

TERMS, CONDITIONS, RATES AND CHARGES

**APPLYING TO THE PROVISION OF
FACILITIES BASED AND RESOLD**

LOCAL EXCHANGE SERVICES

within the operating territory of

CenturyLink Communications, LLC

(T)

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

in the State of

ARIZONA

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1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

This Tariff contains the regulations and rates applicable to intrastate interexchange telecommunications services furnished by CenturyLink Communications (CLC), LLC hereinafter referred to as the Company, between and among points within the State of Arizona. The regulated services offered herein by CenturyLink Communications (CLC), LLC, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Tariff.

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1. APPLICATION AND REFERENCE

1.4 TARIFF FORMAT

1.4.1 LOCATION OF MATERIAL

- A. Section 1 provides the following for all of the sections in this Tariff.
- Subject Index - an alphabetical listing to find the desired section.
 - Table of Contents - a numerical listing to find the desired section and page.
- B. Obsolete Service Offerings

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

1.4.2 OUTLINE STRUCTURE

The Tariff uses nine levels of indentations known as Tariff Information Management (TIM) Codes, as outlined below:

LEVEL	APPLICATION	EXAMPLE
1	Section Heading	1. APPLICATION AND REFERENCE
2	Sub Heading	1.4 TARIFF FORMAT
3	Sub Heading	1.4.1 LOCATION OF MATERIAL
4	Sub Heading/Tariff Text	A. Text
5	Sub Heading/Tariff Text	1. Text
6	Sub Heading/Tariff Text	a. Text
7	Sub Heading/Tariff Text	(1) Text
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9	Footnotes	[1] Text

Issued: 09-22-14

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1.4 TARIFF FORMAT (Cont'd)

1.4.3 RATE TABLES

Within rate tables, four types of entries are allowed:

- Rate Amount

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

- A dash "-"

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

- A footnote designator "[1]"

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

- ICB

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

Issued: 09-22-14

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1.5 EXPLANATION OF CHANGE SYMBOLS

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

1. APPLICATION AND REFERENCE

1.6 EXPLANATION OF ABBREVIATIONS

CLC	- CenturyLink Communications, LLC	(N)
CO	- Central Office	
Cont'd	- Continued	
CPE	- Customer Premises/Provided Equipment	
DS1	- Digital Signal 1	
DS3	- Digital Signal 3	
DWDM	- Dense Wave Division Multiplexing	
GbE	- Gigabit Ethernet	
Gbps	- Gigabits per second	
ICB	- Individual Case Basis	
LAN PHY	- Local Area Network Physical Layer	
LATA	- Local Access and Transport Area	
MOE	- Metro Optical Ethernet	
MPL	- Metro Private Line (MPL)	(N)
NSEP	- National Security Emergency Preparedness	
OC3	- Optical Carrier 3	
OC12	- Optical Carrier 12	
OC48	- Optical Carrier 48	
OC3C	- Concatenated Optical Carrier 3	
OC12C	- Concatenated Optical Carrier 12	
OC48C	- Concatenated Optical Carrier 48	
POP	- Point of Presence	
POT	- Point of Termination	
PIC	- Primary Interexchange Carrier	(D)
		(D)
SONET	- Synchronous Optical Network	
SDH	- Synchronous Digital Hierarchy	
TSP	- Telecommunications Service Priority	
V & H	- Vertical and Horizontal	

1. APPLICATION AND REFERENCE

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

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

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

CENTURYLINK

CENTURYLINKTM

CENTURYLINKSM

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITIONS

Accessories

Devices which are mechanically attached to, or used with, the facilities furnished by the Company and which are independent of, and not electrically, acoustically, or inductively connected to, the communications path of the telecommunications system.

Authorized User

A person, firm, corporation or other entity that either is authorized by the customer to use local exchange services or is placed in a position by the customer, either through acts or omissions, to use local exchange services.

Company

Refers to CenturyLink Communications, LLC, which is the issuer of this Tariff.

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Contractual Service Agreement

Each Contractual Service Agreement is an individually negotiated contract offering tailored to meet the telecommunications needs of the customer(s) for whom the offering was designed. Each Contractual Service Agreement contains a service, or combination of services, and includes supplemental terms and conditions, including without limitation, prices, waivers and alternative pricing structure based upon volume, term, utilization and other needs related to the provision and receipt of telecommunication service(s) under this Tariff: special provisioning flexibility; special network monitoring; special outage credit provisions; special "turnkey" operation; and other specially developed features, functionalities or undertakings. A Contractual Service Agreement may also address, or be responsive to special competitive conditions that exist at the time a Contractual Service Agreement is agreed to between the Company and a customer.

Unless otherwise specifically provided for under each Option set forth in this Tariff, each Option is available to all similarly situated customers and will be provided pursuant to the identical or substantially similar terms and conditions.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITIONS (Cont'd)

Contributory Services

Those services that contribute towards the overall commitment but are not discountable according to the master discount schedule (ie. Total Advantage). By contributing towards the overall commitment level, these services will increase the discount level that is applied to the Discount Eligible category of services under the contract. These services will continue to receive discounts as designated in individual service contracts. Contribution levels will be based on Monthly Recurring Charges (MRCs) for these services.

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CPE

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

Customer

The person or entity in whose name service is rendered, as evidenced by the signature on the application or contract for that service, or by the receipt and/or payment of bills regularly issued in the individual's or entity's name regardless of the identity of the actual user of the service.

Deposit

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

Discount Eligible Service

Discount Eligible Services contribute toward the overall commitment level (ie. Total Advantage). Discount eligible products that bill on the same billing system can aggregate towards predetermined discount levels, meaning the more spent on this common group of products, the higher the customer's discount will be. Contribution levels will be based on monthly recurring charges (MRCs), counted towards the contract commitment levels and receive term and volume discounts where applicable.

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2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITIONS (Cont'd)

Grandfathered Service

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

Individual Case Basis (ICB)

A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the customer's situation for a specific service application.

Nonrecurring Charges (NRC)

The one-time charges for services or facilities, including but not limited to charges for construction, installation, administrative or special fees, for which the customer becomes liable at the time the Service Order is made or executed.

Presubscription-2

An arrangement whereby a customer may select and designate to the Company any Exchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Exchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC-2).

Recurring Charges (MRC)

The monthly charges to the customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITIONS (Cont'd)

Service Address

The service address is the location where the customer receives the Company provided service.

Service Commencement Date

The first day following the date on which the Company notifies the customer that the requested service or facility is available for use, unless extended by the customer's refusal to accept service which does not conform to standards set forth in the Service Order or this Tariff, in which case the Service Commencement Date is the date of the customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date. A customer may not unreasonably refuse to accept service.

Standard Network Interface

The point of connection between the customer and the Company's services which are located at the customer's premises at a place deemed necessary by the Company in order to insure transmission quality and which is readily accessible to the customer.

Telecommunications Service Priority (TSP)

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

Termination Charge

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

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 UNDERTAKING OF THE COMPANY

2.2.1 SCOPE

- A. The Company does not undertake to transmit messages under this Tariff.
- B. The Company shall be responsible only for the installation, operation and maintenance of the services, which it provides.
- C. The Company will, for maintenance purposes, test its services only to the extent necessary to detect and/or clear troubles.
- D. Services are provided 24 hours daily, seven days per week, except as set forth in other applicable sections of this Tariff.
- E. The Company does not warrant that its facilities and services meet standards other than those established for the service.

