on ISDN-PRI Service on a Term Discount Plan.  
See Section 3.8.B. for applicable terms and conditions.**

**LOCAL TERMS OF SERVICE:  
CENTURYLINK® INTEGRATED SERVICES DIGITAL NETWORK (“ISDN”)**

The applicable cover agreement, if any; the Local Terms of Service, which include [Standard Terms and Conditions for Communications Service](#); and these service-specific terms (collectively, “Agreement”) govern ISDN service (“Service”). The local operating company providing Service is identified in the Agreement. ISDN-PRI Business Service may not be available in all CenturyLink service areas.

1. **ORDER TERM.** The minimum term of any Order for Service (“Order”) issued during the Agreement Term (“Order Term”) is six months for ISDN-PRI Business Service and one month for ISDN-BRI Service (**Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered and will no longer be available to new customers**). The initial Order Term for Service will be stated in the Order and will begin on the first day of the billing month following the date Service is installed and available to Customer. At the end of the initial Order Term, Service will renew on a month-to-month basis. Either party may terminate Service by providing the other party 30 days’ written notice of termination before the end of the initial Order Term or during any renewal Order Term.
2. **INTRODUCTION.** ISDN may be provided with two end user interface structures.
  - 2.1 Integrated Services Digital Network—Primary Rate Interface (“ISDN-PRI”)
  - 2.2 Integrated Services Digital Network—Basic Rate Interface (“ISDN-BRI”) (**GRANDFATHERED**)
3. **ISDN-PRI BUSINESS SERVICE DESCRIPTION AND FEATURES.**
  - 3.1 **Service Description.**
    - A. ISDN-PRI Business Service is a local exchange offering supported by ISDN architecture.
    - B. ISDN-PRI Business Service provides a method of access to the telecommunications network called Primary Rate Access. Primary Rate Access, an ISDN-based, DS1 access link to the telecommunications network, provides integration of multiple voice and data transmission channels on the same line. Service provides connectivity between an ISDN-PBX or other ISDN-compatible customer premises equipment (“CPE”) and a serving central office. The basic channel structure for Primary Rate Access is 23B-Channels plus one D-Channel.

A B-Channel (bearer channel) is a bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission. A D-Channel (data channel) is a digital, signaling-only channel for call establishment that, when used with Primary Rate Access, is capable of supporting 64 Kbps of digital transmission.

After purchasing the original 23 B-Channels plus one D-Channel arrangement, Customer may purchase additional ISDN-PRI Business Service arrangements in increments of 23 B-Channels plus one D-Channel OR 24 B-Channels.

These channels may be used to connect CPE to the Public Circuit Switched Network (i.e., via inward/outward trunks, two-way trunks, WATS lines, or toll free service).
    - C. ISDN-PRI Business Service provides network communication paths that provide an end user with access to a variety of network services and features, including data, voice, and video, that conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (“ITU”).
    - D. ISDN-PRI Business Service and its optional features and functions are provided within a local access and transport area (“LATA”) from central offices where

appropriate ISDN facilities are available as determined by CenturyLink. Service inquiries will be necessary to determine Service availability. Charges described in *Local Terms of Service: CenturyLink Line Extensions and Special Construction Services* may apply.

### 3.2 Requirements.

- A. Customer is responsible for providing CPE that is compatible with ISDN-PRI Business Service.
- B. CenturyLink will not be responsible if changes in any equipment, operations, or procedures of CenturyLink utilized in the provisioning of ISDN-PRI Business Service render any facilities provided by Customer obsolete, require modification or alteration of such equipment or systems, or otherwise affect their use or performance.
- C. Digital transmission rates at speeds less than those indicated may be accomplished as a function of CPE furnished by Customer.
- D. Telephone numbers transmitted via Standard or Optional Incoming Call Identification Features are intended solely for the use of ISDN-PRI Business Service customers. Resale of Incoming Call Identification information is prohibited.
- E. Non-Facility Associated Signaling ("NFAS") provides the capability to serve multiple DS1s over a single D-Channel. This feature can be ordered where switch capabilities exist as determined by CenturyLink. When NFAS is selected, Customer will order one ISDN-PRI Business Service arrangement with 23 B-Channels plus one D-Channel. After the first 23 B-Channels plus one D-Channel arrangement is purchased, Customer may purchase additional arrangements in increments of 23 B-Channels plus one D-Channel OR 24 B-Channels. The D-Channel activated on the initial arrangement serves any additional ISDN-PRI Business Service arrangements with no D-Channel. CenturyLink recommends that the number of B-Channels supported by a single D-Channel not exceed 95.
- F. ISDN-PRI Business Service is available only from central offices that have the facilities to provide ISDN-PRI on the standard network platform. In the event Customer is served by a non-ISDN capable central office, CenturyLink may provide ISDN-PRI Business Service from an alternative serving central office as designated by CenturyLink. Customer may be required to accept a foreign NXX. When a foreign NXX is required, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement. The local calling area may not be the same as the local calling area of the exchange in which Customer is located.
  - (1) If ISDN functionality becomes available from the central office that normally serves Customer, ISDN-PRI Business Service will be provided from that office, and Customer may be required to accept a different NXX. If Customer chooses to continue ISDN-PRI Business Service from the alternative serving central office, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

