

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-8-11

TITLE PAGE
Release 2

TERMS, CONDITIONS, RATES AND CHARGES

Applying to the provision of intrastate

EXCHANGE AND NETWORK SERVICES

within the operating territory of

Qwest Corporation d/b/a CenturyLink QC

(C)

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

(N)

in the State of

ARIZONA

as provided herein

ADOPTION NOTICE

(N)

Effective April 4, 2011, Qwest Corporation registered the fictitious name CenturyLink QC. Effective August 8, 2011, Qwest Corporation began operating under the name CenturyLink QC. As such, Qwest Corporation d/b/a CenturyLink QC hereby adopts, ratifies and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the Arizona Corporation Commission, State of Arizona, by or adopted by Qwest Corporation.

By this notice, Qwest Corporation d/b/a CenturyLink QC also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Qwest Corporation has heretofore filed with said Commission.

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Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 1
Index Page 1
Release 1

1. APPLICATION AND REFERENCE

SUBJECT	PAGE
Application of Catalog	1
Catalog Format	4
Explanation of Abbreviations	7
Explanation of Change Symbols	6
Subject Index	3
Table of Contents	1
Trademarks, Service Marks and Trade Names	7

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 1
Page 1
Release 5

1. APPLICATION AND REFERENCE

1.1 APPLICATION OF CATALOG

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

1.2 TABLE OF CONTENTS

	PAGE
SECTION 1. APPLICATION AND REFERENCE	
1.1 APPLICATION OF CATALOG.....	1
1.2 TABLE OF CONTENTS	1
1.3 SUBJECT INDEX	3
1.4 CATALOG FORMAT	4
1.4.1 LOCATION OF MATERIAL	4
1.4.2 OUTLINE STRUCTURE	4
1.4.3 RATE TABLES	5
1.4.4 USOC COLUMN.....	5
1.5 EXPLANATION OF CHANGE SYMBOLS	6
1.6 EXPLANATION OF ABBREVIATIONS	7
1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES	7

**SECTION 2. GENERAL REGULATIONS -
CONDITIONS OF OFFERING**

2.1 GENERAL.....	1
2.3 PAYMENT FOR SERVICE	2
2.3.2 PAYMENT OF BILLS.....	2
2.6 SPECIAL TAXES, FEES, CHARGES	4

SECTION 3. SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES	1	(N)
3.1.9 EXPRESS CHANGE CHARGES.....	1	(N)

(M) Material moved to Page 2.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 12-01-2019

SECTION 1
Page 2
Release10

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

Page

SECTION 4. RESERVED FOR FUTURE USE

SECTION 5. EXCHANGE SERVICES

5.2.6	LIFELINE ASSISTANCE PROGRAMS	1	(N)
5.4	PREMIUM EXCHANGE SERVICES	3	(T)
5.4.7	<i>INTRACALL</i> SERVICE	3	(T)

SECTION 105. OBSOLETE EXCHANGE SERVICES

105.5	PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS	1
105.5.1	PUBLIC TELEPHONE SERVICE	1
105.5.3	COINLESS PUBLIC TELEPHONE SERVICE	7
105.5.5	SEMPUBLIC EXTENSION SERVICE	12

**SECTIONS 6. THROUGH 8.
RESERVED FOR FUTURE USE**

SECTION 9. CENTRAL OFFICE SERVICES

SECTION 109. OBSOLETE CENTRAL OFFICE SERVICES

109.2	EMERGENCY REPORTING SERVICE	1
109.2.6	EMERGENCY PREPAREDNESS NETWORK	1
109.4	CALL MANAGEMENT SYSTEMS	9
109.4.4	UNIFORM CALL DISTRIBUTION	9
109.4.5	CENTRAL OFFICE - AUTO CALL DISTRIBUTION (CO-ACD)	15

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 9-29-18

SECTION 1
Page 2.1
Release 3

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

PAGE

SECTION 10. MISCELLANEOUS SERVICE OFFERINGS

10.5	SUPPLEMENTAL BILLING	1
10.5.2	CODE BILLING	1
10.10	MISCELLANEOUS CENTRAL OFFICE SERVICES	2
10.10.1	MESSAGE DELIVERY SERVICE	2
10.10.2	MESSAGE WAITING INDICATION.....	8
10.10.4	TRAFFIC DATA REPORTING SERVICE (TDRS)	12
10.10.5	RESERVED FOR FUTURE USE	17
10.12	VOICE MESSAGING SERVICE	18
10.12.1	RESIDENCE VOICE MESSAGING SERVICE	18
10.12.2	BUSINESS VOICE MESSAGING SERVICE	23

(T)
(D)

SECTION 110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.12	VOICE MESSAGING SERVICE	1
110.12.1	RESIDENCE VOICE MESSAGING SERVICE	1

SECTIONS 11. AND 12.
RESERVED FOR FUTURE USE

AZ2018-014

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 03-30-2020

SECTION 1
Page 2.2
Release 3

1. APPLICATION AND REFERENCE

1.2 TABLE OF CONTENTS (Cont'd)

SECTION 13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2	PREMISES WORK CHARGES	1
13.2.1	NETWORK PREMISES WORK CHARGES	12
13.3	RESIDENCE MAINTENANCE PLANS	21
13.4	BUSINESS MAINTENANCE PLANS	23

**SECTION 113. OBSOLETE CUSTOMER PREMISES WIRE
AND MAINTENANCE PLANS**

113.3	RESIDENCE MAINTENANCE PLANS	1
113.4	BUSINESS MAINTENANCE PLANS	2

(M)
|
(M)

**SECTIONS 14. THROUGH 24.^[1]
RESERVED FOR FUTURE USE**

SECTION 25. CUSTOMIZED SERVICE

25.1	CUSTOMIZED SERVICE OF EQUIPMENT OR SERVICE ARRANGEMENTS	1
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^[1] Section 17 is cancelled in its entirety.

(M) Material previously appeared in Section 113 of Tariff No. 3.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-1-2022

SECTION 1
Page 3
Release 16

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Application and Reference	1	
Business Maintenance Plans (UNISTAR)	13	
Call Management Systems	109	
Catalog Format	1	
Central Office Automatic Call Distribution (CO-ACD)	109	
Code Billing	10	
Coinless Public Telephone Service	105	
Convenience Fee Charge	2	
Copy of Bill	2	(N)
Customer Premises Wire and Maintenance Plans	13	
Duplicate Bill Charge (a.k.a. Copy of Bill)	2	
Emergency Preparedness Network	109	
Emergency Reporting Service	109	
Exchange Services	105	
Explanation of Abbreviations	1	
Explanation of Change Symbols	1	
Express Change Charges	3	
General Regulations - Conditions of Offering	2	
<i>INTRACALL</i> Service	5	
Message Delivery Service	10	
Message Waiting Indication	10	
Miscellaneous Premises Equipment	17	
Network Premises Work Charges	13	
Payment For Service	2	
Payment of Bills	2	
<i>PHONE-BACKER</i> Service	13	
Premises Work Charges	13	
Public Communications Service - Coin and Coinless	105	
Public Telephone Service	105	
Residence Maintenance Plans	13	

AZ2022-06

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 1
Page 3.1
Release 2

1. APPLICATION AND REFERENCE

1.3 SUBJECT INDEX

SUBJECT	SECTION	
Semipublic Extension Service	105	
Special Taxes, Fees, Charges.....	2	
Trademarks, Service Marks and Trade Names	1	
Traffic Data Reporting Service (TDRS).....	10	
Uniform Call Distribution.....	109	(T)
Universal Service Fund Surcharge	2	
Voice Messaging Service	10	
Business Voice Messaging Service	10	
Residence Voice Messaging Service	10	
Obsolete	110	

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 1
Page 4
Release 1

1. APPLICATION AND REFERENCE

1.4 CATALOG FORMAT

1.4.1 LOCATION OF MATERIAL

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

Obsolete service offerings are identified in the Catalog by adding 100 to the current section number, i.e., obsolete items from Section 13, Customer Premises Wire and Maintenance Plans, would be found in Section 113, Obsolete Customer Premises Wire and Maintenance Plans. This section is then filed behind Section 13.

1.4.2 OUTLINE STRUCTURE

The Catalog 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 CATALOG FORMAT
3	Sub Heading	1.4.2 OUTLINE STRUCTURE
4	Sub Heading/Text	A. Text
5	Sub Heading/Text	1. Text
6	Sub Heading/Text	a. Text
7	Sub Heading/Text	(1) Text
8	Sub Heading/Text	(a) Text
9	Footnotes	[1] Text

1. APPLICATION AND REFERENCE

1.4 CATALOG FORMAT (Cont'd)

1.4.3 RATE TABLES

Within rate tables, four types of entries are allowed:

- Rate Amount

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

- A dash "-"

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

- A footnote designator "[1]"

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

- ICB

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

1.4.4 USOC COLUMN

Within USOC columns, two types of entries are allowed:

- USOC

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

- N/A

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

1. APPLICATION AND REFERENCE

1.5 EXPLANATION OF CHANGE SYMBOLS

SYMBOL	EXPLANATION
(C)	To signify changed regulation, 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 Catalog with no change, unless there is another change symbol present
(N)	To signify new material
(R)	To signify rate reduction
(T)	To signify a change in text but no change in rate, regulation, term or condition

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 1
Page 7
Release 5

1. APPLICATION AND REFERENCE

1.6 EXPLANATION OF ABBREVIATIONS

CFBDA	- Call Forwarding-Busy Line/Don't Answer	
CO-ACS	- Central Office - Automatic Call Distributor	(N)
EPN	- Emergency Preparedness Network	
FCC	- Federal Communications Commission	
MWI	- Message Waiting Indication	
TDRS	- Traffic Data Report Service	(N)
TIM	- Tariff Information Management (Code)	
UCD	- Universal Call Distributor	(N)
USOC	- Uniform Service Order Code	
VMS	- Voice Messaging Service	
WATS	- Wide Area Telecommunications Service	

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 Catalog 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 Catalog. 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

CENTURYLINK™

CENTURYLINKSM

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

MARK

INTRACALL® (N)

MARKET EXPANSION LINE®

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-1-2022

SECTION 2
Index Page 1
Release 5

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

SUBJECT	PAGE	
General.....	1	
Convenience Fee Charge	3	
Copy of Bill	2	(N)
Duplicate Bill Charge (a.k.a. Copy of Bill)	2	
Payment For Service	2	
Payment of Bills	2	
Special Taxes, Fees, Charges.....	4	
Universal Service Fund Surcharge	4	

AZ2022-06

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-18-13

SECTION 2
Page 1
Release 2

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 GENERAL

Section 2, General Regulations - Conditions of Offering, of the Competitive Exchange and Network Services Tariff, is made a part of this document by reference.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-21-2023

SECTION 2
Page 2
Release 8

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS

A. Copy of Bill (a.k.a. Duplicate Bill Charge)

In the event a customer requests a reprint of a monthly bill, **regardless of the date on which the bill was rendered, a duplicate bill charge may apply. The one-time charge applies per copy provided, whether multiple copies of a single bill are requested, or whether single copies of multiple bills are requested.**

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USOC

CHARGE

• Residence and Business

(C)

- Reprint on paper, per bill
copy provided

OBMDC

\$6.00 (I)

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(T)

EXCHANGE AND
NETWORK SERVICES
Effective: 8-23-2018

SECTION 2
Page 3
Release 8

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS (Cont'd)

B. Convenience Fee Charge

**Qwest Corporation, d/b/a CenturyLink QC concurs in Section 2.3.2.L,
Convenience Fee Charge, of the Qwest Corporation d/b/a CenturyLink QC
Competitive Exchange and Network Services Tariff No. 3.**

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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 1-26-2017

SECTION 2
Page 4
Release 6

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES, CHARGES

A. Universal Service Fund Surcharge

1. Description

The surcharges set forth below relate to funding the Arizona Universal Service Fund (AUSF) and are in addition to the rates and charges for intraLATA MTS and local service set forth in this Catalog. If the Company determines it has collected its annually assessed amount prior to the end of the calendar year, it will suspend collection of these surcharges for the remainder of that year, subject to any subsequent adjustment necessitated by Commission order.

2. Rate

The surcharge amounts are per RT-00000H-97-0137. As the Arizona Corporation Commission issues orders which increase or decrease the requirement for AUSF funding, the surcharge amount(s) will be adjusted accordingly.

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**Qwest Corporation d/b/a CenturyLink QC
Services**

(C)

Catalog
EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

Arizona

SECTION 3
Index Page 1
Release 2

3. SERVICE CHARGES

(N)

SUBJECT	PAGE
Express Change Charges	1
Miscellaneous Nonrecurring Charges.....	1

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 3
Page 1
Release 1

3. SERVICE CHARGES

(N)

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.9 EXPRESS CHANGE CHARGES

A. Description

CENTRON Custom, Centrex Plus customers may have changes to their service completed within a one-hour time frame or on an overnight basis. These changes include feature changes (move, add, delete and/or change features), system changes, moves and rearrangements of telephone numbers, and moves and changes to lines within a system.