2.2.2 LIMITATIONS

- A. Services are offered subject to the availability of facilities and the provisions of this Tariff.
- B. The customer may not assign or transfer the use of services provided under this Tariff without the prior written consent of the Company.
- C. The customer may not, nor may the customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon written consent of the Company.
- D. The customer has no property right in the telephone number nor any right to continuance of service through any particular Central Office (CO), and the Company may change the telephone number or CO designation of a customer whenever it considers it desirable in the conduct of its business.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 UNDERTAKING OF THE COMPANY (Cont'd)

2.2.3 LIABILITY OF THE COMPANY

- A. The Company shall be indemnified and held harmless by any subscriber, user or by any other entity against claims for libel, slander or the infringement of copyright arising from the material transmitted over its services; and against all other claims arising out of any act or omission of a subscriber or of any other entity in connection with the services provided by the Company.
- B. The Company is not liable for any act or omission of any entity furnishing facilities or services connected with or provided in conjunction with the services of the Company.
- C. The Company shall not be liable for any personal injury, or death of any person or person, and for any loss or damage sustained by reason of acts, mistakes, omissions, errors or defects in providing its services, whatever shall be the cause which is not the direct result of the Company's gross negligence or willful misconduct.
- D. Except as otherwise provided herein, no liability for indirect, incidental or consequential damages shall attach to the Company, its agents, servants or employees, for damages or costs arising from errors, mistakes, omissions, interruptions, failures, delays, or defects or malfunctions of equipment or facilities, in the course of establishing, furnishing, maintaining, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the customer or users of the service or facilities) in the absence of willful and wanton conduct or gross negligence, whether a claim for such liability is premised upon breach of contract, breach of warranty, fulfillment of warranty, negligence, strict liability, misrepresentation, fraud, or any other theories of liability.
- E. The Company shall not be liable for any failure of performance due to causes beyond its control, including, without limitation, acts of God, fires, floods or other catastrophes, national emergencies, insurrections, riots or wars, strikes, lockouts, work stoppage or other labor difficulties, acts or omissions of other telecommunications carriers or service providers, and any law, order, regulation or other action of any governing authority or agency thereof.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 UNDERTAKING OF THE COMPANY

2.2.3 LIABILITY OF THE COMPANY (Cont'd)

- F. The Company shall not be liable to a customer or service user or any other person, firm, entity, for any failure to perform its obligations under this Tariff due to any cause or causes beyond its reasonable control, which is not the direct result of the Company's gross negligence or willful misconduct.
- G. The remedies set forth herein shall not be exclusive and the Company at all times shall be entitled to all rights available to it under either law or equity.

2.2.4 SPECIAL TAXES, FEES AND CHARGES

Any sales, use, privilege, excise, franchise or occupation tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its local exchange customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company, or may require collection of such taxes, fees and charges by the Company.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.1 APPLICATION FOR SERVICE

A. Refusal

The Company reserves the right to refuse an application for service made by a present or former customer who is indebted to the Company for service previously furnished, until the indebtedness is satisfied. The Company may refuse to furnish or may deny service to any person, business or entity on whose premises exists any telecommunications related facility which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining service without payment of the charges applicable to the service rendered. The Company may refuse to offer service where, in the Company's judgment, a service cannot reasonably be made available to a customer.

B. Cancellations and Deferments

When the Company advises a customer that ordered services are available on the requested due date and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 calendar day grace period. If after 30 calendar days the customer still has not accepted service, the customer will be contacted and regular monthly billing for the ordered service shall begin if the customer requests that facilities continue to be held for their future use. Otherwise the facilities will be released for other service order activity, and cancellation charges (non-recurring charges that would have applied had the service been installed) shall be applied.

C. Use of Service

1. Limitation on Use

Service is furnished to the customer for use only by the customer or by employees or representatives of the customer or by other users authorized by the customer.

When the general service to the public is impaired or in the Company's opinion is reasonably likely to be impaired by a customer's use of exchange service, the Company shall have the right to require the customer to contract for and properly maintain as many additional access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.3.2 OBLIGATION TO FURNISH SERVICE

- A. Facilities and lines furnished by or through the Company on the premises of a customer, authorized user or agent of the customer are the property of the Company and are provided upon the condition that such facilities and lines must be installed, relocated, rearranged and maintained by the Company, and that the Company's employees and agents may enter said premises at any reasonable hour to test and inspect such facilities and lines in connection with such purposes, or upon termination or cancellation of the service, to remove such facilities and lines.
- B. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.
- C. The Company's obligation to furnish service or to continue to furnish service is dependent on the customer's prompt payment record with the Company and its actual payments for existing service. For a new customer, it is based on credit worthiness, which will be determined in an equitable and nondiscriminatory manner.

2.3.3 LIMITED COMMUNICATION

The Company reserves the right to limit use of communication services when emergency conditions cause a shortage of facilities.

2.3.4 PAYMENT ARRANGEMENTS

The customer is responsible for payment of all charges for services furnished by the Company to the customer and/or authorized users. This responsibility is not changed by virtue of any use, misuse, or abuse of the customer's service or customer-provided equipment or facilities by third parties, including, without limitation, the customer's employees or the public.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.3.5 SPECIAL SERVICES

A. Work On Customer's Premises

It is contemplated that all work on customer's premises can be performed during regular working hours. If a customer requests that work be performed during hours which results in overtime or premium rates of pay, a charge may apply in addition to other rates and charges which may be applicable, based on the amount of overtime or premium time required, as determined on an individual case basis.

It is also contemplated that all installation, removals, service connections, moves and changes requested by a customer be performed without the Company incurring unusual costs. If a customer requests that work be performed in a special manner or at a special time which results in unusual costs, a charge equal to the amount of unusual costs may apply in addition to other applicable rates and charges, as determined on an individual case basis.

B. Special Arrangements

1. The rates and charges quoted in this Tariff contemplate the use of standard arrangements, that is, the arrangement normally used by the Company to provide the type of service involved.
2. For special service arrangements to be provided by this Company, and not specifically covered in this Tariff, including but not limited to services, features, and combinations of services and features not normally offered or combined, monthly rates and the one-time charges, such as installation, nonrecurring and construction charges will apply based on the circumstances in each case.
3. These special equipment and service items will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested. In such cases, the Company reserves the right to require an initial contract period longer than one (1) month at the same location.
4. The rates, terms and conditions for these Special Arrangements offerings will be established on an individual case basis.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.5 SPECIAL SERVICES (Cont'd)

C. Special Promotions

The Company may, from time to time, offer promotional programs for its services which may include waiving or reducing the applicable rates and charges for the promoted service. The promotional offerings may be limited as to the duration, the date, and times of the offerings and the locations where the offerings are made or other reasonable limitations. The Company may also offer incentives, benefits or gifts to customers to encourage the purchase or retention of any such service or product.

D. Trials

The Company may offer, from time to time, limited trials for services which may include the waiving or reducing of all rates and charges for the service that is the subject of the trial and for services that are provided as part of the trial. Trials will be intended to test new potential services or new marketing approaches for services. The location, duration, date and times of a trial may be limited by the Company. The Company may terminate such trials in its reasonable discretion.