If Customer requests ISDN-PRI Business Service from an alternative serving central office other than that designated by CenturyLink, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

Emergency 911 calls placed over an ISDN-PRI Business Service arrangement that is provisioned via an alternative serving central office will be identified as originating in the alternative serving central office NXX and not the non-ISDN compatible central office NXX. CenturyLink will not be liable for any loss or damages arising from the emergency calls placed from ISDN-PRI Business Service provisioned via an alternative serving central office.

- G. ISDN-PRI Business Service is available only where Customer's service location is within the provisioning limitations as determined prior to installation of Service. Should Customer's service location exceed said limitations, Service will be provided where CenturyLink has electrically compatible facilities available or where existing facilities can be made electrically compatible.
- H. One directory listing will be provided per D-Channel. Additional directory listings are available as specified in *Local Terms of Service: CenturyLink Telephone Numbers, Directory Listings, Telephone Directories and Directory Assistance Services*.
- I. Temporary Suspension of Service (Vacation Service) at Customer's request is not available for ISDN-PRI Business Service.
- J. In order to maintain the quality of ISDN-PRI Business Service, CenturyLink reserves the right to perform preventative maintenance and software updates to the network.
  - (1) Scheduled Maintenance is used to perform such functions as hardware and software upgrades and network optimization. CenturyLink will perform these tasks in a maintenance window that is anticipated to minimize disruption of Customer Service and activity. CenturyLink will provide advance notice of all Scheduled Maintenance.
  - (2) Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. CenturyLink will perform this type of maintenance at its discretion. Due to the nature of Demand Maintenance, prior notification may not be possible.
- K. Rotary hunt functionality is available with ISDN-PRI Business Service at no additional cost. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-Channel by allowing calls made to a busy number to be completed to another idle line in that rotary number group. This functionality is exclusively within the B-Channels of a single ISDN-PRI Business Service arrangement or between multiple ISDN-PRI Business Service arrangements and is not allowed between ISDN-PRI Business Service arrangements and other services, including but not limited to Business Individual Line Service. The total number of Primary Rate Interfaces in a single, standard hunting configuration may not exceed 50.
- L. Relocation of an ISDN-PRI Business Service arrangement to a new location within the same building or to a different location within the same central office serving area is considered a "move," and charges as defined in section 3.7 of this Agreement will apply for each ISDN-PRI Business Service arrangement that is relocated. A Customer requested move to a location in a different central office serving area is treated as a disconnection at the existing location, and Service Establishment Charges as defined in section 3.7 of this Agreement will apply for each ISDN-PRI Business Service arrangement established at the new location.

### 3.3 Standard Features.

- A. **Clear Channel Capability.** This feature allows all 64 Kbps on each B-Channel to be used for Customer information because the B-Channels on ISDN-PRI Business Service are clear as a result of all signaling and control functions being handled by a D-Channel.