B. Definitions

Standard Express Change

Change completed overnight.

Priority Express Change

Change completed within a one-hour period from the time the request is received by the Company.

Service Establishment Charge

One-time charge applicable to non-*CENTRON*/Centrex Plus Management System customers for initial express change request.

C. Terms and Conditions

1. All express changes are processed by the Company.
2. Adding or disconnecting telephone numbers cannot be done on an express change basis.
3. The Company will process changes on an express basis where technically feasible. If, due to technical limitations, certain features/lines are not able to be changed on an express basis, the regular procedures and charges for processing a change request will apply.
4. Customers may request the same change be applied to multiple lines simultaneously. The Company will process up to 100 express feature changes, 80 express line changes, 20 priority feature changes and 4 priority line changes per day, per customer.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 4
Index Page 1
Release 1

4. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC

Services Catalog Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 12-01-2019

SECTION 5
Index Page 1
Release 4

5. EXCHANGE SERVICES

SUBJECT	PAGE	
<i>INTRACALL</i> Service.....	3	(T)
Lifeline Assistance Programs	1	(N)
Premium Exchange Services	3	(T)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 06-01-2023

SECTION 5
Page 1
Release 9

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS

A. Federal Lifeline Program

Refer to Section 5.2.6.A. of the Competitive Exchange and Network Services Tariff No. 3 for terms and conditions and credit amounts.

The Company will issue an additional federal credit equal to the difference in the federal lifeline credit and the interstate subscriber line charge, when the amount of the subscriber line charge exceeds the allowable federal lifeline credit.

B. Arizona Low-Income Telephone Assistance Program (ALITAP)

Refer to Section 5.2.6.B. of the Competitive Exchange and Network Services Tariff No. 3 for terms and conditions.

1. Monthly Credit

	CREDIT USOC	CREDIT AMOUNT^[1]
• Flat individual line (1FR)	ASGSX	\$ 3.14
• Low Use Option (RMN)	ASGSX	2.15
• Service Station Line ^[2]		
- 1-party flat line (1SS)	ASGSX	3.14
• Maintenance of Inside Wire (WMR/OWM)	ASGSW	2.89 (I)
• Exchange Zone Number 1	ASGSP	\$0.09
• Exchange Zone Number 2	ASGSQ	0.26

^[1] The monthly credits specified above reflect the applicable credits per A.R.S. 46.703 for service for the Arizona Low-Income Telephone Assistance Program (ALITAP) and reflect the 17% discount. Customers who qualify for these monthly credits under ALITAP will also receive the Federal Lifeline Program monthly credit specified in 5.2.6.A.4 of the Competitive Exchange and Network Services Tariff No. 3.

^[2] Service Station Line is found in 5.2.5 of the Arizona Competitive Exchange and Network Services Tariff No. 3.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-27-2023

SECTION 5
Page 2
Release 4

5. EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.6 LIFELINE ASSISTANCE PROGRAMS (Cont'd)

C. Telephone Assistance Program for the Medically Needy

Refer to Competitive Exchange and Network Services Tariff No. 3 for terms and conditions and credit amounts.

D. Tribal Lands Lifeline Program

Refer to Section 5.2.6.D. of the Competitive Exchange and Network Services Tariff No. 3 for terms and conditions.

1. Monthly Credit ^[1]

	CREDIT USOC	CREDIT AMOUNT
• Flat individual line (1FR)	ASGFT ^[1]	Up to \$25.00 ^[2]

^[1] USOC applies when credit is applied towards single telephone line service.

^[2] The Tribal Lifeline Credit is up to \$25.00, but shall not result in a rate of less than zero for the service against which the credit is applied. The credit amount is calculated by adding the applicable rates for a flat individual line (1FR), including Extended Area Service and other non-discretionary charges for basic residential service and the interstate subscriber line charge. The Federal Lifeline credit specified in 5.2.6.A.4. of the Exchange and Network Service Tariff No. 3 is subtracted from the total and the remaining difference is the applicable credit amount. The Company will issue an additional federal credit equal to the difference between the interstate subscriber line charge and the federal lifeline credit when the interstate subscriber line charge exceeds the federal lifeline credit amount. For **illustrative** example, Tribal Lifeline customer in Exchange Zone 2: $(\$18.47 + \$1.50 + \$6.50 = \$26.47 - (\$5.25 + \$1.25) = \$19.97$ credit. The actual Tribal Lifeline credit amounts are as follows:

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- Base Rate Area	\$18.47
- Exchange Zone 1	18.97
- Exchange Zone 2	19.97

E. Tribal Link-Up

Refer to Section 5.2.6.E. of the Competitive Exchange and Network Services Tariff No. 3 for description eligibility, terms and conditions, and benefits.

AZ2023-20

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 12-01-2019

SECTION 5
Page 3
Release 3 ^[1]

5. EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

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5.4.7 INTRACALL SERVICE

A. Description

The *INTRACALL* Service allows an individual access line, non-complex residence or business customer to use the line as an intercom system. This feature is activated when the customer dials their own number from any station on the line, receives a busy signal and hangs up. Upon hanging up, all stations on the line will ring. Two or more stations may speak over the intercom line.

B. Terms and Conditions

1. If the customer has Call Waiting, the feature will be deactivated for the duration of the intercom call.
2. If the customer has Call Forwarding, and the feature is activated, all *INTRACALL* calls will also be forwarded.
3. This service is furnished only in CO areas where adequate and suitable facilities are available.
4. *INTRACALL* Service is not offered with Hunting Service or Combination Service arrangements 2 and 3.

C. Rates and Charges

These rates are in addition to the basic rates for the service with which it is associated.

	USOC	MONTHLY RATE
• <i>INTRACALL</i> Service		
- Business, per line	E1N	\$1.50
- Residence, per line	E1N	2.00

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^[1] Page 3, Release 2 was previously cancelled.

(M) Material previously appeared on Page 1, Release 2.

AZ2019-017

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Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-12-09

SECTION 105
Index Page 1
Release 3

105. OBSOLETE EXCHANGE SERVICES

SUBJECT	PAGE
Coinless Public Telephone Service	7
Public Communications Service - Coin and Coinless	1
Public Telephone Service	1
Semipublic Extension Service	12

(D)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-18-13

SECTION 105
Page 1
Release 5[1]

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.1 PUBLIC TELEPHONE SERVICE

A. Description

A public telephone provides pay telephone service to the public and is installed at the Company's initiative or option. The Company chooses or accepts the location as suitable or necessary for furnishing service to the general public.

B. Terms and Conditions

1. Public telephones are installed for the use of the general public and any use by occupants of the premises in which they are located is considered as incidental to this principal purpose.
2. The telephone will be removed or relocated when, in the opinion of the Company, the telephone or its contents may be subjected to theft or damage.

C. Message Charges

	CHARGE
• Local messages, each[2]	\$0.50
• Directory Assistance, direct dial	\$0.75

[1] Pages 2 through 6 were previously cancelled.

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[2] For alternately billed local calls, the operator-assisted charges specified in 6.2.1 of the Competitive Exchange and Network Services Tariff apply in addition to the local message charge.

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Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 7
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)

(M)

105.5.3 COINLESS PUBLIC TELEPHONE SERVICE

A. Description

The Company may furnish public telephones without coin-collecting equipment in selected locations for the purpose of satisfying demand for optional billing services on an originating basis only. In the normal mode, Coinless Public Telephone Service affords transients the option of selecting a preferred billing arrangement for outgoing messages: charging to a third number or to a Company calling card account, or placing calls collect. In certain locations, however, calls will be billed on a collect basis only.

B. Terms and Conditions

1. Coinless public telephone users may normally place calls without charge to Company numbers such as repair service, 800/800-type service, and Public Emergency Service numbers such as 911. However, at the option of the Company, all such calls may be blocked from phones located in areas not accessible to the general public.
2. When service is furnished in areas accessible to the general public, the Company is solely responsible for determining locations appropriate for installation of coinless public telephones.
3. Coinless public telephones may be provided on the premises of city, state, and Federal prisons where potential usage by inmates participating in institutionally authorized telephoning programs warrants establishing the service. Such telephones will be provided for the purpose of originating collect messages to numbers in the North American Dialing Plan only. All other traffic--including calls to Company numbers such as repair service, 800/800-type service, and Public Emergency Service numbers such as 911--may be blocked. Where prison authorities so stipulate, inmate service may be further restricted to toll calling only. The Company reserves the right to deny or terminate such service if unsatisfactory revenues or collection experiences are indicated.

(M)

(M) Material moved from Section 5.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 8
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.3 COINLESS PUBLIC TELEPHONE SERVICE

B. Terms and Conditions (Cont'd)

4. Where requested by the institution, inmates will be allowed to make non-collect, local calls at no charge to their designated legal counsel, attorney, or social agency as defined by the institution. This option will only be provided on accounts that fully recover costs based on the Company's financial analysis.
5. Equipment
 - a. Coinless public telephones may be wall-mounted or desk-type models, and are not equipped with coin-collecting devices or receptacles. They may be furnished with booths, shelves, and directories at the discretion of the Company depending upon location of the telephones.
 - b. Extension Service will not be provided with coinless public telephones. However, where prison security arrangements restrict inmates from gaining access to a central coinless public telephone location, the Company may elect to provide multiple jacks through which the telephone may be connected to the network at appropriate times.

C. Message Charges

Message charges specified in 5.5.1, preceding, apply to calls placed from Coinless Public Telephone Service.

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(M)

(M) Material moved from Section 5.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 9
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)

(M)

105.5.5 SEMIPUBLIC EXTENSION SERVICE

A. Description

Semipublic Extension Service allows the customer to access the semipublic service at a location other than the semipublic set. The Semipublic Extension Service consists of:

1. Extended Network Interface (ENI) - The ENI provides for the connection of Customer Premises Equipment to a semipublic line as an extension to the main station. The ENI provides privacy to the main station and consists of a privacy kit, associated wiring, jack and a card holder. The ENI allows Limited Outward Dialing on Dial Tone First Lines only for all chargeable, non-sent paid calls, Three Digit numbers (411, 911, etc.) and 800/800-type service.
2. Station or instrument can be connected to an ENI by a plug or adapter. The instrument must be registered Customer Premises Equipment.

B. Basis of Offering

1. Terminal equipment associated with this service which is directly connected at the customer's premises in accordance with any telephone company's tariffs prior to January 1, 1983 is considered grandfathered and not subject to this provision. Existing rates and charges will apply as specified in 105.5. Any customer initiated moves, rearrangements, installation of new registered equipment or change of customer will revoke the grandfather status.
2. Customer Premises Equipment to be connected on or after January 1, 1983 will be subject to rates and charges contained in D.1., following.

(T)

C. Terms and Conditions

1. A maximum of one ENI per semipublic line is allowed.
2. The ENI must be requested by the customer and provided by the Company prior to the connection of any registered customer premises equipment to a shared payphone line.
3. The customer is liable for damages to the ENI or associated Company provided equipment which, in the opinion of the Company, were caused by tampering with said equipment or as a result of negligence.

(M)

(M) Material moved from Section 5.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 10
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.5 SEMIPUBLIC EXTENSION SERVICE

C. Terms and Conditions (Cont'd)

4. The Company has the right to terminate extension service to prevent harm to the network or to prevent fraud.
5. The Company is not liable for transmission difficulties caused by customer owned equipment defects or improper use of the ENI.
6. The Company is not liable for damages or harm arising from the customer use of this equipment unless such accident of injury is due to gross negligence of the Company.
7. The customer shall be responsible for the payment of a Maintenance of Service Charge for each visit by a Company employee to a customer's premises when the cause of a service difficulty or trouble report is determined to be the customer provided equipment or system.
8. This is a voice grade service: the Company is not responsible or liable for defects, mistakes, etc. associated with other types of transmissions, such as data.
9. The Company is not liable for damages resulting from discontinuance of service to customer premises equipment resulting from storms, power outages, or other natural occurrences.
10. The ENI should not be located, exposed or accessible within ten feet of the semipublic set.
11. The Company will provide a maximum of 35 linear feet of wire to the ENI.
12. Customer premises equipment must be registered or grandfathered in accordance with Part 68 of the FCC rules and must be connected to the network through standard plugs and standard Company provided jacks.