E. Individual Case Basis

In lieu of the rates otherwise set forth in this Tariff, rates and charges including installation, special construction and recurring charges for Company services may be established at negotiated rates on an ICB, taking into account the nature of the facilities and services, the costs of construction and operation, and the length of service commitment by the customer. Such arrangements shall be considered special pricing arrangements, the terms of which will be set forth in individual contracts. Special pricing arrangement rates or charges will be made available to similarly situated customers on equal terms and conditions.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.3.6 TERMINATION OF SERVICE

A. Initial Service Periods

1. The initial service period for service and facilities is one month (30 days), except as otherwise specified in other sections of this Tariff.
2. Initial service periods for service or facilities of any class will be greater than those specified herein whenever that is required in order for the Company to protect itself from making an unwarranted investment because the customer's location or the character of the service required is such that upon termination of the customer's contract the facilities which have been constructed or installed to render the service are not likely to be useful for furnishing service to any other customer.
3. Service may be terminated prior to the expiration of the initial service period upon payment of all charges due for service which has been furnished plus the termination charges as specified in this Tariff, or in the terms of the service agreement. In the case of service for which the initial period is one month, the charges due are for the balance of the month.

B. Termination Liability/Waiver Policy

Services provided via service agreements may include the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy as described in the Tariff.

1. Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% percent of the total monthly rates for the service provided under the terms of the customer's service agreement, unless otherwise specified.
2. Minimum Service Period is the period of time that the factor of the Termination Liability Charge would apply.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.6 TERMINATION OF SERVICE

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

3. If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage of 50% or the rate specified in the service agreement, for the remaining term of the agreement.[1]
4. If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.
5. Waiver Policy

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

- The customer signs a new service agreement for any other Company provided service(s);
- Both the existing and the new service(s) are provided solely by the Company;
- The order to discontinue the existing service(s) and the order to establish the new service(s) are received by the Company at the same time;
- The new service(s) installation must be completed within thirty calendar days of the disconnection of the old service(s), unless the installation delay is caused by the Company;

[1] For example: Customer disconnecting in month 12 of a 36 month agreement with MRC of \$100.00. Termination charge is \$100.00 (minimum billing level) x 24 months (minimum service period) x 50% (Termination Liability Percentage) = \$1,200.00.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.6 TERMINATION OF SERVICE

B.5. (Cont'd)

- The total value of the new service agreement(s), excluding any special construction charges and any other nonrecurring charges, is equal to or greater than 100% of the remaining value of the existing agreement(s);
- A new minimum service period goes into effect when the new service agreement term begins;
- The customer agrees to pay any previously billed, but unpaid recurring, and any outstanding nonrecurring charges. The charges cannot be included as part of the new service agreement;
- All applicable nonrecurring charges will be assessed for the new contracted service(s).

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2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.3.7 TERMINATION OF SERVICES – COMPANY INITIATED

- A. The Company may terminate service, with notice, for the following reason:
1. Nonpayment
 - a. Any sum due the Company beyond the payment due date.
- B. The Company may disconnect without notice for the following reasons:
1. Fraudulent Service

If the Company determines service was obtained fraudulently or without the authorization of the provider or is being used for, or suspected of being used for, fraudulent purposes.
 2. If a safety condition exists that is immediately dangerous or hazardous to life, physical safety, or property.
 3. Upon order by an appropriate court, the Commission or any other duly authorized public authority.
 4. If service, having been properly disconnected, has been restored by someone not authorized by the Company and the original cause for disconnect has not been cured.
 5. Violation of any Commission rule or effective tariff(s) that may adversely affect the safety of any person or the integrity of the provider's service.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE

2.3.7 TERMINATION OF SERVICES – COMPANY INITIATED

B. (Cont'd)

6. Failure to comply with municipal ordinances or other laws pertaining to telecommunications service that may adversely affect the safety of any person or the integrity of the provider's service.
7. Failure of the customer to permit the provider reasonable access to its facilities or equipment.

C. Nonrecurring Charge For Restoration of Service

A reconnection fee per occurrence may be charged when service is re-established for customers who have been suspended for non-payment, and is payable at the time that the restoration of suspended service and facilities is arranged. If a customer's premises visit is required, an additional fee may be charged.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.3.8 INTERRUPTION OF SERVICE

- A. After an interruption or outage of local service of more than 24 hours, the Company shall refund a portion of the monthly charge for the number of days without service.
- B. The allowance described above is not applicable when service is interrupted by the negligence or willful act of the customer to service or where the Company, under the terms of the contract for service, suspends or terminates service for nonpayment of charges, or for unlawful or improper use of the facilities or service, or for another reason provided for in the filed and effective tariff.

Issued: 09-22-14

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 PAYMENT FOR SERVICE

2.4.1 CUSTOMER RESPONSIBILITY

The customer is responsible for payment of all charges for facilities and services furnished to the customer, including charges for services originated, terminated, or accepted, at such facilities.

2.4.2 PAYMENT OF BILLS

A. Charges Due

Charges for local exchange service and facilities are billed in advance. Payment is due as required by statute or state administrative rules. All bills are payable by any means mutually acceptable to the customer and the Company. All payments shall be made at or mailed to a Company payment office, or to a duly authorized Company representative. Failure to receive a bill does not exempt the customer from prompt payment of their account. The customer is held responsible for all charges for local exchange service and facilities furnished at the customer's request.

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The Company shall utilize credit policies and reasonable and equitable methods in its debt collection practices as specified by state and federal government regulations.

The billing date shall be printed on each bill and the date rendered shall be the mailing date. A bill shall be considered delinquent 30 days after the date the bill is rendered. Delinquent accounts for which payment has not been received may be terminated 22 days after the date the bill is rendered, subject to the notice requirements specified in D., following.

B. Returned Payment Charge

A returned payment charge in the amount of \$25.00, or a lesser amount as permitted by state rule or law, may apply to the customer's account for each occasion that a check, bank draft, or an electronic funds transfer item is returned to the Company for the reason for insufficient funds or no account.

C. Late Payment Charge

1. Billing will be payable upon receipt. Amounts not paid within 30 days after the invoice is rendered will be considered past due. A late payment charge at the rate of 1.50% per month may accrue upon any unpaid amount commencing five days after the date the payment is past due. The amount of the late payment charge shall be indicated on the customer's bill.
2. Collection procedures, temporary disconnection of service, and the requirements for deposit are unaffected by the application of a late payment charge.

2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 PAYMENT FOR SERVICE

2.4.2 PAYMENT OF BILLS (Cont'd)

D. Notice of Suspension

In the event it becomes necessary for service to be discontinued to a customer for nonpayment, a written notice will be given advising the customer of the amount due and the date by which the same must be paid. If the customer fails to pay or make suitable arrangements for payment by said due date, the Company may suspend the service or discontinue the service and remove any or all of its equipment from the customer's premises.

E. Duplicate Bill Charge

In the event a customer requests a reprint of a monthly bill that is greater than six months old, a duplicate bill charge may apply.