- B. **D-Channel Control.** This feature permits a single D-Channel to provide signaling and control for one or more ISDN-PRI Business Service arrangements when, after subscribing to an initial 23 B-Channels plus one D-Channel arrangement, Customer requests additional arrangements consisting of 24 B-Channels. CenturyLink recommends that the number of B-Channels supported by a single D-Channel not exceed 95.
- C. **Digital Voice Transmission.** This feature provides that all voice calls are transmitted using digital signaling.
- D. **Direct Inward Dialing (“DID”) Signaling.** This feature permits incoming dialed calls from the exchange network to reach a specific number served by CPE without the assistance of an attendant. The central office will outpulse digits to CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to ISDN-PRI Business Service rates and charges.
- E. **Dynamic Allocation of Bandwidth.** This feature allows voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call-by-call basis. Without this capability, each service would be required to have a dedicated B-Channel.
- F. **Incoming Call Identification (Caller ID Number Only).** This feature provides Customer with the telephone number of the calling party. Incoming Call Identification is provided via the D-Channel associated with an incoming call on a B-Channel to a PBX and is subject to availability and provision by the originating call’s carrier’s facilities. Customer’s equipment must be compatible with this feature.
- G. **PBX Station ID Capability.** This feature allows the station user’s (calling party’s) number to be transmitted over an ISDN-PRI D-Channel from DID equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated DID telephone number working in the central office.

### 3.4 Optional Features.

- A. **2 B-Channel Transfer.** This feature provides specific central office switching capabilities. For example, when a call terminates at a given location but is then forwarded to another location, two B-Channels between the central office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the B-Channels going in and out of the forwarding device.
- B. **Call-by-Call/Integrated Service Access Feature Capability.** This feature allows Customer to dynamically allocate the use of channels for ISDN-PRI Business Service. Customer may also choose voice or data transmission on a per call basis. In addition, Customer may choose to subscribe to more services than channels. CPE signals the local central office as to which type of service (e.g., inward/outward trunks, two-way trunks, WATS lines, or toll free service) to access for each call. This feature is available only with two-way Primary Rate Interface.
- C. **Circular Hunt.** This feature provides the most efficient hunting sequence available and allows for much larger hunting groups than standard ISDN-PRI Business Service packages do. With Circular Hunt, an incoming call is completed to the next available B-Channel in sequence starting from the last B-Channel selected. Circular Hunt can occur across multiple ISDN-PRI facilities. Circular Hunt will initially be provisioned to allow up to 50 Primary Rate Interfaces in a single hunting configuration. However, Circular Hunt can be established or changed to support up to 220 Primary Rate Interfaces in a single hunting configuration.

- D. **D-Channel Backup.** This feature provides backup for the D-Channel for Customers with multiple ISDN-PRI Business Service arrangements by automatically switching signaling capability to a backup D-Channel if service to the primary D-Channel is interrupted.
- E. **E911 Call Screening.** This feature provides for the transmission of PBX or Key System station information via an ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location of the calling station on Customer's premises where a 911 call originates. This Optional Feature is available only in communities where local emergency authorities support E911 Call Screening in conjunction with CenturyLink's Private Switch Database Service associated with E911 Service and requires National ISDN-2 Protocol.
- F. **Incoming Call Identification (Caller ID Name and Number).** This feature provides Customer with the telephone number and name of the calling party. Incoming Call Identification is provided via the D-Channel associated with an incoming call on a B-Channel to a PBX and is subject to availability and provision by the originating call's carrier's facilities. Customer's equipment must be compatible with this feature. Calling number delivery blocking is available.
- G. **Main Number ID Capability.** This feature is available in lieu of the standard PBX Station ID Capability feature. Main Number ID Capability allows only the main number associated with an ISDN-PRI Business Service arrangement to be transmitted and available for display when a call is placed from any station associated with an ISDN-PRI Business Service arrangement.
- H. **National ISDN-2 Protocol.** This feature is a communication protocol that governs interactions between Customer's ISDN equipment and the telecommunications network. National ISDN-2 Protocol requires that all CPE must be compatible with ISDN-2 Protocol.
- I. **Network Ring Again.** This feature enables Customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply. This feature is available only with two-way Primary Rate Interface.

### 3.5 Service Components.

- A. The components of ISDN-PRI Business Service are as follows:
  - (1) **Primary Rate Access Line.** A Primary Rate Access Line provides a four-wire access loop from Customer's premises to a serving central office. The transmission of this loop supports Clear Channel Capability. One Primary Rate Access Line is provided for every 24 channels.
  - (2) **Primary Rate Interface.** Primary Rate Interface provides the multiplexing to support up to 23 B-Channels at 64 Kbps plus one D-Channel for signaling also at 64 Kbps. When NFAS is ordered, Primary Rate Interface can provide up to 24 B-Channels at 64 Kbps. Primary Rate Interface may be provisioned as one-way or two-way.
  - (3) **Primary Rate Channels.** An initial ISDN-PRI Business Service arrangement consists of 24 channels (23 B-Channels plus one D-Channel) with unlimited usage that allows either voice or data transmission up to 64 Kbps. Additional arrangements may be ordered in arrangement of either 23 B-Channels plus one D-Channel OR 24 B-Channels.
    - (a) Voice calls may be completed to both ISDN and non-ISDN lines.
    - (b) Data transmission on B-Channels will be circuit switched at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices

may potentially be subjected to analog transmission or sub-rated to 56 Kbps.