(M)

(M)

(M) Material moved from Section 5.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 11
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS

105.5.5 SEMIPUBLIC EXTENSION SERVICE

C. Terms and Conditions (Cont'd)

13. The Company reserves the right to install the ENI device to comply with the following conditions:
 - Accessible to Company personnel
 - Security
 - Weather protection
 - Installation procedures
14. The Company will affix a card holder with a sign to the coin set to properly advertise the extension. At locations where it is necessary to secure a permit and pay a fee for the privilege of placing a sign, the customer will be required to secure the permit and pay the fee.

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[1] Appropriate premises work charges also apply.

(M) Material moved from Section 5.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 10-31-05

SECTION 105
Page 12
Release 1

105. OBSOLETE EXCHANGE SERVICES

105.5 PUBLIC COMMUNICATIONS SERVICE - COIN AND COINLESS (Cont'd)

105.5.5 SEMIPUBLIC EXTENSION SERVICE

(M)

D. Rates and Charges

1. If a grandfathered extension station set is determined to be unrepairable during a repair visit and no inventory of spare extension sets is available, the customer will be offered the ENI arrangement as specified in 5.5.5, preceding. If accepted, the customer will not incur a nonrecurring charge but will incur the ENI recurring charge.

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2. Semipublic Extension Service

	USOC	MONTHLY RATE
• Privacy and Priority ("D" kit) equipment for semipublic extension	CUP	\$5.15
• Non coin collector equipped extension station set, each	CUG	3.15

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3. Customer Premises Equipment Service

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	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Extended Network Interface, each ENI[1]	ECD	\$40.00	—

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(M) Material moved from Page 1.

(M1) Material moved from Section 5.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 6
Index Page 1
Release 1

6. RESERVED FOR FUTURE USE

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 7
Index Page 1
Release 1

7. RESERVED FOR FUTURE USE

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-29-01

SECTION 8
Index Page 1
Release 1

8. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Index Page 1
Release 4

9. CENTRAL OFFICE SERVICES

SUBJECT

PAGE

(D)
—
(D)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 1
Release 4

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 9.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 2
Release 4

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 10.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 3
Release 4

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 11.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 4
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 12.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 5
Release 4

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 13.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 6
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 14.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 7
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 15.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 8
Release 4

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 16.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 9
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 17.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 10
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 18.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 11
Release 3

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 19.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 12
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 20.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 13
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 21.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 14
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 22.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 15
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 23.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 16
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 24.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 17
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 25.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 18
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 26.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 19
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 27.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 20
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 28.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 21
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 29.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 22
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 30.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 23
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 31.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 24
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 32.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 25
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 33.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 26
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 34.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 27
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 35.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 28
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 36.

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 7-20-17

SECTION 9
Page 29
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 37.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 30
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 38.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 31
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 39.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 32
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 40.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 33
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 41.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 34
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 42.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 35
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 43.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 36
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 44.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 37
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 45.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 38
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 46.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 9
Page 39
Release 2

9. CENTRAL OFFICE SERVICES

(M)

(M) Material moved to Section 109, Page 47.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(T)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Index Page 1
Release 2

109. OBSOLETE CENTRAL OFFICE SERVICES

SUBJECT	PAGE	
Call Management Systems	9	(N)
Central Office - Automatic Call Distribution (CO-ACD)	15	(N)
Emergency Preparedness Network	1	
Emergency Reporting Service	1	
Uniform Call Distribution.....	9	(N)

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 1
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

Emergency Preparedness Network service is sunsetted effective June 1, 2008 and will no longer be offered.

(N)

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A. Description

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Emergency Preparedness Network (EPN), is an integrated solution that identifies and notifies a designated population within minutes of an emergency ("Event"). EPN combines the functionality of the EPN application, a geographically coded telephone number and address database and outbound calling.

B. Terms and Conditions

1. EPN allows customers to utilize pre-planned Event boundaries surrounding impending or potential disaster sites. Emergency boundaries (e.g. flood plain) will be developed by the customer (e.g. PSAP, Office of Emergency Preparedness).
2. The customer will provide the Company with Event boundaries for each pre-planned Event. The company will provide the customer with final paper maps detailing the Event boundaries for each Event.
3. Customers may define areas of prioritization (i.e., which telephone number gets called first), within an Event.
4. Three pre-planned Events and three Call Lists are provided at the rates and charges specified following. Pre-planned Events and Call Lists in excess of three will be priced as specified following. A customer may also request a geographic list of telephone numbers be called, that has not been predetermined, when an Event is initiated.
5. EPN also allows customers to dynamically communicate a point (specific address or intersection) and a specified radius (in feet or miles) around the point to define the Event boundary. For example, when a customer contacts the Company to initiate an Event, the customer will be able to specify an address and a radius and the Company will extract all telephone numbers within this boundary as the target area for notification.
6. When an emergency situation arises, customers must initiate an Event to the Company for a specified Event boundary (either pre-planned or "drawn" in real time).

(M) Material has been moved from Section 9.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 2
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

B. Terms and Conditions (Cont'd)

7. Customers will be able to create pre-recorded or real time recorded messages. The message length will be determined by the customer. The length of the message will determine the per call charge. Customers will develop messages for each pre-planned and dynamic event. A toll free number will be provided by the Company for recording and maintaining Event specific messages. Appropriate security (a customer defined PIN) will control access to the messaging system.
8. Customers will be able to add, change or delete their pre-recorded messages as a function of the messaging system.
9. Customers will specify call criteria. The standard no answer length is 40 seconds. The standard number of retries is 3 per telephone number or database record. Fast busy (reorder) does not count as a call attempt.
10. From the point in time that the customer completes the initiation of an EPN Event to the Company and the Company has successfully launched the Event, outbound calling with the customer's specified voice message shall begin in less than 5 minutes, absent malfunction.
11. When the Company initiates a notification Event, the telephone number file and the appropriate message will be merged. Notification will begin at a rate that is as fast as reasonably possible, considering a total capacity of 2,000 calls per minute. In the case of multiple simultaneous Events, this capacity will be spread approximately equally among all Events. Outbound calling will be based upon "first in, first out" priority. Events will be launched and proceed on a first come first serve basis.
12. In the case of multiple simultaneous EPN Events, either by a single customer or multiple customers, outbound calling will be managed in the manner described herein to handle multiple Events and to provide a maximum call volume as follows:
 - Single Event: 2000 calls per minute, per region,
 - Two Events: 1000 calls per minute, per region,
 - Three Events: 633 calls per minute, per region.

(M) Material has been moved from Section 9.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 3
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

B. Terms and Conditions (Cont'd)

13. The Company will provide Real Time Reports which provide a summary Event call record report to customers at specified time intervals during the Event as follows:
 - Outbound calling initiated: time and date,
 - Summary reports generated at 15 minute intervals will be delivered to the customer or if the Event does not exceed 15 minutes within 10 minutes after the close of the Event.
14. At Event completion, the Company will provide the customer a detailed telephone number report including date and time of call, number of call attempts, and call outcome.
15. The Company will make available to customers a Detail Report and a Summary Report in electronic format within a reasonable time, which time will not exceed 6:00 p.m. Mountain Time, on the business day following the end of the Event.
16. The Company will provide 7 days a week, 24 hours a day, customer support for initiating Events, technological support and providing the results of an Event.
17. The Company may from time to time interrupt service for routine maintenance or rearrangement of facilities or equipment. The Company will give the customer advance notification of the service interruption.
18. The Company relies solely on the customer to determine what constitutes an emergency. The customer shall indemnify and hold harmless the Company, its parent, subsidiaries, their employees and officers against any and all claims, losses, liabilities, damages, and lawsuits arising, in whole or in part, for any non-emergency use of the service.

(M) Material has been moved from Section 9.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 4
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK (Cont'd)

C. Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. In addition to the nonrecurring charge and recurring monthly telephone number charge there is a per call charge. This charge applies to each completed call associated with each Event.
3. Each EPN customer may enter into a contractual agreement for the provisioning of service on a rate stabilized basis. Customers committing to EPN under a rate stabilized plan will receive discounts on the nonrecurring and recurring rates and charges. Discounting does not apply to the per call charge.

(M) Material has been moved from Section 9.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 5
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C. Rates and Charges (Cont'd)

4. Basic Emergency Preparedness Network

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE
- 0 to 60,000, per system	NR9XA	\$16,500.00	—
- per ten telephone numbers	EGM1M	—	\$0.50
- 60,001 to 150,000, per system	NR9XB	24,000.00	—
- per ten telephone numbers	EGM2M	—	0.36
- 150,001 to 300,000, per system	NR9XD	31,500.00	—
- per ten telephone numbers	EGM3M	—	0.30
- 300,001 to 450,000, per system	NR9XE	46,500.00	—
- per ten telephone numbers	EGM4M	—	0.25
- 450,001 to 600,000, per system	NR9XG	61,500.00	—
- per ten telephone numbers	EGM5M	—	0.25
- 600,001 to 1,000,000, per system	NR9XH	76,500.00	—
- per ten telephone numbers	EGM6M	—	0.25
- 1,000,001 and above, per system	NR9XJ	[1]	—
- per ten telephone numbers	EGM7M	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

(M) Material has been moved from Section 9.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 6
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C.4. (Cont'd)

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE FOR 3 YEAR PLAN
- 0 to 60,000, per system	NR9XK	\$15,675.00	—
- per ten telephone numbers	EGM13	—	\$0.48
- 60,001 to 150,000, per system	NR9XL	22,800.00	—
- per ten telephone numbers	EGM23	—	0.34
- 150,001 to 300,000, per system	NR9XM	29,925.00	—
- per ten telephone numbers	EGM33	—	0.29
- 300,001 to 450,000, per system	NR9XN	44,175.00	—
- per ten telephone numbers	EGM43	—	0.24
- 450,001 to 600,000, per system	NR9XO	58,425.00	—
- per ten telephone numbers	EGM53	—	0.24
- 600,001 to 1,000,000, per system	NR9XP	72,675.00	—
- per ten telephone numbers	EGM63	—	0.24
- 1,000,001 and above, per system	NR9XQ	[1]	—
- per ten telephone numbers	EGM73	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

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Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 7
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C.4. (Cont'd)

- Number of telephone numbers within an area

	USOC	NONRECURRING CHARGE	MONTHLY RATE FOR 5 YEAR PLAN
- 0 to 60,000, per system	NR9XR	\$15,345.00	—
- per ten telephone numbers	EGM15	—	\$0.47
- 60,001 to 150,000, per system	NR9XS	22,320.00	—
- per ten telephone numbers	EGM25	—	0.33
- 150,001 to 300,000, per system	NR9XT	29,295.00	—
- per ten telephone numbers	EGM35	—	0.28
- 300,001 to 450,000, per system	NR9XU	43,245.00	—
- per ten telephone numbers	EGM45	—	0.23
- 450,001 to 600,000, per system	NR9XV	57,195.00	—
- per ten telephone numbers	EGM55	—	0.23
- 600,001 to 1,000,000, per system	NR9XW	71,145.00	—
- per ten telephone numbers	EGM65	—	0.23
- 1,000,001 and above, per system	NR9XY	[1]	—
- per ten telephone numbers	EGM75	—	[1]

[1] Rates and charges will be developed on an individual case by case basis.

(M) Material has been moved from Section 9.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 4-1-08

SECTION 109
Page 8
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

(M)

109.2 EMERGENCY REPORTING SERVICE

109.2.6 EMERGENCY PREPAREDNESS NETWORK

C. Rates and Charges (Cont'd)

5. Per completed call charge, per call, per length

	USOC	CHARGE
• First 30 seconds	NRVC1	\$0.23
• Additional 30 seconds, each	NRVCA	0.23

6. Additional Pre-planned Events or Call Lists

	USOC	NONRECURRING CHARGE
• Per Pre-planned Event	NR9MY	\$200.00
• Per Call List	NR9MZ	125.00

(M) Material has been moved from Section 9.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 9
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

(T)(M)

109.4.4 UNIFORM CALL DISTRIBUTION

A. Description

Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiline hunt group equally and automatically.

B. Optional Features

Queuing

An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

(M)

(M) Material moved from Section 9, Page 1.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 10
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

(T)(M)

C. Terms and Conditions

1. UCD and its associated options will only be provided where adequate and suitable CO facilities exists.
2. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
3. Lines terminating in a UCD system must be arranged for Hunting Service (Multiline Hunt) as specified in 5.4.11, preceding. UCD is not compatible with circular or preferential list hunt.
4. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
5. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.
6. The music on queue option requires a voice grade private line between the serving central office and a customer-provided music source at the customer's premises.