	MAXIMUM CHARGE	CURRENT CHARGE
• Business, per account		
- Reprint on paper, per bill	\$10.00	\$5.00

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2. GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 PAYMENT FOR SERVICE (Cont'd)

2.4.3 CUSTOMER DEPOSITS AND ADVANCE PAYMENTS

A. Deposits From Applicants For Service and Present Customers

1. Any applicant or customer whose financial responsibility is not established to the satisfaction of the Company may be required to provide a deposit to the Company, pursuant to the provisions in state rule, R14-1-503 B. Nonresidential customer deposits shall not exceed 2 ½ times that customer's estimated maximum monthly bill. Residential customer deposits shall not exceed 2 times the customer's estimated average monthly bill. The deposit will bear simple interest, at the rate of 3% per annum.
2. The payment of a deposit shall in no way relieve the applicant or customer from complying with the Tariff rules and regulations for the prompt payment of bills on presentation.

B. Advance Payment

To safeguard its interests, the Company may require the customer to make an advance payment before services and facilities are furnished. The amount of the advance payment will be determined on a case by case basis and will conform to applicable commission regulations.

2.4.4 BILLING DISPUTES

The customer is responsible for notifying the Company of any charges in dispute and the specific basis of such dispute. All charges not in dispute shall be paid by the customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges. At the conclusion of the investigation, the Company shall notify the customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing. Amounts determined by the Company to be correctly charged shall also be subject to the late payment charge specified in this Tariff.

2.12 NATURAL DISASTER RELIEF FOR CUSTOMERS

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

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 NONRECURRING CHARGES

A. Description

A nonrecurring charge is a one-time charge associated with a given service or item of equipment made under certain conditions to customer-initiated requests to install, move, or change telephone service.

Nonrecurring charges, where applicable, are specified with services as stated in each section of this Tariff unless otherwise specified or included in this Section.

B. Rates and Charges

1. Nonrecurring charges apply to:

- a. Establish or change billing name responsibility subsequent to the initial installation of service and is in addition to directory listing charges, if applicable.

	CHANGE OF RESPONSIBILITY MAXIMUM CHARGE	NONRECURRING CHARGE
--	--	--------------------------------

- | | | |
|---------------------|---------|---------|
| • Per service order | \$17.00 | \$17.00 |
|---------------------|---------|---------|

- b. Change of telephone number initiated by customer.

	CHANGE OF NUMBER MAXIMUM CHARGE	NONRECURRING CHARGE
--	--	--------------------------------

- | | | |
|--------|---------|---------|
| • Each | \$75.00 | \$75.00 |
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3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 NONRECURRING CHARGES

B. Rates and Charges (Cont'd)

2. Nonrecurring charges do not apply to:
 - a. Move or change a customer's telephone service if required or initiated by the Company.
 - b. Install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - c. The "from" portion of work involved in a transfer of service from one premises to another.
 - d. Change a customer's mailing address.
 - e. Move a drop for Company initiated maintenance reasons.

3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)

3.1.2 PRESUBSCRIPTIONS-2 (PIC-2)

PIC-2 allows customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified below will apply each time the Customer requests a change to their intraLATA PIC, subsequent to the initial designation. InterLATA Presubscription is available pursuant to the Company's Rates and Services Schedule.

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	MAXIMUM CHARGE	NONRECURRING CHARGE
• PIC Change Charge, per line, per occurrence	\$10.00	\$5.00

3.1.3 DUPLICATE BILL CHARGE

In the event a customer requests a reprint of a monthly bill that is greater than six months old, a duplicate bill charge may apply. When billing is provided by a local exchange company on behalf of the Company, the local exchange company's duplicate bill policy applies.

	MAXIMUM CHARGE	CURRENT CHARGE
• Business, per account - Reprint on paper, per bill	\$10.00	\$5.00

4. CONTRACTUAL SERVICE AGREEMENTS

4.1 TOTAL ADVANTAGE

A. General Description

As applied in this Tariff, Total Advantage is a suite of intraexchange business communications services offering flat rates based on term and minimum usage commitments. Total Advantage is designed for new businesses with monthly revenue between \$500.00 to \$75,000.00 or annual revenue between \$12,000.00 to \$900,000.00 of Contributory and Discount Eligible Services. It is available on a month-to-month basis, one-year, two-year, or three-year term commitments in a Service Agreement negotiated on an individual case basis.

B. Rates, Terms, and Conditions

Total Advantage intraexchange services are governed by the same rates, terms and conditions contained in the CenturyLink Communications, LLC, Arizona Tariff No. 1, for Interexchange Telecommunications Services.

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4. CONTRACTUAL SERVICE AGREEMENTS

4.2 LOYAL ADVANTAGE (T)

A. General Description

As applied in this Tariff, Loyal Advantage is a suite of intraexchange communications services designed for government agencies offering rates based on term commitments. The services offered under Loyal Advantage include switched and dedicated outbound and inbound long distance, toll free features, *worldcard*, directory assistance, and Virtual Network Service. It is available on a month-to-month basis, one-year, two-year, or three-year term commitments in a Service Agreement negotiated on an individual case basis. (T)

B. Rates, Terms, and Conditions

Loyal Advantage intraexchange services are governed by the same rates, terms and conditions contained in the CenturyLink Communications, LLC, Arizona Tariff No. 1, for Interexchange Telecommunications Services. (T)
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5. SWITCHED EXCHANGE SERVICES

5.1 EXCHANGE AREAS

The Company's exchanges and local calling areas are the same as those shown in the tariffs of the Incumbent Local Exchange Carriers (ILECs) that serve the same exchanges as the Company. The Company shall provide service in the exchanges where facilities are available.

5.1.1 LOCAL CALLING AREAS

In addition to the serving exchange, the local calling area includes Extended Area Service (EAS) as shown in the tariffs of the Incumbent Local Exchange Carriers. EAS provides non-optional two-way interexchange telecommunications service between two or more exchanges without toll charges.

5.1.2 MAPS

The Company concurs with the maps filed by Qwest Corporation.

5. SWITCHED EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

A. General

1. Definition

Local Exchange Service

Local Exchange Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- Place or receive calls to any calling station in the local calling area, including Extended Area Service, as specified in this Tariff;
 - Place or receive calls to/from other stations on or connected to the Public Switched Telephone Network;
 - Access 911/E911 emergency services where available;
 - Access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
 - Access Operator Services;
 - Access Directory Assistance;
 - Place or receive calls to toll-free telecommunications services such as 800/888 telephone numbers;
 - Access Telecommunication Relay Service;
 - Access other services authorized by the State Commission and the Federal Communications Commission.
2. The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g. 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch. If the Customer chooses to have their line unblocked, the Customer will be responsible for all charges associated with caller-paid information services.
 3. The General Terms and Conditions of this Tariff apply to all exchanges except as otherwise provided herein.
 4. Local Exchange Service rates apply for each local exchange access line. All rates include touch-tone.

Issued: 09-22-14

5. SWITCHED EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.1 BUSINESS BASIC LOCAL VOICE SERVICE

A. Business

Business Basic Local Voice Service is an exchange service which provides a customer with a single, analog, voice-grade communication channel for telephones, key systems, modems, and other devices to access the Public Switched Telephone Network, for which a specified rate is charged regardless of the amount of local usage. Service is provided on a term basis only. The minimum term is one year.