- (c) Customer may choose to subscribe to additional non-exchange-based services. Initial choices for these services will be WATS lines and toll free service. Charges for these services are in addition to the charges for ISDN-PRI Business Service.
- B. Each Primary Rate Access Line may be active with a corresponding number of services (e.g., inward/outward trunks, two-way trunks, WATS lines, or toll free service) selected. Customer may also choose to subscribe to more services than channels. CPE signals the local central office as to which type of service (e.g., inward/outward trunks, two-way trunks, WATS lines, or toll free service) to access for each call.

### 3.6 Application of Rates.

- A. An ISDN-PRI Business Service arrangement is furnished between a serving central office and Customer's designated premises.
- B. Nonrecurring charges will not be applicable for ISDN-PRI Business Service arrangements that are updated from an existing 1.544 Mbps service to ISDN-PRI Business Service.
- C. The initial ISDN-PRI Business Service arrangement at any location must be a 23 B-Channels plus one D-Channel arrangement after which additional arrangements may be ordered in arrangements of 23 B-Channels plus one D-Channel OR 24 B-Channels.
- D. Rates and charges for Optional Features are applied to each Primary Rate Interface for which the Optional Features are ordered.

### 3.7 Charges.

- A. ISDN-PRI Business Service will be charged at rates applicable to each Primary Rate Access Line.
- B. ISDN-PRI Business Service is available in combinations of Primary Rate Channels according to the limits of CenturyLink central office type. The initial arrangement must be 23 B-Channels plus one D-Channel.
- C. Service Charges.
  - (1) Service Charges specified herein apply in lieu of any other service charges.
  - (2) **Service Establishment Charges** are applicable when a customer requests establishment of a new ISDN-PRI Business Service arrangement(s). Service Establishment Charges apply for each ISDN-PRI Business Service Arrangement that is separately ordered and/or installed. Service Establishment Charges consist of:
    - (a) A Service Ordering Charge, as defined in the Service Charges section of the CenturyLink Local Terms of Service for the state where the Services are located, as posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html), applies for each order placed, for receiving and recording information, and processing the necessary data in connection with a customer's request for service establishment; and
    - (b) The applicable Nonrecurring Charge for an ISDN-PRI Business Service Arrangement. This charge covers engineering design, common centralized testing and coordination. Nonrecurring charges do not apply for additional ISDN-PRI Business Service

Arrangements installed at the same customer designated premises on the same trip and placed on the same service order.

- (3) **Premises Visit Charges** are applicable per ISDN-PRI Business Service arrangement, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.
- (4) **Service Change Charges** are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).
- (5) **Move Charges** apply for each ISDN-PRI Business Service arrangement moved to a new location in the same building or to a different location within the same central office serving area. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

- D. Federal monthly end user charges apply as described in CenturyLink's FCC Tariff. Those charges may include, but are not limited to, End User Common Line Charges, Presubscribed Interexchange Carrier Charges, Line Port Charges, Local Number Portability Charges, Access Recovery Charges, and Federal Universal Service Fund Charges. In addition, state monthly end user charges may apply.
- E. When an interoffice channel is required, interoffice channel charges will apply in addition to the charges for ISDN-PRI Business Service.
- F. ISDN-PRI Business Service arrangements are available at month-to-month rates (subject to a minimum service period of six months) or under Term Discount Plans ("TDPs").