(M)

(M) Material moved from Section 9, Page 2.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 11

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION (Cont'd)

(T)(M)

D. Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

	USOC	NONRECURRING CHARGE
• Uniform Call Distribution		
- Per multiline hunt group	UMHPG, UHBPB	\$ 25.00
- Per line in multiline hunt group[1]	UMH, UHB	—
• Queuing		
- Per queue group	UQGPG, UQBPG	75.00
- Per queue slot in group	UQGPQ, UQBPG	—
	USOC	MONTHLY RATE
• Uniform Call Distribution		
- Per multiline hunt group	UMHPG, UHBPB	—
- Per line in multiline hunt group[1]	UMH, UHB	\$ 2.00
• Queuing		
- Per queue group	UQGPG, UQBPG	—
- Per queue slot in group	UQGPQ, UQBPG	6.00

[1] Regular nonrecurring charges apply for each line installed in or added to a Multiline Hunt Group as specified elsewhere.

(M)

(M) Material moved from Section 9, Page 3.

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 12

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.4 UNIFORM CALL DISTRIBUTION

D.1. (Cont'd)

(T)(M)

	USOC	NONRECURRING CHARGE
• Delay Announcement		
- Customer specific announcement		
- Per announcement, includes first announcement trunk	URA1X, URB1X	\$300.00
- Each additional announcement trunk	URAAX, URBAX	25.00
- Standardized Announcement		
- Per announcement in announcement sequence	UDA, UEB	130.00
- Per queue slot in group	UDAPQ, UEBPQ	—
	USOC	MONTHLY RATE
• Delay Announcement		
- Customer specific announcement		
- Per announcement, includes first announcement trunk	URA1X, URB1X	\$130.00
- Each additional announcement trunk	URAAX, URBAX	15.00
- Standardized Announcement		
- Per announcement in announcement sequence	UDA, UEB	10.00
- Per queue slot in group	UDAPQ, UEBPQ	9.00

(M)

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 13
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS
109.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)

(T)(M)

	USOC	NONRECURRING CHARGE
• Music on Queue		
- Music Distribution Amplifier		
- Per queue slot	MUW, MUA	\$ 15.50
- Up to 22 queue slots	MUW1X, MUA1X	—
- 23 to 66 queue slots[1]	MUW2X, MUA2X	—
- Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[2]
2. Changes		
• Change in quantity of queue slots in queue group, per group	REAAF	50.00
• Change in content of customer specific announcement	REAAG	200.00
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	50.00

[1] In addition, apply rates and charges for USOC MUW1X or MUA1X.

[2] Apply rates and charges for appropriate voice grade private line.

(M) Material moved from Section 9, Page 5.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 14
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS
109.4.4 UNIFORM CALL DISTRIBUTION
D.1. (Cont'd)

(T)(M)

	USOC	MONTHLY RATE
• Music on Queue		
- Music Distribution Amplifier		
- Per queue slot	MUW, MUA	—
- Up to 22 queue slots	MUW1X, MUA1X	\$235.00
- 23 to 66 queue slots[1]	MUW2X, MUA2X	90.00
- Connecting channel between the serving CO common equipment and the music source on the customer premises	N/A	[2]
2. Changes		
• Change in quantity of queue slots in queue group, per group	REAAF	—
• Change in content of customer specific announcement	REAAG	—
• Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements	REAAH	—

[1] In addition, apply rates and charges for USOC MUW1X or MUA1X.

[2] Apply rates and charges for appropriate voice grade private line.

(M) Material moved from Section 9, Page 6.

(M)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 15
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES S

109.4 CALL MANAGEMENT SYSTEMS (Cont'd)

(T)(M)

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description

1. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to predesignated groups of answering positions, known as agent positions.
2. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queuing. Additional queuing is available as specified herein.
3. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.
4. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.

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(M) Material moved from Section 9, Page 7.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 16
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description (Cont'd)

5. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:

a. Type A Agent Positions

Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined herein. Additional optional feature configurations are also available as follows:

Level I

Call Forwarding and Speed Call (Short List).

Level II

All Level I features plus Call Forward - Busy Line, Call Forward - Don't Answer, Conference Calling (6-Way) Speed Call (Long List) and Last Number Redial.

Level III

All Level II features plus Call Pickup[1], Call Waiting[1], Automatic Callback, and Music on Hold.

b. Type C Agent Positions

Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined herein. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).

(T)(M)

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(M) Material moved from Section 9, Page 8.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 17
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description (Cont'd)

6. Basic CO-ACD

a. System Features

Abandoned Call Clearing

Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

Agent Queue

The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow

Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).

Automatic Priority Promotion

Ensures that low-priority calls do not remain unanswered. With this feature, low-priority calls are promoted to higher priority queues after a specified waiting period.

Call Delay Announcements

Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.

(T)(M)

(M)

(M) Material moved from Section 9, Page 9.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 18
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.6.a. (Cont'd)

(T)(M)

Call Processing Control

Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming-call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.

CO-ACD Directory Numbers

Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.

Incoming Call Queue

Allows incoming calls to be placed in a queue when all agents are busy.

Night Service

Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another CO-ACD location, an external location, or to an optional recorded announcement.

Ring Threshold

Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available.

Threshold Routing

Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.

(M)

(M) Material moved from Section 9, Page 10.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 19
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.6. (Cont'd)

b. Agent Features

Call Hold

This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.

Call Transfer/Three-Way Calling

This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.

Login and Logout

All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.

Make Set Busy

When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

Not Ready

The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.

Toll Restriction

Enables the customer to block or allow one or more three- through ten-digit numbers when these numbers are dialed from selected Type A Agent Positions.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 20
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.6. (Cont'd)

c. Supervisor Features

The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features.

Agent Status Display

Provides the status of agent positions to administrative personnel for up to 48 agents.

Answer Agent

Permits the supervisor to answer calls from agents.

Call Agent Key

Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.

Display Queue Status

Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).

Enhanced Agent Observe

This feature allows the supervisor to observe agents on both primary and secondary directory numbers.

Forced Agent Availability

Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".

Multi-Stage Queue Status Display

Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 21
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.6.c. (Cont'd)

(T)(M)

Status of Secondary Directory Numbers

Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.

Toll Restriction

Enables the customer to block or allow one or more three- through ten-digit numbers when these numbers are dialed from selected Supervisor Position.

d. Optional Features

Group Reconfiguration/Team Status Interface

Group Reconfiguration provides the customer with the ability to change the CO-ACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:

- CO-ACD group name
- Primary CO-ACD number
- Total number of calls in the CO-ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle CO-ACD positions.

The Group Reconfiguration feature allows the customer to change such things as the following:

- Agent position reassignment
- Queue size
- Maximum wait time
- Ring threshold
- Overflow route
- Night service route
- Directory number priority and assignment
- Recorded announcement
- Information on each group

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 22
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description (Cont'd)

7. Deluxe CO-ACD

a. System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

Management Reports for Call Hold and Call Transfer

Provides information relating to agent activation of Call Hold and Call Transfer.

Music on Delay in Queue

Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.

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(M) Material moved from Section 9, Page 14.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 23
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.7.a. (Cont'd)

(T)(M)

Night Recorded Announcement and Forward

Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.

Overflow Enhancement

Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.

Overflow of Enqueued Calls

Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.

b. Agent Features

The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features.

Call Supervisor

This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.

Emergency

The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.

Login Password Enhancement

This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.

Queue Status Display Refresh

Provides near real-time display of queue size and waiting time information.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 24
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.7.b. (Cont'd)

Walkaway/Closed Key Operation

After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.

c. Supervisor Features

The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features.

Agent Key

Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.

Extended Agent Observe

Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.

Observe Agent/Three-Way Calling

Allows a supervisor to monitor three-way calls in which an agent is participating.

d. Optional Features

Management Information System (MIS) Interface

Provides for real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 25
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A. Description (Cont'd)

8. Optional Features available to Basic and Deluxe CO-ACD

a. Additional Incoming Call Queuing/Queue Slots

Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a customer with 10 agent positions has the capability to hold one call in queue. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than 10 agent positions will be provided with one queue slot.

b. Additional Call Delay Announcements

Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.

c. Secondary Directory Number (SDN)

Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:

Level I

Direct inward and outward dialing.

Level II

All Level I features plus Call Forwarding, Speed Call (Short List) and Three-Way Calling/Consultation Hold/Call Transfer.

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(M) Material moved from Section 9, Page 17.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 26
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

A.8.c. (Cont'd)

Level III

All Level II features plus Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

Level IV

All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

d. Queue Status Lamp Interface

Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

e. Adjunct Module Translations

Allows for additional agent status display and/or feature/functions.

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(M) Material moved from Section 9, Page 18.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 27
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) (Cont'd)

B. Terms and Conditions

1. CO-ACD Service is available only where adequate and suitable facilities exist.
2. Customers must furnish compatible premises equipment.
3. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
4. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to FX or FCO charges as specified in the Competitive Private Line Transport Services Tariff.
5. Type C CO-ACD Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
6. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.
7. Intercept Service will be provided pursuant to the terms of that service. See 5.8.4, preceding.

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(M) Material moved from Section 9, Page 19.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 28
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD) (Cont'd)

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C. Rates and Charges

1. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.
2. CO-ACD Service is available on a month-to-month basis for customers subscribing to 20 or less positions. Rate stabilized rates for periods of from 12 months to 10 years are also available. Customers subscribing to more than 20 positions are required to subscribe to this service on a rate stabilized basis only.
3. The month-to-month minimum period is one month.
4. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
5. End User Common Line rates as specified in the Interstate Access Service Tariff apply to each agent and supervisor position in the CO-ACD system.
6. Network Access Register needs, if any, will be determined on a customer-by-customer basis. Network Access Registers are provided at rates and charges as specified elsewhere.
7. Rates and charges for the Agent/Supervisor positions will be charged according to the number of positions per location. Each different location will begin with the 1-20 position charges. The positions between 21-50 will have different rates and charges. Positions for 51 and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.
8. A Digital Facility Interface and terminating arrangement needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified elsewhere.
9. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD Service is installed, and then subsequently requests activation, a System Rearrangement and/or line charge(s) will apply as specified in C.15., following.

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(M) Material moved from Section 9, Page 20.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 29
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

10. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.
11. Rate Stability Plan (RSP)
 - a. The Rate Stability Plan (RSP) is an arrangement whereby customers who agree to continue to subscribe to certain services for a designated period of time are guaranteed against Company initiated changes in the monthly rates for that service during the designated period.
 - b. Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
 - c. All new positions installed under the Rate Stability Plan are subject to applicable nonrecurring type charges as specified herein. Rate Stability for all service and facilities provided under the RSP terminate simultaneously.
 - d. After the Service Date, if a Rate Stabilized customer removes, in whole or in part, CO-ACD Positions to a level that is less than 60% of the initial number of CO-ACD Positions, a termination charge may apply as specified in 2.2.14.D. of the Exchange and Network Services Competitive Tariff.
 - e. Customers subscribing to the RSP shall be subject to the Termination Liability/Waiver Policy as set forth in 2.2.14.D. of the Exchange and Network Services Competitive Tariff.

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(M) Material moved from Section 9, Page 21.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 30
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

12. Month-to-month rates and charges are as follows:

	USOC	NONRECURRING CHARGE
a. Service Establishment, per CO-ACD System	SESPS	\$3,000.00
b. Basic CO-ACD		
• Positions 1-20 Lines		
- Type A/C Agent, Supervisor, each[1]	AKKAM CKWAM CKWCM	80.00
• Group Reconfiguration/ Team Status Interface per Interface[2]	NGVXM	18.00
c. Deluxe CO-ACD		
• Positions 1-20 Lines		
- Type A/C Agent, Supervisor, each[1]	AKKBM CKWBM CKWDM	80.00
• MIS Interface per interface[2]	NQVXM	18.00

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

[2] In addition, a Voice Grade Channel, as specified in the Competitive Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

(M) Material moved from Section 9, Page 22.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 31
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.12. (Cont'd)

	USOC	MONTHLY RATE
a. Service Establishment, per CO-ACD System	SESPS	—
b. Basic CO-ACD		
• Positions 1-20 Lines		
- Type A/C Agent, Supervisor, each	AKKAM CKWAM CKWCM	\$42.85
• Group Reconfiguration/ Team Status Interface per Interface[1]	NGVXM	10.30
c. Deluxe CO-ACD		
• Positions 1-20 Lines		
- Type A/C Agent, Supervisor, each	AKKBM CKWBM CKWDM	46.35
• MIS Interface per interface[1]	NQVXM	16.45

[1] In addition, a Voice Grade Channel, as specified in the Competitive Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

(M) Material moved from Section 9, Page 23.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 32

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

13. CO-ACD Rate Stability Plan rates and charges are as follows:

	USOC	NONRECURRING CHARGE
a. Service Establishment, per CO-ACD System	SESPS	\$3,000.00
b. Basic CO-ACD		
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	18.00
	USOC	MONTHLY RATE
a. Service Establishment, per CO-ACD System	SESPS	—
b. Basic CO-ACD		
• Group Reconfiguration/ Team Status Interface, Per interface[1]	NGVXR	\$8.25

[1] In addition, a Voice Grade Channel, as specified in the Competitive Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