1. Terms and Conditions

Business Basic Local Voice Service is available to business customers who enter into a service agreement. Within the Company's service territory Business Basic Local Voice Service is provided only to customers who subscribe to a minimum of four (4) lines. For a multi-location customer, lines are aggregated for all locations to meet the four-line minimum.

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The Company reserves the right to limit the locations where Business Basic Local Voice Service will be offered.

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5. SWITCHED EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.1 BUSINESS BASIC LOCAL VOICE SERVICE

A. Business (Cont'd)

2. Rates and Charges

Nonrecurring charges, as shown below, apply for the installation, connecting or moving telephone service. See 3.1.1, preceding, for application of other nonrecurring charges.

The following charges apply when a Customer chooses to purchase just the Business Basic Local Voice Service:

	MAXIMUM NONRECURRING CHARGE	CURRENT NONRECURRING CHARGE
• Business Basic Local Voice Service	\$85.00	\$85.00

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Business Basic Local Voice Service		
- Month to Month	\$75.00	\$75.00

5.2.2 RESIDENCE BASIC LOCAL VOICE SERVICE

A. Reserved For Future Use.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description

Anonymous Call Rejection

Anonymous Call Rejection prevents incoming calls marked private or anonymous from being completed. Anonymous Call Rejection is placed on the customer's line in the "off" condition. The customer must activate and deactivate the feature by dialing a code.

Calls marked private or anonymous are those calls on which per call blocking or permanent per line blocking has been activated in order to prevent name and telephone number information from passing to the called party. Blocked calls are routed to an announcement that states that the customer does not accept private or anonymous calls and provides further direction to the caller on how to unblock the call.

Call Forwarding - Busy Line

Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.

Call Forwarding - Busy Line/Don't Answer

Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy or if the customer does not answer after a preset number of ringing cycles.

Call Forwarding/Don't Answer

Allows a customer to have an incoming call forwarded to another number within the same central office switch if the customer does not answer after a preset number of ringing cycles.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description (Cont'd)

Call Forwarding-Variable

Offers the automatic redirection of incoming calls to any alternate telephone number. The alternate telephone number is selected by the subscriber, from the subscriber's service location, as well as deactivation of the forwarding, from that same serving location.

Call Rejection

Enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The company is not liable for damages if, for any reason, the Call Trace attempt is not successful.

Call Transfer

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three party connection, and then to leave the connection without disconnecting the call.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description (Cont'd)

Call Waiting

Provides a tone/signal to a customer that has a call in progress, that another call has been placed to that customer's telephone number. The customer may elect to hold the first call, by use of the switchhook, and answer the second call; as well as alternate between calls by pressing the switchhook. The customer may elect not to respond to the signal, and continue the original call.

Call Waiting may be deactivated prior to making an outgoing call, (or during a call if the customer has Three-Way Calling).

Caller Identification - Name and Number

Allows for the automatic delivery of a calling party's name and telephone number (including nonpublished and nonlisted telephone numbers) to the called customer, which gives the called customer an opportunity to decide whether to answer the call immediately or not. The name and number are displayed on customer provided equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, in its discretion, may abbreviate or limit that name for display purposes. The Company does not assure name accuracy, and it shall not be liable to any party for errors, omissions or mistakes. The Company's sole and only obligation shall be to reasonably correct errors in names when notified in writing of such errors.

Continuous Redial

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description (Cont'd)

Dial Lock

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls they wish to have blocked. Customers may override the blocking at anytime through a personalized assigned PIN code.

Do Not Disturb

Allows a customer to prevent the ringing of their telephone. When the feature is activated, callers hear a customer selected greeting indicating that the customer is not available. If the customer has messaging service the caller may stay on the line and leave a message.

Easy Access

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated two-digit code. The dialing code is *98.

Hot Line Service

Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

Last Call Return

Allows a customer to dial a code that will cause the feature to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available. This service is available on a usage or subscription basis.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description (Cont'd)

NO SOLICITATION

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list.

Priority Call

Allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list.

Remote Access Forwarding

Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number.

Scheduled Forwarding

Allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

SECURITY SCREEN

Provides the customer with the ability to screen private and unidentified calls that are placed to their number. A customer who subscribes to *SECURITY SCREEN* must also subscribe to Caller Identification – Name and Number.

Selective Call Forwarding

Allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

A. Description (Cont'd)

Selective Call Waiting

Includes the Call Waiting functionality and, in addition, allows the customer to establish and modify a list of telephone numbers that trigger the Call Waiting tone when the customer's line is in use. Calls from telephone numbers not on the list, or calls from unidentified callers will either hear busy tone when the customer's line is busy or if the customer subscribes to Voice Mail service, the call will be routed to the customer's mailbox.

Speed Calling

Offers the customer storage of frequently called numbers, with the ability to dial the stored numbers by depressing one or two digits, rather than entire telephone numbers. Speed Calling is customer programmable, for either 8 or 30 telephone numbers, offering the customer access to change the stored list whenever it is convenient for the customer, and without service order activity.

Three-Way Calling

Offers the capability to add a third party to an existing call, by depressing the switchhook. This service is available on a usage or subscription basis.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES (Cont'd)

B. Terms and Conditions

1. Custom Calling products are available to individual line business customers that have their service provided from a central office equipped to provide Custom Calling. Individual Custom Calling Services will be provided where technically and economically feasible and where the Company determines sufficient demand exists to warrant the provision of the service(s).
2. Due to technical limitations, customers who subscribe to Call Transfer and Speed Calling-8 number capacity will only have 6-number capacity available for their use.
3. The predetermined number associated with Hot Line Service cannot be changed except through the issuance of a service order.
4. A line equipped with Hot Line Service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line Service.
5. A line equipped with Hot Line Service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.
6. When one or more Custom Calling features are installed or changed on the same line at the same time, only one nonrecurring charge will apply. If the nonrecurring charges are different, the highest charge applies.
7. Last Call Return, Continuous Redial and Three-Way Calling are available on a subscription or usage basis. The usage basis pricing options will be available where facilities permit. Customers may request the removal of these services at any time, at no charge.

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES (Cont'd)

C. Rates and Charges

1. The following rates and charges apply for Custom Calling Services. The monthly rate may be waived during the term of a promotion, for existing or new customers. The terms of the promotion shall be determined by the Company.

a. Per individual line equipped with:

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Anonymous Call Rejection	\$ 2.00	—
• Call Forwarding		
- Busy Line	5.00	\$2.50
- Busy Line/Don't Answer	10.00	5.00
- Don't Answer	7.00	3.50
- Variable	8.60	5.00
• Call Rejection	8.00	4.50
• Call Transfer	11.00	6.00
• Call Waiting	14.00	7.50
• Caller Identification - Name and Number	14.90	7.95
• Continuous Redial	6.00	3.50
• Dial Lock	6.90	3.95
• Do Not Disturb	6.90	3.95
• Easy Access	1.96	0.73
• Hot Line	3.50	1.75
• Last Call Return	5.00	3.10

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C.1.a. (Cont'd)

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• <i>NO SOLICITATION</i>	\$12.90	\$6.45
• Priority Call	6.00	3.00
• Remote Access Forwarding	14.50	7.95
• Scheduled Forwarding	16.50	8.95
• <i>SECURITY SCREEN</i>	5.40	2.70
• Selective Call Forwarding	6.00	3.50
• Selective Call Waiting	15.00	7.50
• Speed Calling - 8	5.00	3.10
• Speed Calling - 30	8.00	5.00
• Three-Way Calling	7.00	4.35

b. Nonrecurring Charge

This charge applied for each feature in 5.4.3.C.1.a., preceding.