### 3.8 Term Discount Plan.

#### A. Description.

- (1) Under a TDP, CenturyLink will provide Customer with a discount off ISDN-PRI Business Service's list price for the duration of a TDP commitment period. TDP commitment periods of one, two, three, and five years are available.
- (2) Customer can extend its TDP commitment period at any time during the term of a TDP. The number of months accrued under the current TDP will apply toward the commitment period of the new TDP. The rates under the new TDP will not apply retroactively toward the months accrued under the current TDP.
- (3) At the end of a TDP commitment period, Customer may subscribe to a new TDP at prevailing list rates. If an ISDN-PRI Customer continues to receive Service after the expiration of Service's applicable TDP and does not select a new TDP, the rates under the expired TDP will continue in effect for as long as Customer continues subscribing to the ISDN-PRI Business Service arrangements installed under the expired TDP. Rate changes as defined below will apply to Customers that continue to receive Service after the expiration of a TDP. Additional ISDN-PRI Business Service arrangements installed after the expiration date of the original TDP are not eligible for the expired TDP rates and will be charged at the prevailing month-to-month rates unless Customer selects a TDP for those services.

**B. Rate Changes.**

- (1) CenturyLink may increase or decrease the underlying rates or list prices to which a TDP discount is applied. Rate increases or decreases will be applied to the monthly TDP rates for the remaining term of a TDP.
- (2) If a CenturyLink initiated rate increase to any rate element or combination of rate elements causes the charges for the entire Service arrangement under the TDP to increase by 10% or more in any plan year, Customer may cancel the TDP without incurring Early Termination Liability Charges provided Customer notifies CenturyLink within 30 days after the effective date of the rate increase. The first 12 months of a TDP commitment period constitute a plan year. Each subsequent 12 month increment constitutes an additional plan year.

**C. Early Termination Liability.**

- (1) **Calculation of Early Termination Liability.** If a TDP Customer disconnects all or a portion of Service before the expiration of a TDP, Customer will be subject to Early Termination Liability described in *Standard Terms and Conditions for Communications Services*. Charges and/or Termination Charges described in *Local Terms of Service: CenturyLink Line Extensions and Special Construction Services* may also apply.
- (2) **Waiver of Early Termination Liability.** Customer will not be liable for Early Termination Liability under the following circumstances:
  - (a) **Relocation within Central Office Serving Area.** If a TDP Customer relocates an existing Service arrangement to a new location within the same building or to a different location within the same central office serving area prior to the expiration of a TDP, a Termination Liability Charge will not apply, and the number of months accrued at the prior location will carry over to the new location.
  - (b) **Relocation to Different Central Office Serving Area.** If a TDP Customer relocates an existing Service arrangement to a location in a different central office serving area, a Termination Liability Charge will not apply if Customer converts to a new TDP commitment period that is equal to or greater than the original TDP commitment period. The number of months accrued at the prior location under the original TDP will not carry over to the new location.
  - (c) **Technology Upgrade.**
    - i. Early Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected before the expiration of a selected service period as a result of a Customer requested upgrade to a next generation service offering under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

The service orders to install the new service and disconnect the old service are related, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and



The service orders to install the new service and disconnect the old service are for the same Customer at the same location.

- ii. CenturyLink will determine whether a replacement service qualifies as a next generation service offering.
- iii. Service Charges for the new service as defined in *Local Terms of Service: CenturyLink Service Charges* may apply in addition to any Early Termination Liability Charges applicable through this Agreement.

### 3.9 PRI BUNDLE II—BUSINESS

**A. Introduction.** PRI Bundle II—Business is an optional business service enrollment plan with features and services for a flat monthly rate for each bundle provided. PRI Bundle II—Business includes the following features and services:

- (1) One Primary Rate Access Line;
- (2) Two-Way Primary Rate Interface;
- (3) 24 Primary Rate Channels (23 B-Channels plus one D-Channel);
- (4) The option to use up to 100 DID numbers;
- (5) Unlimited Extended Area Service (“EAS”) and Unlimited Extended Calling Scope (“ECS”), where available;
- (6) ISDN-PRI Standard Features; and
- (7) Incoming Call Identification (Caller ID Name and Number).