(M) Material moved from Section 9, Page 24.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 33

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.b. (Cont'd)

(T)(M)

USOC

- Type A/C Agent, Supervisor

AKKAR
CKWAR
CKWCR

NONRECURRING CHARGE[1]

Positions

1 - 20 Lines

\$80.00

21 - 50 Lines

80.00

51 + Lines

Air Qtr Miles from CO

1

80.00

2

80.00

3

80.00

4

80.00

5

80.00

6

80.00

7

80.00

8

80.00

9

80.00

10

80.00

11

80.00

12

80.00

13

80.00

14

80.00

15

80.00

16

80.00

17

80.00

18

80.00

19

80.00

20

80.00

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

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(M) Material moved from Section 9, Page 25.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 34

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.b. (Cont'd)

(T)(M)

12 TO 35 MONTHS

Positions

1 - 20 Lines	\$38.90
21 - 50 Lines	36.80

51 + Lines

Air Qtr Miles from CO

1	32.45
2	32.85
3	33.25
4	33.80
5	34.25
6	34.75
7	35.50
8	35.95
9	36.65
10	38.05
11	38.65
12	40.65
13	42.30
14	42.90
15	43.80
16	45.65
17	46.40
18	47.00
19	47.50
20	49.75

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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 35

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.b. (Cont'd)

(T)(M)

36 TO 59 MONTHS

Positions

1 - 20 Lines	\$33.90
21 - 50 Lines	32.10

51 + Lines

Air Qtr Miles from CO

1	27.60
2	27.90
3	28.25
4	28.75
5	29.10
6	29.50
7	30.15
8	30.55
9	31.10
10	32.30
11	32.75
12	34.45
13	35.80
14	36.30
15	37.05
16	38.60
17	39.20
18	39.70
19	40.15
20	42.00

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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 36

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.b. (Cont'd)

(T)(M)

60+ MONTHS

Positions

1 - 20 Lines

\$29.40

21 - 50 Lines

27.80

51 + Lines

Air Qtr Miles from CO

1

23.60

2

23.90

3

24.20

4

24.60

5

24.95

6

25.30

7

25.90

8

26.25

9

26.75

10

27.80

11

28.25

12

29.75

13

30.95

14

31.40

15

32.10

16

33.50

17

34.05

18

34.50

19

34.90

20

36.55

(M)

(M) Material moved from Section 9, Page 28.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 37
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13. (Cont'd)

(T)(M)

	USOC	NONRECURRING CHARGE
c. Deluxe CO-ACD		
• MIS Interface per interface[1]	NQVXR	\$18.00
	USOC	MONTHLY RATE
• MIS Interface per interface[1]	NQVXR	\$13.20

[1] In addition, a Voice Grade Channel, as specified in the Competitive Private Line Transport Services Tariff, is required from the customer's premises to the serving central office.

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(M) Material moved from Section 9, Page 29.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 38

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.c. (Cont'd)

(T)(M)

USOC

- Type A/C Agent, Supervisor

AKKBR
CKWBR
CKWDR

NONRECURRING CHARGE[1]

Positions

1 - 20 Lines

\$80.00

21 - 50 Lines

80.00

51 + Lines

Air Qtr Miles from CO

1

80.00

2

80.00

3

80.00

4

80.00

5

80.00

6

80.00

7

80.00

8

80.00

9

80.00

10

80.00

11

80.00

12

80.00

13

80.00

14

80.00

15

80.00

16

80.00

17

80.00

18

80.00

19

80.00

20

80.00

[1] The nonrecurring charge applies to the initial installation and subsequent additions.

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(M) Material moved from Section 9, Page 30.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 39

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.c. (Cont'd)

(T)(M)

12 TO 35 MONTHS

Positions

1 - 20 Lines	\$42.15
21 - 50 Lines	39.55

51 + Lines

Air Qtr Miles from CO

1	34.80
2	35.20
3	35.60
4	36.15
5	36.65
6	37.10
7	37.85
8	38.35
9	39.05
10	40.45
11	41.00
12	43.05
13	44.65
14	45.25
15	46.15
16	48.00
17	48.75
18	49.35
19	49.85
20	52.10

(M)

(M) Material moved from Section 9, Page 31.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 40

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.c. (Cont'd)

(T)(M)

36 TO 59 MONTHS

Positions

1 - 20 Lines	\$36.75
21 - 50 Lines	34.55

51 + Lines

Air Qtr Miles from CO

1	30.20
2	30.55
3	30.90
4	31.35
5	31.75
6	32.10
7	32.75
8	33.15
9	33.75
10	34.90
11	35.40
12	37.10
13	38.40
14	38.90
15	39.70
16	41.20
17	41.85
18	42.35
19	42.75
20	44.65

(M)

(M) Material moved from Section 9, Page 32.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 41

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.13.c. (Cont'd)

(T)(M)

60+ MONTHS

Positions

1 - 20 Lines

\$ 31.80

21 - 50 Lines

29.80

51 + Lines

Air Qtr Miles from CO

1

26.25

2

26.55

3

26.85

4

27.25

5

27.66

6

27.95

7

28.55

8

28.90

9

29.40

10

30.45

11

30.90

12

32.40

13

33.60

14

34.05

15

34.75

16

36.15

17

36.70

18

37.15

19

37.55

20

39.20

(M)

(M) Material moved from Section 9, Page 33.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 42
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

(T)(M)

	USOC	NONRECURRING CHARGE
14. Optional Features		
• Secondary Directory Numbers[1]		
- Level I, each number	FSN1+	\$32.00
- Level II, each number	FSN2+	32.00
- Level III, each number	FSN3+	32.00
- Level IV, each number	FSN4+	32.00
• Type A Agent Position Optional Features[1]		
- Level I, each number	FFP1+	32.00
- Level II, each number	FFP2+	32.00
- Level III, each number	FFP3+	32.00
• Additional Queue Slots, each	AQ4X+	18.00
• Additional Call Delay Announcements, each	RKNX+	18.00

[1] The nonrecurring charge applies only to new additions and moves, changes and rearrangements subsequent to initial installation.

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(M) Material moved from Section 9, Page 34.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 43

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.14. (Cont'd)

(T)(M)

	USOC	MONTHLY RATE
• Secondary Directory Numbers		
- Level I, each number	FSN1+	\$4.55
- Level II, each number	FSN2+	4.95
- Level III, each number	FSN3+	5.35
- Level IV, each number	FSN4+	5.75
• Type A Agent Position Optional Features		
- Level I, each number	FFP1+	0.80
- Level II, each number	FFP2+	1.60
- Level III, each number	FFP3+	2.40
• Additional Queue Slots, each	AQ4X+	1.20
• Additional Call Delay Announcements, each	RKNX+	8.30

(M)

(M) Material moved from Section 9, Page 35.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 44
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.14. (Cont'd)

(T)(M)

	USOC	RSP
• Secondary Directory Numbers		
- Level I, each number	FSN1+	\$3.65
- Level II, each number	FSN2+	4.05
- Level III, each number	FSN3+	4.45
- Level IV, each number	FSN4+	4.85
• Type A Agent Position Optional Features		
- Level I, each number	FFP1+	0.40
- Level II, each number	FFP2+	0.80
- Level III, each number	FFP3+	1.20
• Additional Queue Slots, each	AQ4X+	0.95
• Additional Call Delay Announcements, each	RKNX+	6.85

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(M) Material moved from Section 9, Page 36.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 45
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.14. (Cont'd)

(T)(M)

	USOC	NONRECURRING CHARGE
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$18.00
• Music Interface per interface[1,2]	NMVX+	18.00
• Queue Status Lamp Interface[1]	NLVX+	18.00
• Adjunct Module Translations	C2TX+	18.00

	USOC	MONTHLY RATE
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$13.30
• Music Interface per interface[1,2]	NMVX+	13.30
• Queue Status Lamp Interface[1]	NLVX+0	0.75
• Adjunct Module Translations	C2TX+	2.50

[1] In addition, a Voice Grade Channel, is required from the customer's premises to the serving central office as specified in the Competitive Private Line Transport Services Tariff.

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

(M) Material moved from Section 9, Page 37.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 7-20-17

SECTION 109
Page 46
Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C.14. (Cont'd)

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	USOC	RSP
• Interface to Customer Premises Call Delay Announcements, each[1]	NAVX+	\$11.55
• Music Interface per interface[1,2]	NMVX+	11.55
• Queue Status Lamp Interface[1]	NLVX+	0.65
• Adjunct Module Translations	C2TX+	2.00

[1] In addition, a Voice Grade Channel, is required from the customer's premises to the serving central office as specified in the Competitive Private Line Transport Services Tariff.

[2] Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

(M) Material moved from Section 9, Page 38.

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 7-20-17

SECTION 109

Page 47

Release 1

109. OBSOLETE CENTRAL OFFICE SERVICES

109.4 CALL MANAGEMENT SYSTEMS

109.4.5 CENTRAL OFFICE - AUTOMATIC CALL DISTRIBUTION (CO-ACD)

C. Rates and Charges (Cont'd)

15. Change Charges

The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems.

	USOC	NONRECURRING CHARGE
a. Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe), per line	REAAW	\$ 40.00
b. System rearrangement charge for system changes (e.g., Basic to Deluxe), per system change	REAAV	45.00
c. System Group Name Change	REAAU	300.00

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(M) Material moved from Section 9, Page 39.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 9-29-18

SECTION 10
Index Page 1
Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	PAGE
Code Billing.....	1
Message Delivery Service	2
Message Waiting Indication	8
Miscellaneous Central Office Services.....	2
Supplemental Billing	1
Traffic Data Report Service (TDRS)	12
Voice Messaging Service	18
Business Voice Messaging Service	23
Residence Voice Messaging Service	18

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AZ2018-014

NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 1
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.5 SUPPLEMENTAL BILLING

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10.5.2 CODE BILLING

A. Description

1. Code billing is a special toll billing arrangement which enables the customer to obtain details of toll calls through the use of code numbers assigned by the Company. The customer may associate the code numbers with specific stations, departments, projects, etc., for internal accounting purposes. Bills for toll calls will be rendered in accordance with the code number furnished to the toll operator at the time the call is placed.
2. Code billing is intended to meet the billing service requirements of PBX customers, but may be used in connection with other business services where required.
3. Long distance calls placed using a code billing number are subject to the rate for operator-handled station-to-station calls.

B. Rates and Charges

Code billing is subject to a minimum monthly rate for 200 codes.

	USOC	NONRECURRING CHARGE
• Minimum monthly rate 200 codes	BLN/MC	\$8.50
• Additional groups of 50 codes or fraction thereof, each group	BLN	8.50

	USOC	MONTHLY RATE
• Minimum monthly rate 200 codes	BLN/MC	\$38.20
• Additional groups of 50 codes or fraction thereof, each group	BLN	9.55

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 2[1]
Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

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10.10.1 MESSAGE DELIVERY SERVICE

A. Description

1. Message Delivery Service transmits call information pertaining to all incoming calls to a Message Delivery Service customer's Multiline Hunt Group. This information includes the following:
 - The called directory number. (10 digits where available)
 - The calling directory number (if the calling number is in the same central office switch as the customer; or from other central offices if technically available; 10 digits where available).
 - The reason for forwarding on forwarded calls such as busy or don't answer.
2. This information is transmitted to the customer via a Common Equipment Data Link between the central office switch and the customer's equipment at the customer premises.
3. This service enables the customer to identify the called client on forwarded calls and provide personalized answering responses to those clients calls. Additionally, the identity of the calling directory number (if the calling number is available) will allow the customer to provide more personalized answering to the caller.

B. Terms and Conditions

1. The customer must have a Multi-Line Hunt Group (MLHG) in the same central office switch where the Common Equipment Data Link terminates that is used to transmit call information and the customer client telephone number. Under certain circumstances, the MLHG may be provided from a remote switch served by the central office where the Common Equipment Data Link terminates at the discretion of the Company.
2. A Common Equipment Data Link is required between the central office and the customer's equipment that receives the call related information and/or generates a message waiting indication activation/deactivation request.

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[1] This page also cancels the following page: Page 2.1.