MAXIMUM NONRECURRING CHARGE	CURRENT NONRECURRING CHARGE
\$10.00	—

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 CUSTOM CALLING SERVICES

C. Rates and Charges (Cont'd)

	MAXIMUM CHARGE	CURRENT CHARGE
2. Custom Calling Services, per occurrence		
• Call Trace, per activation	\$4.00	\$2.00
• Usage Basis Continuous Redial, per activation[1,2]	1.50	0.75
• Usage Basis Last Call Return, per activation[1,2]	1.50	0.75
• Usage Basis Three-Way Calling, per activation[1,2]	1.50	0.75

[1] Monthly rate does not apply to customers using the service on a per activation basis.

[2] Maximum rate charged per feature is \$12.00 in any one month.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.10 CUSTOM RINGING SERVICE

A. Description

Custom Ringing Service (Custom Ringing) is a central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to 3 additional telephone numbers to the access line.

B. Terms and Conditions

1. Custom Ringing Service is provided with individual exchange access lines and may be unavailable with some services due to technical limitations.
2. Custom Ringing numbers are subject to a minimum service period of one month.
3. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.
4. When the customer's access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
 - Have Call Forwarding-Variable only on the access line number.
 - Have all Custom Ringing numbers forwarded with the access line number.

This choice is made, or changed, at the time the customer places an order with the Company. Call Forwarding rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 CUSTOM RINGING SERVICE (Cont'd)

C. Rates and Charges

1. The nonrecurring charge and/or monthly rate will not apply to existing customers who subscribe to Custom Ringing during the term of a Custom Ringing promotion.
2. When, at the request of the customer, additions or changes are made to the Call Forwarding options the Call Forwarding nonrecurring charge applies. If a customer requests changes or additions to their telephone number, the Change of Telephone Number nonrecurring charge applies as specified in 3.1.1, preceding.
3. The charge to change a Custom Ringing number to the access line number is the same as the Change of Telephone Number nonrecurring charge specified in 3.1.1, preceding.
4. The nonrecurring charge shall apply to change the ringing pattern associated with Custom Ringing.
5. When one or more of the Custom Ringing numbers are installed or changed on the same line at the same time, only one nonrecurring charge will apply for business customers.

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5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.10 CUSTOM RINGING SERVICE

C. Rates and Charges (Cont'd)

6. The following rates and charges apply per individual line equipped, in addition to all other rates and charges applicable to the associated line.

	MAXIMUM NONRECURRING CHARGE	CURRENT NONRECURRING CHARGE
	\$10.00	\$10.00
	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Custom Ringing		
- First additional number	\$13.90	\$7.45
- Second additional number	9.50	5.25
- Third additional number	9.50	5.25

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.11 HUNTING SERVICE

A. Description

This is an optional arrangement available to customers with two or more individual line or trunk services. Where facilities permit, such lines/trunks will be arranged so that incoming calls to a busy line/trunk will overflow to other available lines/trunks for that customer. The following types of hunting arrangements are available: series and multiline (basic hunting), circular and preferential.

B. Rates and Charges

1. The rate for each individual line/trunk arranged for Hunting Service is in addition to the regular access line/trunk rate.
2. The nonrecurring charge applies to establish, change to or from or to rearrange Hunting Service, except when changing from series to multiline or vice versa.
3. The following rates and charges are for each access line/trunk arranged for Hunting Service.

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Per line or trunk	\$8.00	\$5.00

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.11 HUNTING SERVICE (Cont'd)

C. Optional Features

1. Circular Hunt

a. Description

Circular Hunt is an option of Hunting Service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues thru the group until an idle line is reached or the number just preceding the dialed number is reached.

b. Rates and Charges

The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply when both are ordered at the same time, for the same customer, on the same line.

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Per hunt group	\$5.00	\$2.50

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.11 HUNTING SERVICE

C. Optional Features (Cont'd)

2. Preferential Hunt

a. Description

Preferential Hunt is an option of Hunting Service that enables incoming calls to a specific number within a hunt group to hunt over a unique hunting sequence of lines within the hunting group. The unique hunting sequence is other than that encountered when a caller dials the first telephone number in the hunt group.

b. Rates and Charges

The rates and charges for Preferential Hunt are in addition to the rates and charges for Hunting Service. Only one nonrecurring charge will apply when both are ordered at the same time, for the same customer, on the same line.

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Each line arranged	\$1.50	\$0.75

Issued: 09-22-14

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES

A. Description

Services whereby the Company arranges for the handling and appearance of the Customer's main billing telephone number in the directory(ies) provided by the dominant Local Exchange Carrier in the service area and/or in the Company's Directory Assistance records.

(T)

B. Definitions

1. Primary Listing

A Primary Listing contains the name of the person or firm under which business is regularly conducted, as well as the address and telephone number of the person or firm. This listing is provided as a part of, and is included in the monthly recurring rate for telephone service.

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

C. Terms and Conditions

1. The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired.
2. The Company reserves the right to determine the propriety of any listing and may refuse or withdraw any listing upon notification to the Customer.
3. In addition, listings must meet the requirements set forth by the directory publisher. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of the requirements of the directory publisher.
4. In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time for the Company to meet the publishing schedule as set forth by the directory publisher.
5. The Company, in accepting listings will not assume responsibility for the result of the publication of such listing in the directories of the dominant Local Exchange Carrier, nor will the Company be a party to controversies arising between Customers or others as a result of such publication.

Issued: 09-22-14

5. EXCHANGE SERVICES

5.7 DIRECTORY SERVICES

5.7.1 LISTING SERVICES (Cont'd)

D. Rates and Charges

1. The appropriate nonrecurring charge specified in this section applies to each:
 - Change in Primary Listing other than when the Customer moves to a new address;

2. Listing Rates and Charges

	MAXIMUM MONTHLY RATE	CURRENT MONTHLY RATE
• Change in Primary Listing	—	—
	MAXIMUM NONRECURRING CHARGE	CURRENT NONRECURRING CHARGE
	\$10.00	—

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.1 INTERCEPT SERVICES

A. Description

Basic Intercept Service

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

New Number Referral Service

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

B. Terms and Conditions

1. Intercept services apply to temporary or permanently disconnected numbers, including telephone number changes.
2. Intercept services are offered for periods up to 12 months for business customers.
3. Intercept services are subject to the availability of the disconnected number and the availability of CO facilities.
4. The Company will be held harmless from any claims which may arise out of the Company's provision of Intercept Services.