**B. Description.**

- (1) In addition to the terms in this section, each local feature component of PRI Bundle II—Business, including ISDN-PRI Business Service and DID Service, is governed by the terms and conditions in the applicable sections of the general exchange/local tariffs governing that service or the applicable CenturyLink Local Terms of Service, posted to [http://about.centurylink.com/legal/rates\\_conditions.html](http://about.centurylink.com/legal/rates_conditions.html).
- (2) It is Customer’s option whether to use DID in conjunction with PRI Bundle II—Business. If Customer chooses to use DID, Customer may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 20. When Customer activates fewer than 100 numbers concurrent with establishment of service, Service Charges do not apply for the initial or subsequent activations of 20-number blocks (up to the 100 DID numbers included in the bundle rate). Customer may order DID numbers in excess of 100 for an individual PRI Bundle II—Business, subject to availability. Nonrecurring and Installation Charges apply for activation of DID numbers above 100.
- (3) ISDN-PRI Business Service Optional Features are available with PRI Bundle II—Business, but for an additional charge.
- (4) Customer may not use Unlimited EAS/ECS for continuous connection to the Internet or for full-time data connections.
- (5) PRI Bundle II—Business is available under separate Order Term commitments. Early Termination Liability Charges apply for PRI Bundle II—Business.
- (6) Unless properly terminated by Customer or CenturyLink, Customer will remain enrolled in PRI Bundle II—Business, as amended from time to time,

with any applicable changes in rates, for as long as CenturyLink offers PRI Bundle II—Business. If any PRI Bundle II—Business features or services are discontinued by Customer, the remaining features and services will be charged at the prevailing list rates.

#### 4. ISDN-BRI SERVICE DESCRIPTION AND FEATURES.

**Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered and will no longer be available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with this grandfathered service.**

##### 4.1 Service Description.

- A. ISDN-BRI Service is a local exchange telecommunications service that provides integrated voice and data communications capability that supports the simultaneous transmission of circuit switched voice and circuit switched data over a single exchange access line.
- B. ISDN-BRI Service provides Customer with two B-Channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-Channel. A B-Channel carries circuit switched voice and/or circuit switched data communications at speeds up to 64 Kbps from Customer's premises over the loop facility to the central office. Packet data services are not available over B-Channels. The D-Channel carries administrative signaling at 16 Kbps for call-control for either a voice or data B-Channel call on an ISDN-BRI line. The D-Channel does not have voice capability. Packet data services are not available on the D-Channel.
- C. ISDN-BRI Service consists of three distinct channels delivered to Customer's premises: two B-Channels (bearer channels) plus one D-Channel (data channel). This is also known as 2B+D. ISDN-BRI Service is not available in channel arrangements of 1B+D or 0B+D.
- D. ISDN-BRI Service provides switched communication paths that provide end user access to a variety of circuit switched services and features, including data, voice and video, that conform to internationally developed, published, and recognized standards generated by the ITU.
- E. ISDN-BRI Customers must comply with ISDN-BRI specifications as defined by CenturyLink. ISDN-BRI Service is comprised of a limited set of standard user network interfaces.
- F. ISDN-BRI CPE located at Customer's premises must be compatible with the network interface. This two-wire interface is the physical interface between a central office switch equipped with ISDN and CPE that is necessary for terminating a telephone circuit or facility at Customer's premises.

##### 4.2 Standard Features.

- A. **Closed User Group.** This feature allows the user to establish sub-networks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes.
  - (1) **Outgoing Access.** The data terminal originates outgoing calls only. These calls may terminate within or out of the Closed User Group.
  - (2) **Incoming Access.** The data terminal receives incoming calls only. These calls may terminate within or out of the Closed User Group.
  - (3) **Incoming Calls Barred.** The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.

- (4) **Outgoing Calls Barred.** The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.
  - (5) **Unrestricted Access.** The data terminal receives and originates both incoming and outgoing calls.
- B. Configuration Group.** This feature associates a button or buttons of an ISDN-CPE station to a feature or group of features. Each different telephone set button arrangement requires that a different Configuration Group be assigned.
- C. Service Capability Packages.**
- (1) Each Service Capability Package describes a specific interface configuration as well as the features and capabilities of that interface. Detailed technical specifications are defined for each Service Capability Package. These packages have been established to help simplify the ordering, provisioning, and installation of ISDN-BRI Service.
  - (2) The Standard ISDN-BRI Service package without features (Package S) is provided in conjunction with Flat Rate Individual Residence and Business, Key Trunk, and Digital Centrex Service Local Exchange Service. Packages H and L are provided in conjunction with Key Trunk Local Exchange Service only. Customer will subscribe to one of the following Service Capability Packages specifying the assignment of each B-Channel.
  - (3) **Package S:** (Standard ISDN-BRI Service package without features)
    - (a) One B-Channel for alternate circuit switched voice/circuit switched data
    - (b) One B-Channel for alternate circuit switched voice/circuit switched data
  - (4) **Package H:** (Key Systems only)
    - (c) One B-Channel for voice only
    - (d) One B-Channel for circuit switched data only
    - (e) Additional Call Offering
  - (5) **Package L:** (Key Systems only)
    - (f) One B-Channel for circuit switched data only
    - (g) One B-Channel for alternate voice/circuit switched data
    - (h) Additional Call Offering
  - (6) **Feature Package 1:**
    - (a) Flexible Calling
    - (b) Automatic Callback
    - (c) Additional Call Offering
    - (d) Call Forwarding
    - (e) Caller ID with Name