(M) Material on Pages 2 and 2.1 moved to Pages 19 and 20.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 3
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE

B. Terms and Conditions (Cont'd)

3. Signalling on the Common Equipment Data Link is ASCII asynchronous.
4. When used in conjunction with Message Waiting Indication, the customer must have compatible message desk customer premises equipment.
5. A 3000 series (or equivalent) data channel is required in addition to the common equipment to provide signalling between the central office and the customer premises to provide call information and/or message waiting indication.
6. Message Delivery Service will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.
7. Customers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party. Customers will only use the information to complete processing of that call or to provide Voice Messaging Service.
8. The customer is required to provide the modem or channel interface equipment at the customer premises end of the Common Equipment Data Link.
9. It is the customer's responsibility to ensure that requests from the customer's CPE to activate or deactivate Message Waiting Indication (via the Common Equipment Data Link) shall be made only for end user client's telephone numbers equipped with a Message Waiting Indication feature. Repeated invalid activation or deactivation requests for the same telephone number may adversely affect the network and, therefore shall be considered as a CPE trouble condition.
10. A message waiting indication activation/deactivation request will be effective only for customers in the same central office switch where the Common Equipment Data Link terminates.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 4
Release 14

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE (Cont'd)

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C. Rates and Charges

1. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
2. The nonrecurring charge to change the service is the same as the charge to install it.
3. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE
• Common equipment per data link channel, per central office equipped	SME	\$1,900.00
• Call data, each line arranged	MBH	—
	USOC	MONTHLY RATE
• Common equipment per data link channel, per central office equipped	SME	\$355.00
• Call data, each line arranged	MBH	3.75

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 5
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE (Cont'd)

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D. Message Delivery Service-Interoffice

1. Description

- a. Message Delivery Service-Interoffice (MDSI) transmits call related information pertaining to all incoming calls to an MDSI customer's multiline hunt group. This information includes the following:
 - The 10 digit called directory number.
 - The 10 digit calling directory number (if the central office switch that serves the calling party is connected to the same SS7 network as the central office serving the MDSI customer and is equipped with the proper software).
 - The reason the call was forwarded (e.g., busy line, don't answer, all calls forwarded) or that the call was direct dialed.
- b. The central office ("host" office) that serves the MDSI customer may receive call related information from their clients in other central offices that are connected via Signaling System 7 (SS7) trunks and contain the proper software.

2. Terms and Conditions

- a. The customer must have a Multiline Hunt Group (MLHG) in the same central office switch (or a subtending remote switch module if technically possible without adverse network impacts) where the data link (private line) terminates that is used to transmit call related information to the customer's premises equipment.
- b. A voiceband/data circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises.
- c. MDSI will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 6
Release 2

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE

D.2. (Cont'd)

- d. The Company reserves the right to limit growth of an existing service arrangement or the installation of a new service arrangement based on available capacity of the serving central office switch and/or its associated network connections.
- e. The Custom Local Area Signaling Service (CLASS) Caller Identification Blocking features are effective with this product for the calling party to control the transmission of their telephone number. Should CLASS Caller Identification Blocking be ineffective from a specific switch type providing MDSI, customers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party. Customers will only use the information to complete processing of that call or to provide Voice Messaging Service.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE
• Call Data Input/Output Central Office Facility, each	FCX	\$400.00
• Per Multiline Hunt Group terminating in Call Data Input/Output Facility, each	FHGPA	275.00
• Call Data-Interoffice, each line arranged	M4H	5.00

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 7
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.1 MESSAGE DELIVERY SERVICE

D.3.c. (Cont'd)

	USOC	MONTHLY RATE
• Call Data Input/Output Central Office Facility, each	FCX	\$450.00
• Per Multiline Hunt Group terminating in Call Data Input/Output Facility, each	FHGPA	75.00
• Call Data-Interoffice, each line arranged	M4H	55.00

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 8
Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

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10.10.2 MESSAGE WAITING INDICATION

A. Audible

1. Description

Message Waiting Indication-Audible is a feature whereby subscribing clients will hear an audible interrupted tone, when lifting the receiver, giving an indication of a message waiting for the client at the client's chosen Message Delivery Service provider (provider). The tone will be initiated by the provider over the provider client's telephone line. The client may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.

2. Terms and Conditions

- a. Each provider client subscribing to Message Waiting Indication-Audible must have their line programmed to accept Message Waiting Indication-Audible.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-1-2025

SECTION 10
Page 9[1]
Release 6

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.2 MESSAGE WAITING INDICATION (Cont'd)

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE
• Each client line, arranged billed to provider		
- Residence	MWS	\$13.00
- Business	MWS	13.00
• Each client line arranged billed to client		
- Residence	MWW	13.00
- Business	MWW	13.00

	USOC	MONTHLY RATE
• Each client line, arranged billed to provider		
- Residence	MWS	\$0.05
- Business	MWS	0.25
• Each client line arranged billed to client		
- Residence PPMWIAR	MWW	6.55 (I)
- Business PPMWIAB	MWW	6.75 (I)

[1] This page previously cancelled Page 9.1.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 10
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.2 MESSAGE WAITING INDICATION[1] (Cont'd)

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B. Visual

1. Description

Message Waiting Indication-Visual is a feature whereby subscribing clients will see a visual alerting signal giving an indication of a message waiting for the client at the client's chosen Message Delivery Service provider (provider). The signal will be initiated by the provider over the provider client's telephone line. The client may call the provider for their message or ignore the signal and place a call. The signal will continue until the message has been retrieved. The provider or client must provide the visual device.

2. Terms and Conditions

- a. Each provider client subscribing to Message Waiting Indication-Visual must have their line programmed to accept Message Waiting Indication-Visual.
- b. The provider must subscribe to Message Delivery Service in order to provide this feature.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.
- c. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE
• Each client line arranged		
- Residence	MV5	\$11.00
- Business	MV5	13.00
	USOC	MONTHLY RATE
• Each client line arranged		
- Residence	MV5	\$0.25
- Business	MV5	0.85

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 11
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.2 MESSAGE WAITING INDICATION[1] (Cont'd)

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C. Audible/Visual

1. Description

Message Waiting Indication-Audible/Visual is a feature whereby a subscriber will hear an audible interrupted tone when lifting the telephone receiver and see a visual altering signal giving an indication of a message waiting. The signal will be initiated by the subscriber's Message Delivery Service provider, or other provider source capable of initiating the signal, over the subscriber's telephone line. The subscriber may call the provider for their message or ignore the signal and place a call. The tone and visual signal will continue until the message has been retrieved. The provider or subscriber must provide the visual device.

2. Terms and Conditions

- a. Each subscriber must have their line programmed to accept Message Waiting Indication-Audible/Visual.
- b. The provider must subscribe to Message Delivery Service or other source capable of initiating the signal in order for this feature to function.

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.

	USOC	NONRECURRING CHARGE
• Each line arranged		
- Residence	M1W	\$11.00
- Business	M1W	13.00

	USOC	MONTHLY RATE
• Each line arranged		
- Residence	M1W	\$0.30
- Business	M1W	1.10

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 12
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)

A. Description

Traffic Data Report Service (TDRS) provides customers a summary of their traffic data on certain network facilities, e.g., individual access lines, multiline hunt groups, trunk groups, network access registers, *CENTRON* system features, etc. Reports are available on a one-week, a one-month or on an ongoing basis.

B. Definitions

Overflow (Attempt Failures)

Provides a count of the number of times incoming calls attempted to reach an access line or group but found all lines busy.

Peg Count

Provides a count of all calls to an access line or group. In certain central offices and on certain facilities, specific peg count reports are available for abandon, attempt, delay, in-only, out-only, etc.

Usage

Provides the measurement of usage, expressed in CCS (hundred call seconds), that a facility was in use.

C. Terms and Conditions

1. TDRS is available where central office facilities permit.
2. Data included in each TDRS study, i.e., usage, peg count and overflow, is contingent upon the facility or feature being studied and upon the type of central office switch.
3. Weekly reports begin on Sunday and end on the following Saturday. The customer specifies the hours and consecutive days to be included in each report.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 13
Release 9

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)

C. Terms and Conditions (Cont'd)

4. The data provided in TDRS will be not less than 90 percent complete. Studies that are less than 90 percent complete will be treated as follows:
 - a. One Week Reports
 - Customer Accepts Incomplete Report
 - Issue credit adjustment, per D., following, towards nonrecurring charge.
 - Customer Does Not Accept Incomplete Report
 - Reschedule another week at no additional charge, or
 - Adjust customer bill; no charge for report.
 - b. One Month and Ongoing Reports
 - Customer Accepts Incomplete Weekly Report
 - Issue credit adjustment, per D., following.
 - Customer Does Not Accept Incomplete Report
 - Reschedule another week at no additional charge, or
 - Adjust customer bill for incomplete week.
 - c. Terms and conditions, specified in a. and b., above, constitute the customer's sole recourse for incomplete reports.
5. Ongoing and monthly reports are produced on a weekly basis.
6. Monthly reports contain a minimum of four weeks (consecutive) of data.
7. The minimum service period (billing) for TDRS is as follows:

REPORT DURATION

MINIMUM SERVICE PERIOD

One week
One month
Ongoing

One week
One month
Two months

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 14
Release 7

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS) (Cont'd)

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D. Rates and Charges

TDRS will be provided at the following rates and charges:

	USOC	NONRECURRING CHARGE
• Service Establishment Charge, per account, per order	TFDO1	\$ 30.00
• TDRS study, per facility, i.e., individual access line, group or queue		
- One week	TFPAW	120.00
- One month	TFPAM	210.00
- Ongoing	TFPAO	90.00
• TDRS study for dedicated common block features/measurements		
- One week	TFPBW	500.00
- One month	TFPBM	950.00
- Ongoing	TFPBO	350.00

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 15
Release 2

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)

D. Rates and Charges (Cont'd)

	USOC	MONTHLY RATE
• Service Establishment Charge, per account, per order	TFDO1	—
• TDRS study, per facility, i.e., individual access line, group or queue		
- One week	TFPAW	—
- One month	TFPAM	—
- Ongoing	TFPAO	\$ 120.00
• TDRS study for dedicated common block features/ measurements		
- One week	TFPBW	—
- One month	TFPBM	—
- Ongoing	TFPBO	600.00

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

(C)

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 16
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.4 TRAFFIC DATA REPORT SERVICE (TDRS)

D. Rates and Charges (Cont'd)

CREDIT ADJUSTMENT

- Credit adjustment applicable when
a customer accepts a less than 90
percent complete weekly report
 - Each facility study
 - One week \$ 30.00
 - One month 15.00
 - Ongoing 10.00
 - Each dedicated common block
features/measurements study
 - One week 135.00
 - One month 60.00
 - Ongoing 40.00

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 9-29-18

SECTION 10
Page 17
Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.10 MISCELLANEOUS CENTRAL OFFICE SERVICES

10.10.5 RESERVED FOR FUTURE USE

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AZ2018-014

NOTICE
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10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

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10.12.1 RESIDENCE VOICE MESSAGING SERVICE

A. Description

QWEST Residence Voice Messaging Service (also known as *QWEST* Voice Mail) provides an audio mailbox to record, store, retrieve, review, save and to handle audio messages for residence customers. The service will greet incoming callers with a personal or a standard greeting in either English or Spanish. It provides audio prompts and personal security codes for customers and users of the service. Customers can send, reply and copy/forward messages to others on the same local messaging system as well as send messages to others on the same messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can access the service from any tone signaling telephone. Listed below are the types of Voice Messaging Service available to residence customers:

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBDA) and with Message Waiting Indication (MWI) in addition to a voice messaging mailbox. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. CFBDA/MWI provides a stutter dial tone when messages are waiting.

Call Forwarding-Busy Line/Don't Answer with Message Waiting Indication - Simultaneous

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBDA) and with Message Waiting Indication (MWI) in addition to a voice messaging mailbox. CFBDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. CFBDA/MWI-S provides a simultaneous stutter dial tone and light indicator when messages are waiting.

Mailbox Only

This capability is provided by equipping a customer's telephone service with a voice messaging mailbox only. It does not include any other service or feature. Customers subscribing to Mailbox Only must have their lines equipped with a Call Forwarding feature at rates and charges specified elsewhere. In addition, customers wishing to receive notification of new messages waiting to be retrieved, must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 9-1-2023

SECTION 10

Page 19

Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.1 RESIDENCE VOICE MESSAGING SERVICE

A. Description (Cont'd)

Anywhere Voice Mail - GRANDFATHERED

Effective September 1, 2023, Anywhere Voice Mail is grandfathered and will no longer be available to new customers.

Equipping a voice-messaging mailbox with Number Forwarding, found in 5.4.19 of the Exchange and Network Services Competitive Tariff, provides this capability. The mailbox functions the same as other mailboxes except the customer who subscribes to Anywhere Voice Mail does not have to have telephone service.

B. Optional Features

Message Notification

This feature provides for the delivery or notification of new messages to a different location other than the customer's mailbox number. The customer has the option of sending messages to another telephone number or pager. The customer will have the ability to turn the notification on or off.

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in two increments; Level I provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

Extension Mailbox

This option gives the customer three reduced function mailboxes, in addition to their personal mailbox. Messages can be left for any of these extension mailboxes by pressing certain digits on a tone signaling telephone. Each of the extension mailboxes can have a personal greeting that is played after the caller makes a selection. Messages left in an extension mailbox can only be retrieved using the extension mailbox's security code.