5. EXCHANGE SERVICES

5.8 OPERATOR SERVICES

5.8.1 INTERCEPT SERVICES (Cont'd)

D. Rates and Charges

1. The following nonrecurring charges apply to Intercept Services on a per line basis dependent upon the number of months provided.
 - a. Basic Intercept Service is provided at no charge.
 - b. New Number Referral Service is provided at no charge for the primary number. Additional line charges are as follows:

	MAXIMUM NONRECURRING CHARGE	CURRENT NONRECURRING CHARGE
<ul style="list-style-type: none">• Business, per additional line<ul style="list-style-type: none">- Twelve Months	\$10.00	—

6. OPERATOR SERVICES

6.1 GENERAL

- A. This Section sets forth the rates and charges applicable to the Company's local Operator Assisted Service offerings. The total charge for each completed operator assisted call consists of the following charge elements:
1. A one-time fixed operator service charge added to the first minute of each operator service call, which will be dependent on the type of billing selected (i.e., Calling Card, Third Party), and/or the completion restriction selected (i.e., Person-to-Person);
 2. A usage charge dependent on the duration, distance, and time of day of the call. The usage charge element is specified as duration, with a minimum charge for each call of one minute, and with fractional minutes of use thereafter counted as full minutes.

6. OPERATOR SERVICES

6.1 GENERAL (Cont'd)

6.1.1 DEFINITIONS OF TERMS

Automated Collect

Collect Calls that are handled on an automated basis such that they do not require intervention by an attended operator position (i.e. "live" operator) to complete (also known as 0++ Collect Calls).

0++ (Automated)

Calling Card, Collect and Bill to Third Party calls which are handled on an automated basis such that they do not require intervention by an attended operator position (i.e. "live" operator) to complete.

0+- (Partially Assisted)

Calling Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect Calls placed by Users dialing 0+ (area code) + (exchange) + (line number). An attended operator position (i.e. "live" operator) is required to obtain billing information from the User.

0-- (Fully Assisted)

Calling Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect calls placed by Users dialing 0 without also entering a valid (area code) + (exchange) + (line number). An attended operator position (i.e. "live" operator) is required to obtain the (area code) + (exchange) + (line number) as well as the billing information from the User.

6. OPERATOR SERVICES

6.1 GENERAL

6.1.1 DEFINITION OF TERMS (Cont'd)

Operator Assisted Calls

Calls requiring assistance for completion, usually by dialing 0+ (area code) + (exchange) + (line number); with all subsequent dialing being performed by Operator Services (0--). The following are examples of calls normally placed in this manner:

- Calling Card Calls

Calls for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose. At the caller's option, and depending upon the services available at a particular location, calling card calls may entail intervention of an attended operator position (i.e., a "live" operator) or may be made on an "automated" basis. The latter are termed "Customer Dialed Calling Card Calls" for purposes of this Tariff.

- Collect Calls

Calls for which charges are billed not to the originating telephone number, but to the destination or termination telephone number.

- Person-to-Person Calls

Calls which are placed under the stipulation that the caller will speak only to a specific called party.

- Station-to-Station Calls

Calls for which charges are billed to the originating telephone number.

- Third Party Calls

Calls for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number.

Issued: 09-22-14

6. OPERATOR SERVICES

6.1 GENERAL

6.1.1 DEFINITION OF TERMS (Cont'd)

Operator Services

The operators, activities, equipment or services necessary to process Operator Assisted Calls.

Operator Surcharge

A non-usage (fixed) charge, which is added to a usage charge in calculating the total tariffed charges due for a completed Operator Assisted Call.

Service Area

The CenturyLink Service Area includes the entire State of Arizona.

(T)

Service Offering

The operator assisted services of the Company consist of the provision of collect, approved telephone company calling card, billed to a third number (third party) and Person-to-Person call services provided to users.

(T)

Time Increments

Rates are applied in whole unit increments of 60 seconds.

Time of Day

Rates are as follows:

Day	8 AM – 5 PM[1]	Monday through Friday
Evening	5 PM – 11 PM[1]	Sunday through Friday
Night/Weekend	11 PM – 8 AM[1]	Sunday through Friday, and all day Saturday
	8 AM – 5 PM[1]	Sunday

[1] To, but not including, the times shown.

6. OPERATOR SERVICES

6.1 GENERAL

6.1.1 DEFINITION OF TERMS (Cont'd)

Usage Charge

A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operator Assisted Call.

User

The calling party utilizing the services of the Company, and having responsibility for the payment of charges, unless that responsibility has been accepted by others, such as in the case of Collect and Bill to Third Party calls.

6.1.2 TERMS AND CONDITIONS

A. Responsibilities of the User

1. The user is responsible for payment of the charges set forth in this Tariff unless the responsibility for such payment has been accepted by the called party, a third party, or a subscriber.
2. The user is responsible for compliance with the applicable regulations set forth in this Tariff.
3. The user is responsible for establishing its identity as often as necessary during the course of a call.
4. The user is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.

6. OPERATOR SERVICES

6.1 GENERAL (Cont'd)

6.1.3 BILLING OF CALLS

A. Collect, Calling Card, and Charge Third Party Calls

Charges for calls of this type will be included on the user's or called or third party's regular home or business telephone bill pursuant to billing and collection agreements established by the Company for its intermediary with the applicable telephone company.

(T)

B. Billing of Calls

1. Billing for calls placed over the Company network is based in part on the duration of the call. Timing of each call begins as specified below, and ends when the called party hangs up. Billing is in one-minute increments, and no customer will be billed for an uncompleted call.

(T)

a. Collect Calls – Timing begins when the called party accepts the responsibility for payment.

b. Person-to-Person Calls (other than Collect) – Timing begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.

c. All Other Calls – Timing begins when the switch determines the call has been answered by utilizing standard industry methods generally in use for ascertaining answer, and if a call exceeds 18 seconds in duration.

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS

6.2.1 RATES AND CHARGES FOR OPERATOR ASSISTED CALLS

1. The following rates and charges are applicable to operator assisted calls processed by the Company.

- a. Operator Surcharges

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

	MAXIMUM OPERATOR SURCHARGE	CURRENT OPERATOR SURCHARGE
Toll & Local		
Calling Card – Automated (0++)	\$ 4.00	\$2.00
Calling Card – Partially Assisted (0+-)	6.00	3.00
Calling Card – Fully Assisted (0--)	6.00	3.00
Bill to Third Party – Automated (0++)	4.60	2.30
Bill to Third Party – Partially Assisted (0+-)	7.60	3.80
Bill to Third Party – Fully Assisted (0--)	7.60	3.80
Collect – Automated (0++)	4.60	2.30
Collect – Partially Assisted (0+-)	7.60	3.80
Collect – Fully Assisted (0--)	7.60	3.80
Person to Person – Partially Assisted (0+-)	9.00	4.50
Person to Person – Fully Assisted (0--)	12.00	6.00
Station to Station – Partially Assisted (0+-)	4.60	2.30
Station to Station – Fully Assisted (0--)	7.60	3.80

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS (Cont'd)

6.2.2 RESERVED FOR FUTURE USE

(C)

(D)

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS

6.2.2 RESERVED FOR FUTURE USE (CONT'D)

(C)
(D)

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS

6.2.2 RESERVED FOR FUTURE USE (CONT'D)

(C)
(D)

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS (Cont'd)

6.2.3 DIRECTORY ASSISTANCE SERVICE

A. Directory Assistance

1. Description

- a. Local Directory Assistance service allows customers to obtain listing information, which is comprised of a name, ZIP Code and/or address and telephone number.
- b. The charges set forth, following, apply when customers of the Company request assistance in determining listing information for:
 - A person who is located in the same local service area, or
 - A person who is not located in the same local service area but who is located within the state for which the Company furnishes Centralized Directory Assistance Service.
- c. If a customer abuses or fraudulently uses Directory Assistance service, the appropriate Directory Assistance charges may be assessed on that customer's telephone account.
- d. A caller may request a maximum of two listings for each call to Directory Assistance. The rates apply whether or not the customer secures any requested information.
- e. Call completion is provided without additional charge for calls within the LATA where facilities permit. When two listings are requested from Directory Assistance, only the second listing can be completed. However, intraLATA long distance or local message charges apply if applicable. Appropriate service charges listed in 6.2.1, preceding, apply in addition to the Directory Assistance Service charge.