**4.3 Optional Features.**

- A. Additional Call Offering (“ACO”).** This feature allows multiple call appearances per telephone number (B-Channel) per telephone set.
- B. Additional Directory Numbers.** This feature makes additional directory numbers available on each B-Channel in addition to the primary directory number assigned to the B-Channel. Customer must subscribe to additional directory numbers separately.

- C. **Automatic Callback (Repeat Dial).** This feature provides automatic callback to the last dialed number.
- D. **Caller ID with Name.** This feature permits Customer to receive and display the calling party's name and telephone number for calls placed to Customer.
- E. **Call Forwarding.** This feature provides Customer with Call Forwarding Variable, Call Forward Busy, and Call Forward No Answer with Message Waiting Indicator, either Visual or Audible.
- F. **Call Pickup – Originating and Terminating.** This feature allows a station user to answer any call within an associated pre-designated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.
- G. **Flexible Calling.** This feature includes:
  - (1) Hold/Retrieve,
  - (2) B-Channel Reservation,
  - (3) Three-Way Conference Calling,
  - (4) Add-on (previously Held Conference Call),
  - (5) Drop Last Call,
  - (6) Transfer,
  - (7) No Transfer Restriction, and
  - (8) Consultation Hold.
- H. **Loop Extension.** This feature is available only where Customer's service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should Customer's service location exceed said limitations, Service will be provided where CenturyLink has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service carries an additional charge and will extend the loop to approximately 36,000 feet.
- I. **Multi-line Hunt Group.** This feature is limited to hunting within ISDN-BRI lines and on an individual customer location basis. Directory numbers within the Multi-line Hunt Group may not have multiple call appearances.
- J. **Six-Way Conference Calling, Drop, Hold, Transfer.** This feature allows Customer to add up to five parties to an existing call. This feature is for voice calls only.

#### 4.4 Service Limitations.

- A. ISDN-BRI Service is offered only where facilities and appropriate technology exist.
- B. In exchanges where IntraLATA Presubscription has been implemented, only one InterLATA and one IntraLATA Carrier may be selected for all B-Channels associated with the same ISDN-BRI Service. Access via 101XXXX to other Interexchange Carriers is available.
- C. CenturyLink will terminate ISDN-BRI Service at the CenturyLink Network Interface Device ("NID") located at Customer's premises.
- D. Two primary directory numbers will be included with an ISDN-BRI line, one for each B-Channel. If additional directory numbers are required on either B-Channel, they are available for an additional charge.
- E. One directory listing will be provided with ISDN-BRI Service.