AZ2023-15

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 11-30-15

SECTION 10
Page 20
Release 2

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.1 RESIDENCE VOICE MESSAGING SERVICE

(D)

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 3-19-13

SECTION 10

Page 21

Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.1 RESIDENCE VOICE MESSAGING SERVICE (Cont'd)

(M)

C. Terms and Conditions

1. Residence VMS will be provided 24 hours per day, 7 days per week.
2. Residence VMS will be offered where adequate and suitable facilities are available.
3. Customers subscribing to *MARKET EXPANSION LINE* may subscribe to Mailbox Only. These customers would not subscribe to another Call Forwarding feature nor would Message Waiting Indication be necessary.
4. The Company may apply, at no charge, additional features for the purpose of enhancing service. Easy Access, removal of the audio logo and the restart function are examples of these features.
5. Customers may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in D.5., following.

D. Rates and Charges

1. The rates and charges for Residence VMS with CFBDA/MWI include the provision of Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication.
2. Except as otherwise indicated, the rates and charges for Residence VMS are in addition to all rates and charges for the associated underlying service.
3. The nonrecurring charge to change the service is the same as the charge to install it.
4. The Company may offer special programs and applications designed to meet unique needs of specific customers. The special programs are different than the offerings specified in this Catalog. Rates and charges will vary depending on the program or application designed.
5. The rates and charge for Anywhere Voice Mail do not include the provision of Number Forwarding.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 9-15-2024

SECTION 10
Page 22
Release 4

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.1 RESIDENCE VOICE MESSAGING SERVICE

D. Rates and Charges (Cont'd)

6. The rates and charges are as follows:

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each line arranged[1]			
- With CFBDA/MWI	VMJXA	\$13.00	\$10.00
- With CFBDA/MWI-S	VMJXB	13.00	10.00
- Mailbox only	VMJXX	13.00	10.00
- Anywhere Voice Mail - GRANDFATHERED			
	PP2646R (VTLMX)	—	21.95 (I)
• Optional Features, each line arranged			
- Additional Message Capacity			
- Level I	VMC1X	—	4.95
- Extension Mailbox	PP3305R (VBS)	—	9.95 (I)
- Message Notification	VFN	—	4.95
- Spanish	S8V	—	—

[1] The nonrecurring charge does not apply when changing from one type of Voice Messaging to another.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 23
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

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10.12.2 BUSINESS VOICE MESSAGING SERVICE

A. Description

1. *QWEST* Business Voice Messaging Service (BVMS) (also known as *QWEST* Business Voice Mail) can answer incoming calls, placed to the customer's telephone line, when the called number is busy or if the called number is not answered. The service will greet incoming callers with a personal or a standard greeting in either English or Spanish. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any tone signaling telephone.

2. Mailboxes

The following mailboxes are available with BVMS. These mailboxes are provided on a stand alone basis, in association with one or more additional mailboxes, or with one or more options. The mailboxes are as follows:

Voice Mail

This mailbox answers incoming calls placed to the customer when their telephone number is busy or if the call is not answered. The Voice Mail mailbox can greet callers with a personal or standard greeting. The mailbox receives and saves the caller's message for review by the customer. The basic features of the Voice Mail mailbox include Route To Other Number, personal and extended absence greeting, security code, receiving and disposing of messages, pause, skip-forward, skip-backwards and replay of messages. Customers can also send, reply and copy/forward messages to others on the same local messaging system without having to dial their telephone numbers/mailbox numbers one at a time. Customers can retrieve messages left for them from any tone signaling telephone. It does not include any other service or feature. Customers subscribing to Voice Mail must have their lines equipped with a Call Forwarding feature at rates and charges specified elsewhere. In addition, customers wishing to receive notification of new messages waiting to be retrieved, must have their lines equipped with Message Waiting Indication at rates and charges specified elsewhere.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 24
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

A.2. (Cont'd)

Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Busy Line/Don't Answer (CFBLDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A provides a stutter dial tone when messages are waiting.

Call Forwarding-Busy Line/Don't Answer and Message Waiting Indication-Audible/Visual

Equipping a customer's telephone service with CFBLDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFBLDA automatically forwards incoming calls to the mailbox when the customer's telephone line is busy or does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

Call Forwarding- Don't Answer and Message Waiting Indication- Audible

This capability is provided by equipping a customer's telephone service with Call Forwarding-Don't Answer (CFDA) and with Message Waiting Indication-Audible (MWI-A) in addition to the Voice Mail mailbox. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A provides a stutter dial tone when messages are waiting.

Call Forwarding-Don't Answer and Message Waiting Indication- Audible/Visual

Equipping a customer's telephone service with CFDA and with MWI-A/V in addition to a Voice Mail mailbox provides this capability. CFDA automatically forwards incoming calls to the mailbox when the customer's telephone line does not answer. MWI-A/V provides a simultaneous stutter dial tone and light indicator when messages are waiting.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 25
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

A.2. Description (Cont'd)

Listen Only

This mailbox provides the caller with information that can only be listened to, not replied to. This information is provided by the Listen Only mailbox customer. This mailbox includes the route to other number feature, but does not include the send/copy/forward features.

Listen Only mailbox gives the customer a reduced function mailbox that allows the customer to record one message, up to fifteen minutes in length, which is listened to by incoming callers.

3. Optional Feature Mailboxes

Call Routing

This feature is a front-end call routing service, using menu selections, that helps callers make quick connections to a particular customer's or department's mailbox by pressing single digits on a tone signaling telephone. This feature is used in conjunction with any combination of two or more Voice Mail or Listen Only mailboxes. Calls placed to a call router may be directed to another call router.

This feature is not technically compatible with an Extended Absence Greeting.

Call Routing to Number

This feature is a front-end call routing service, using menu selections, that helps touch-tone callers make quick connections to a particular customer's or department's Listen Only or Voice Mail mailbox, or another local or 800/800 type telephone number. Below are the potential options a caller will have once they are in the call routing mailbox:

- Route to a Voice Mail mailbox, leave a message or press "0" and route to the customer's attendant, and/or,
- Route to a Listen Only mailbox, leave a message, or press "0" and route to the customer's attendant, and/or,
- Route to another telephone number. If this number is busy, isn't answered, or is answered by some form of telephone answering, the caller will not be routed back to the original routing mailbox.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 26
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

A.3. (Cont'd)

Calls routed via this service may route to numbers within the same local calling area or 800/800 type numbers. The customer has the option of selecting a default option for calls placed from rotary dial telephones. This feature must be used in conjunction with two or more Listen Only or Voice Mail mailboxes that are billed to the same telephone number.

This feature is not technically compatible with an extended absence greeting.

4. Optional Features

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in two increments; Level I provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

Extension Mailbox

This option gives the customer three reduced function mailboxes, in addition to their personal mailbox. Messages can be left for any of these Extension Mailboxes by pressing certain digits on a tone signaling telephone. Each of the Extension Mailboxes can have a personal greeting that is played after the caller makes a selection. Messages left in an Extension Mailbox can only be retrieved using the individual Extension Mailboxes' security code. This option is not technically compatible with Scheduled Greetings or an extended absence greeting.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 27
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

A.4. (Cont'd)

Message Notification

This option provides for the delivery or notification of new messages to a different location other than the customer's mailbox number. The customer has the option of sending notification or messages to another number in their BVMS system, or notification only to a local telephone number or pager. A notification schedule may be established to call the customer immediately when new urgent messages are left in the customer's mailbox or when any message is left. The customer will have the ability to turn the notification on or off.

Scheduled Greetings

This option offers the customer the ability to have two separate greetings that would play at different times during the workday. These "open" and "closed" greeting times would be controlled by the customer. The customer can also designate that either of these greetings be played at different times during the weekend.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 11-30-15

SECTION 10
Page 28
Release 2

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

A.4. (Cont'd)

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 10

Page 29

Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)

B. Terms and Conditions

1. The minimum service period for BVMS is one month.
2. BVMS will be provided 24 hours per day, 7 days per week.
3. BVMS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant the provision of the service.
4. Customers subscribing to Voice Mail Mailbox should have their lines equipped with Call Forwarding - Variable, Call Forwarding Busy Line, Call Forwarding Don't Answer, Call Forwarding Busy Line/Don't Answer, or Remote Access Forwarding/Scheduled Forwarding in order to transport their calls to the voice response unit. Customers wishing to receive notification of messages waiting to be retrieved must have their lines equipped with message waiting indication.
5. The Company may apply, at no monthly charge, additional features for the purpose of enhancing service. Easy access, Spanish, and the restart function are examples of these features.
6. Any long distance or usage charges that may be generated when using Call Routing to Number will be the responsibility of the Call Routing to Number customer.
7. Customers with a Voice Mail mailbox may save up to 35 messages for up to 100 days. Additional message capacity may be purchased as specified in C., following.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 10

Page 30

Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE (Cont'd)

C. Rates and Charges

1. Changes in the ringing cycle associated with the Call Forwarding-Busy Line/Don't Answer feature will be charged for in accordance with the rates and charges for that feature as found in 5.4.3 of the Exchange and Network Services Competitive Tariff.
2. The "add and/or change..." nonrecurring charge applies for each mailbox added or changed.
3. Customers subscribing to Tenant Solutions (see Exchange and Network Services Competitive Tariff, 5.2.10), will receive discounts or waivers of monthly rates and/or nonrecurring charges when subscribing to BVMS as follows:
 - Waiver of nonrecurring charges and 30 days of service free with tenant's choice of:
 - BVMS with Message Send, Call Routing or Listen Only Mailbox
 - Waiver of nonrecurring charges:
 - BVMS optional features
 - Waiver of nonrecurring charges and monthly recurring rates:
 - A choice of BVMS with Message Send or Call Routing, which is available to Building/Mall Owner/Manager only.
4. The rates and charges for BVMS are in addition to all rates and charges for the associated underlying service.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 10

Page 31

Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.4. (Cont'd)

a. Month to Month Rates

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Add and/or change router and/or route to other number, per mailbox/router[1,2,3]	REAVD	\$10.00	—

[1] This charge does not apply to router if the router is added at the same time as the mailbox is added.

[2] This charge does not apply to add Route To Other Number if Route To Other Number is added at the same time the associated router or mailbox is added.

[3] With each order placed, customers may make from one to ten number changes to each call router associated with Call Routing to Number. This note does not apply to changes in the Call Routing feature.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-1-2025

SECTION 10
Page 32
Release 2

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each			
- Voice Mail	MBB,MBBXA	\$10.00	\$13.95
- Discounted[1]	MBJ	—	13.95
- Discounted[2]			9.75
- Discounted[3]	—	—	7.95
- With CFBLDA & MWI-A[4] <small>PPBVMS1</small>	VVMAD	[5]	22.20 (I)
- With CFBLDA & MWI-A/V[4] <small>PPBVMS3</small>	VVMAE	[5]	23.05 (I)
- With CFDA & MWI-A[4] <small>PPBVMS3</small>	VVMAF	[5]	20.70 (I)
- With CFDA & MWI-A/V[4] <small>PPBVMS4</small>	VVMAG	[5]	21.55 (I)
- Listen Only	VJMXW	10.00	24.95

[1] The discounted rate applies when subscribed to in association with a *SMARTSET PLUS* Feature Package. No nonrecurring charge will apply if subscribed to on the same order as a *SMARTSET* Feature Package.

[2] The discounted rate applies when subscribed to in association with the obsolete Business *CUSTOMCHOICE* or the obsolete *QWEST BUSINESS LINE PLUS*.

[3] The discounted rate applies when subscribed to in association with *QWEST CHOICE* Business Prime.

[4] Nonrecurring charge applies in addition to the nonrecurring charge for voicemail mailbox.

[5] Nonrecurring charge is equal to the nonrecurring charge associated with the installation of message waiting indication and call forwarding features.

AZ2025-01

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 9-15-2024

SECTION 10
Page 33
Release 3

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.4.a. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Optional mailboxes, each			
- Call Routing[1]	VPH,VPHXA	—	\$ 9.95
- Call Routing to Number[1]	VJMXU,VJMXV	—	12.00
• Optional features, per mailbox, each			
- Additional Message Capacity			
- Level I	VMC1X	—	4.95
- Extension Mailbox	PP3305B (VBS)	—	11.95 (I)
- Message Notification	VFN	—	4.95
- Scheduled Greetings	VGT	—	4.95

[1] A minimum of two mailboxes is required.

AZ2024-10

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 3-19-13

SECTION 10

Page 34

Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.5. (Cont'd)

b. Monthly Rates - Volume Discounted

- (1) Volume discounts are offered to customers, which allows customers to pay a guaranteed fixed monthly rate for Voice Messaging over a 1- to 6-year period. Customers who sign an agreement are guaranteed against Company initiated changes in the monthly rates for the length of the agreement. The minimum service period for these agreements is 12 months and mailbox quantities may vary within the contracted price category. The terms specified in the Termination Liability/Waiver Policy in 2.2.14 of the Exchange and Network Services Competitive Tariff apply.