6. OPERATOR SERVICES

6.2 OPERATOR SERVICES OFFERINGS

6.2.3 DIRECTORY ASSISTANCE SERVICE

A. Directory Assistance (Cont'd)

2. Charges

- a. In locations where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted customer-dialed calling card call or operator-assisted station-to-station call, the appropriate charge, specified in 6.2.1, preceding, applies in addition to the Directory Assistance charge.

	MAXIMUM CHARGE	CURRENT CHARGE
--	---------------------------	---------------------------

- | | | |
|---|--------|--------|
| • Each call dialed directly by customer | \$2.50 | \$1.25 |
|---|--------|--------|

- b. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering, with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this Tariff, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the customer's regular telephone account.

7. DEDICATED SERVICES

7.1 SERVICE DESCRIPTIONS

7.1.1 METRO PRIVATE LINE (MPL)

(T)

A. Description

Metro Private Line Service (MPL) provides dedicated, point-to-point, private line connections between two customer locations, over a shared, high capacity fiber-optic network. The locations can be single-customer buildings, multi-tenant units or carrier POPs. The service is available only to end user business customers. The minimum term is one year.

(T)

MPL Service is provided as follows:

(T)

1. On-Net to On-Net is an arrangement where both ends of the service originate in buildings using facilities that are provisioned by the Company. This service is provided at speeds of 1.544 Mbps (DS1), 44.736 Mbps (DS3), 155.52 Mbps (OC3), 622.08 Mbps (OC12) and 2.488 Gbps (OC48).

Concatenated OC3C, OC12C and OC48C are also offered. Concatenated services are not multiplexed or channelized. The entire bandwidth of the service is available to the customer for maximum transmission throughput.

2. On-Net to Off-Net is an arrangement where service is provisioned using a combination of On-Net facilities provided by the Company, and facilities that are owned and operated by a third party provider, which is considered Off-Net. The Company will order Off-Net facilities on the customer's behalf. This arrangement is provided for DS1 through OC12 only.

7. DEDICATED SERVICES

7.1 SERVICE DESCRIPTIONS

7.1.1 METRO PRIVATE LINE (MPL) (Cont'd)

(T)

B. Terms and Conditions

Availability

- MPL Service can only be provided where suitable facilities are available. **(T)**
- Where suitable facilities are unavailable for provisioning of the service, but the Company agrees to provide service, special construction of the facilities may be necessary and Special Construction charges may apply.
- OC48 is not provided on an Off-Net basis.

C. Rate Elements

1. Mileage

Mileage provides for the transmission facilities between two customer POTs. Mileage is comprised of a fixed rate element and a per mile rate element. Mileage is measured by airline miles between the customer's Points of Termination (POT), using the V & H Coordinates method.

7. DEDICATED SERVICES

7.1 SERVICE DESCRIPTIONS

7.1.1 METRO PRIVATE LINE (MPL)

(T)

C. Rate Elements (Cont'd)

2. Multiplexing

Multiplexing provides the ability to convert a higher speed channel to several lower speed channels, or to combine several lower speed channels into a single higher speed channel. Multiplexing is offered to On-Net to On-Net customers only. The multiplexing hierarchy is as follows:

- DS3 channelizes to 28 DS1s
- OC3 channelizes to 3 DS3s
- OC12 channelizes to 4 OC3s
- OC48 channelizes to 4 OC12s

There are two types of multiplexing:

- Customer premises multiplexing, where the signal will be dropped to a lower bandwidth to different areas of a building, or
- Vendor multiplexing, that occurs in the carrier POT and gives the vendor different speed signals.

3. Node

The Node provides for the communication path between a customer's designated premises and the POT to the Company network. A Node element applies per service, e.g. DS1 or DS3 terminated at the customer's premises.

(T)

D. Rates and Charges

Rates and Charges for MPL will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

(T)

7. DEDICATED SERVICES

7.1 SERVICE DESCRIPTIONS (Cont'd)

7.1.2 METRO OPTICAL ETHERNET

A. Description

Metro Optical Ethernet (MOE) Service is a flexible, easy-to-use, transport service that uses established Ethernet transport technology. MOE allows customers to connect multiple enterprise locations within a service area using native Ethernet protocol. MOE supports transmission speeds as low as 5 Mbps and up to 1 Gbps. The minimum term is one year.

B. Rate Elements

1. MOE Port

MOE Port is an Ethernet port that is the physical entry point to the shared Metro Optical Ethernet Network. Ethernet Virtual Circuits (EVCs) originate and terminate on a MOE Port. Customers may choose to connect to a 10/100 or 1,000 Mbps port on the Company network. A nonrecurring charge applies per MOE Port.

2. Bandwidth Profile

The Bandwidth Profile is bandwidth provisioned over the MOE Port and a monthly rate is assessed per Bandwidth Profile. Customers may subscribe to one of the following:

- 10/100 Mbps Ports: 5 Mbps, 10 Mbps, 20 Mbps, 30 Mbps, 40 Mbps, 50 Mbps, 60 Mbps, 70 Mbps, 80 Mbps, 90 Mbps and 100 Mbps
- 1,000 Mbps Ports: 100 Mbps, 150 Mbps, 200 Mbps, 300 Mbps, 400 Mbps, 500 Mbps, 600 Mbps, 700 Mbps, 800 Mbps, 900 Mbps and 1,000 Mbps

C. Rates and Charges

Rates and Charges for MOE will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

7. DEDICATED SERVICES

7.1 SERVICE DESCRIPTIONS (Cont'd)

7.1.3 OPTICAL WAVELENGTH SERVICE

(T)

A. Description

Optical Wavelength Service is a wavelength (Lambda) solution that addresses a range of dense wave division multiplexing (DWDM) transport applications including Metro and Inter-City applications. Optical Wavelength Service offers 2.5G (OC48), 10G (OC192), 1GbE and 10GbE LAN PHY unprotected and Protected wavelength services for customers who need high capacity transport and want greater control and visibility of their broadband services. Optical Wavelength Service supports synchronous optical network (SONET) and synchronous digital hierarchy (SDH) protocols. The minimum term is one year.

(T)

(T)

(T)

(T)

B. Rates and Charges

Rates and Charges for Optical Wavelength Service will be developed on an Individual Case Basis (ICB) arrangement in response to a bona fide request for service from a customer or prospective customer. ICB rates will be offered to customers in writing and will be made available to similarly situated customers.

(T)