- F. ISDN-BRI Service is available from both host and remote central offices. If a remote central office is not so equipped, CenturyLink may, in some cases, require Customer to accept a host NXX and the local calling area (e.g., Extended Area Service, Expanded Local Calling Service) that goes with the host central office. Access to the host NXX is provided at standard ISDN-BRI Service rates.
- G. In situations where CenturyLink requires a host NXX and at a later date equips a remote central office, the remote customer is required to change to the remote NXX. If the remote customer chooses to continue ISDN-BRI Service from the host NXX, then all charges applicable to Foreign Exchange Service will apply in addition to the rates and charges included in this section. Similarly, if Customer requests ISDN-BRI Service from an alternative central office other than that designated by CenturyLink, all charges applicable to Foreign Exchange Service will apply.
- H. 911 calls placed over ISDN-BRI lines provisioned via this arrangement will be identified as originating in the foreign service central office NXX. CenturyLink will not be liable for any loss or damages arising from emergency calls placed from ISDN-BRI lines provisioned via a foreign serving central office.
- I. ISDN-BRI Service does not provide for the transmission of packet data on the D-Channel or on either of the B-Channels.
- J. ISDN-compatible terminal equipment is a requirement for operation and is Customer's responsibility. This equipment is dependent upon commercial power and not power from CenturyLink's central office. For Customer's safety and well-being, CenturyLink encourages Customer to maintain a non-ISDN access line on the premises for emergency calls in the event of a loss of commercial electrical power. In the event Customer elects to disconnect or not maintain a non-ISDN access line, Customer assumes full responsibility for telephone service in the event of an emergency.
- K. ISDN-BRI lines may be associated with Digital Centrex Service. Optional features compatible with ISDN-BRI Service may be purchased from the applicable Local Terms of Service governing Centrex features, as well as features unique to ISDN lines from the Optional Features in this section. ISDN-BRI lines associated with Digital Centrex Service may be purchased only for those features from the Local Terms of Service governing Digital Centrex Service. ISDN-BRI Service can be provisioned in the same digital Centrex customer group if, and only if, the customer group is resident in an ISDN equipped host or remote office. All other digital Centrex customers can subscribe to ISDN-BRI; however, the service will be provisioned as a stand-alone service and will not be included in the customer group.
- L. ISDN-BRI Service may be terminated in Key Telephone Systems that are ISDN compatible. The ISDN-BRI Multi-line Hunt Group Optional Feature is available exclusively with ISDN-BRI lines and cannot be provisioned in conjunction with non-ISDN lines. The monthly rate associated with the Multi-line Hunt Group Optional Feature is not applicable to ISDN-BRI terminating on Key Telephone Systems or the Digital Centrex Key Trunk equivalent access line rate. ISDN-BRI is not offered in conjunction with PBX Trunk Local Exchange Service and is only available in conjunction with the Local Exchange Service Community Caller option.
- M. ISDN-BRI Service Customers must purchase touch-tone service from CenturyLink.
- N. Temporary Suspension of Service (Vacation Service) at Customer's request is not available for ISDN-BRI Service.

#### **4.5 Charges.**

- A. ISDN-BRI Service is offered on an unlimited use basis. However, usage charges for circuit switched voice and data calls to Expanded Local Calling Area exchanges apply in conjunction with the applicable Community Caller access line as specified in

these terms. Also, Long Distance (Local Toll) charges apply when circuit switched voice or data calls are completed outside Customer's designated Local Calling Area or Expanded Local Calling Area exchanges. When two simultaneous B-Channels are combined for a maximum data speed of 128 Kbps, the call will be billed as if two calls were dialed by Customer.

- B.** The monthly rates for Service Capability Packages are applied on a per package basis. The monthly rates for the Optional Features and Feature Package 1 are applied on a per Service Capability Package basis.
- C.** ISDN-BRI Service monthly rates are in addition to the applicable Community Caller Individual Residence or Business, Key Trunk, or Digital Centrex Service access line rates. Extended Area Service ("EAS") charges, if applicable, apply in conjunction with the appropriate access line. All applicable state and federal charges will also apply.
- D.** The Non-Recurring Charge for ISDN-BRI Capability Package installation will be discounted 50% when Customer commits to a 12-month service period or 100% when Customer commits to a 24-month service period. If Customer terminates service prior to the end of the commitment period, Customer is responsible for payment of the discounted amount of the Non-Recurring Charge, which represents the installation charge initially waived. However, this early termination charge will not apply if Customer converts to a next generation service offering of a separate service, provided that the service period for the new service offering is equal to or exceeds the remaining service period of the disconnected arrangement; the service orders to install the new service and disconnect the old service are related; there is no lapse in service between installation of the new service and disconnection of the existing service; and the service orders are for the same customer at the same location. ISDN-PRI Business Service, TransLink Service, Frame Relay Service, Asynchronous Transfer Mode Service, and Digital Subscriber Line Service are next generation service offerings.
- E.** ISDN-BRI Service provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups or in excess of one group on the initial establishment of service will be charged an installation charge per Configuration Group.
- F.** A Database Change Charge will apply for any database change subsequent to the installation of ISDN-BRI Service. This includes but is not limited to changing, adding, or deleting features or Service Capability Packages, directory numbers, or number appearances.
- G.** Service Charges do not apply to ISDN-BRI Service.
- H.** Federal monthly end user charges apply, as described in the service provider's FCC Tariff. Those charges may include, but are not limited to, End User Common Line Charges, Presubscribed Interexchange Carrier Charges, Line Port Charges, Local Number Portability Charges, Access Recovery Charges, and Federal Universal Service Fund Charges. In addition, state monthly end users charges may apply.