- (2) The nonrecurring charges are specified in 10.12.2.C.5.a.

12 TO 23 MONTHS	24 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 72 MONTHS
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- Mailboxes, each

- Voice Mail

2 - 5	\$11.48	\$11.22	\$10.84	\$10.84
6 - 35	11.22	10.84	10.46	10.20
36 - 60	10.84	10.46	10.20	9.95
61 - 150	10.46	10.20	9.95	9.56
151 - 500	10.20	9.95	9.56	9.18
501 +	10.20	9.56	9.18	8.93

- Centrex 21 Voice Mail

12 TO 36 MONTHS	37 TO 60 MONTHS
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2 - 5	\$9.75	\$9.75
6 - 35	9.75	9.75

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NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 10
Page 35
Release 1

10. MISCELLANEOUS SERVICE OFFERINGS

10.12 VOICE MESSAGING SERVICE

10.12.2 BUSINESS VOICE MESSAGING SERVICE

C.5.b.(2) (Cont'd)

	12 TO 23 MONTHS	24 TO 35 MONTHS	36 TO 59 MONTHS	60 TO 72 MONTHS
• Optional Features, per mailbox, each				
- Additional Message Capacity - 50 Messages	\$2.50	\$2.25	\$2.00	\$1.75
- Message Notification	2.50	2.25	2.00	1.75
- Scheduled Greetings	2.50	2.25	2.00	1.75

D. Special Programs

The Company may offer special programs and applications for BVMS designed to meet unique needs of specific customers or customer groups. The special programs are different than the offerings specified in this Catalog. Rates and charges will vary depending on the program or application designed.

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Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-8-05

SECTION 110
Index Page 1
Release 2

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

SUBJECT	PAGE	
Voice Messaging Service	1	
Business Voice Messaging Service	3	(N)
Residence Voice Messaging Service	1	

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-8-05

SECTION 110
Page 1
Release 3

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.12 VOICE MESSAGING SERVICE

110.12.1 RESIDENCE VOICE MESSAGING SERVICE

A. Mailboxes (T)

See 10.12.1 for descriptions, terms, conditions, and rate applications.

1. Rates and Charges (T)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Mailboxes, each line arranged			
- With CFBDA/MWI			
- Discounted[1]	N/A	—	\$4.95
- Discounted[2]	N/A	—	5.00
- With CFBDA/MWI-S			
- Discounted[1]	N/A	—	4.95
- Discounted[2]	N/A	—	5.00
- Mailbox only			
- Discounted[1]	N/A	—	4.95
- Discounted[2]	N/A	—	5.00

[1] This discounted rate is obsolete effective January 15, 2003. However, existing customers will continue to be billed the discounted rate above for mailboxes in service prior to January 15, 2003, when part of an existing *CUSTOMCHOICE* or *VALUECHOICE* package.

[2] This discounted rate is obsolete effective August 16, 2004. Existing customers will continue to be billed the discounted rate for mailboxes added after January 6, 2003, as part of existing *CUSTOMCHOICE*, Two-line *CUSTOMCHOICE*, *VALUECHOICE* and Two-line *VALUECHOICE* found in 105.9.1.

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 8-8-05

SECTION 110
Page 2
Release 1

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.12 VOICE MESSAGING SERVICE

110.12.1 RESIDENCE VOICE MESSAGING SERVICE (CONT'D)

B. Optional Features

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in two increments; Level I, found in 10.12.1, provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Optional Features, each line arranged				(N) (N)
- Additional Message Capacity				(M)
- Level II[1]	VMC2X	—	\$4.95 (R)	(C) (C) (M) (M) (C)(M1)

[1] This feature is not available with Extension Mailbox.

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NOTICE
THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

110. OBSOLETE MISCELLANEOUS SERVICE OFFERINGS

110.12 VOICE MESSAGING SERVICE

110.12.2 BUSINESS VOICE MESSAGING SERVICE

See 10.12.2 for terms, conditions, and rate applications.

A. Optional Features

Additional Message Capacity

This option allows customers to have additional capacity added to their mailbox that will allow them to save an additional increment of messages, beyond the standard 35 messages provisioned with the service, for a maximum of 100 days. Additional capacity is available in two increments; Level I, found in 10.12.2, provides up to 50 additional messages and Level II provides over 50 but less than 100 additional messages. Due to technical limitations and the interaction of this option with other voice messaging features, the number of actual additional messages that could be saved with the Level II increment may vary by customer. The Level II option is obsolete as of August 8, 2005. Customers who subscribe to Extension Mailbox may only purchase an additional 50 messages.

B. Rates and Charges

	USOC	NON RECURRING CHARGE	MONTHLY RATE	
• Optional features, per mailbox, each				
- Additional Message Capacity				(M)
- Level II[1]	VMC2X	—	\$4.95 (R)	(C)(M1)

[1] This feature is not available with Extension Mailbox.

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(M1) Material moved from 10.12.2.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

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**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 13
Index Page 1
Release 3

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

SUBJECT	PAGE
Business Maintenance Plans.....	23
Business <i>UNISTAR</i> Service	23
Network Premises Work Charges.....	12
Premises Work Charges.....	1
Residence Maintenance Plans.....	21
Residence <i>LINE-BACKER</i> Service.....	21

(D)
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13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES

A. Description

Premises Work Charges are charges for work performed on the customer's side of the demarcation point by a Company employee or representative, at the customer's request, which are not covered by other charges. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements. Any work required to establish or reestablish network access on the network side of the demarcation point is excluded from Premises Work Charges.

Included in the Premises Work Charges category are Time and Material Charges, the Premises Visit Charge, the Flat Installation Charge and the Trouble Isolation Charge.

Time and Material Charges are charges applicable for repair work, rewiring and installations of complex wiring. Chargeable time is labor which includes, but is not limited to, work preparation, actual work and cleanup. Material charges are the items required to fulfill the job requirements.

B. Definitions

Additional Time and Material Charges

All 15 minute increments or fraction thereof beyond the first 30 minute increment of billable premises work performed on the customer's premises.

Flat Installation Charge

A nonrecurring charge(s) which applies to noncomplex wire and jack installation.

Initial Time and Material Charge

The first 30 minute increment or fraction thereof of billable premises work performed on the customer's premises.

Maintenance of Service Charge

See "Trouble Isolation Charge".

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 06-09-2020

SECTION 13

Page 2

Release 9

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES

B. Definitions (Cont'd)

Premises Visit Charge

A charge per premises visit or series of visits by a Company technician to the customer premises for the purpose of performing billable premises work requested by the customer or customer's representative.

Trouble Isolation Charge

A nonrecurring charge which applies when the Company **dispatches a technician to investigate a customer reported issue and determines the trouble is caused by customer wiring, equipment, or customer actions. The charge also applies when a customer requests or allows CenturyLink to dispatch a technician to investigate and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access. This charge is waived for customers who have inside wire protection, unless CenturyLink determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, the charge applies whether or not the customer has inside wire protection.**

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C. Terms and Conditions

1. Premises Work Charges are in addition to other applicable rates and charges.
2. Premises Work Charges apply to all customer-requested:
 - Installations, moves, changes, removals, rearrangements and replacements of premises wire, per premises visit.
 - Maintenance^[1]
 - Repair visits for replacement or repair of customer inside wire.^[1]
 - Replacement of wire not installed in accordance with technical standards.
 - Prewiring
3. A Premises Visit Charge is in addition to all applicable Premises Work Charges or Flat Charges except as specified elsewhere.

^[1] When the customer has previously subscribed to a Company Premises Wire Maintenance Plan, a Premises Visit Charge **and** Time and Material Charges will not apply. **A Trouble Isolation Charge will also not apply except as otherwise Specified in Section 13.2.C.13.**

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 3

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

C. Terms and Conditions (Cont'd)

4. The Flat Installation Charge is applicable only to installations of noncomplex wiring.
5. The Flat Installation Charge does not apply to rewiring work. Time and Material Charges would apply.
6. Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material, e.g., staples, screws, nails, tape, 2 to 6 pair inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.
7. Only one Initial Time and Material Charge and one Premises Visit Charge will apply when, for Company initiated reasons, more than one Company technician or representative is involved in performing premises work on the same premises. Only Additional Time and Material Charges apply for work performed by the additional technicians or representatives.
8. Except as specified in 7., preceding, one Initial Time and Material Charge, one Premises Visit Charge and any Additional Time and Material Charges, will apply per Company technician or representative when performing premises work on the same premises, per premises visit.
9. Time and Material Charges and a Premises Visit Charge apply separately for each premises involved per service call, when billable premises work is performed on premises wire. Such charges are due and payable when billed.
10. Wiring work requested by the customer and performed under the Premises Work Charge Plan for Schedules II and III is subject to a minimum charge of two hours for business customers and does not apply to residence customers.

NOTICE

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 13
Page 4
Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

C. Terms and Conditions (Cont'd)

11. Premises Work Charges do not apply to the following work:
 - To move or change a customer's telephone service if required or initiated by the Company.
 - To install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - The "from" portion of work involved in a transfer of service from one premises to another.
 - Disconnection of access line services providing no work subject to Premises Work Charges is involved.
 - Repair service except as stated otherwise.
12. Business customers utilizing complex wire may request an estimate or a firm bid before ordering wire installation work done. When an estimate is provided, the estimate is not binding on the Company and the charge to be billed will be based on the actual Premises Work Charge incurred. When a firm bid is provided at the customer's request, the charge to be billed is the amount quoted to the customer for the work requested.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 06-09-2020

SECTION 13

Page 5

Release 3

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES

C. Terms and Conditions (Cont'd)

13. When a customer is not a subscriber of a Company Premises Wire Maintenance Plan, and a Company **technician visits the customer's premises to investigate a customer-reported trouble**, the customer will be subject to the following charges:

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a. A Trouble Isolation Charge if:

- A service difficulty is found to be caused by customer-provided equipment, wire, facilities or communications system on the customer's side of the network interface device and the customer does not have the Company repair the premises wire trouble. However, this charge will not apply when a service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).
- The customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.
- The Company is able to determine conclusively through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, the charge applies whether or not the customer has inside wire protection.

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- b. A Premises Visit Charge and Time and Material Charges, as found in D.1.a. and b. and D.2.a. and b., following, will apply if the customer requests the Company to isolate and repair the premises wire trouble. A Trouble Isolation Charge will not apply.

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- c. A Premises Visit Charge and Time and Material Charges, as found in D.1.a. and b., and D.2.a. and b., following, will apply if the customer has isolated the trouble and has the Company make the appropriate repairs. A Trouble Isolation Charge will not apply.

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 13
Page 6
Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

D. Charges

1. Residence

- a. Time and Material Charges
(Maintenance/Repair and
complex wire installation)

	USOC	NONRECURRING CHARGE
• Schedule I		
Applicable to work performed during regularly scheduled business hours.		
- Initial 30 minute increment or fraction thereof	HRD11	\$60.00
- Additional 15 minute increment or fraction thereof	HRDA1	30.00
• Schedule II		
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD12	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	35.00

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 7

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

D.1.a. (Cont'd)

	USOC	NONRECURRING CHARGE
• Schedule III		
Applicable to work performed On Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD13	\$80.00
- Additional 15 minute increment or fraction thereof	HRDA3	40.00

b. Premises Visit Charge[1]

• Per visit	NRTCY	25.00
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c. Flat Installation Charge

Applies for the installation of noncomplex wire and jacks.

Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.

	USOC	NONRECURRING CHARGE
• Per order, per premises		
- First Jack	HRDJ1	\$99.00
- Each Additional	HRDS1	60.00

[1] A Premises Visit Charge applies to all Time and Material Charge Schedules except as specified elsewhere.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 8

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

D. Charges (Cont'd)

2. Business

a. Time and Material Charges (Maintenance/Repair and complex wire installation)

	USOC	NONRECURRING CHARGE
• Schedule I		
Applicable to work performed during regularly scheduled business hours.		
- Initial 30 minute increment or fraction thereof	HRD11	\$60.00
- Additional 15 minute increment or fraction thereof	HRDA1	30.00
• Schedule II[1]		
Applicable to work performed at hours other than Schedule I, excluding Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD12	70.00
- Additional 15 minute increment or fraction thereof	HRDA2	35.00

[1] Subject to a minimum charge of two hours.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 9

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

D.2.a. (Cont'd)

	USOC	NONRECURRING CHARGE
• Schedule III[1]		
Applicable to work performed on Sundays and holidays.		
- Initial 30 minute increment or fraction thereof	HRD13	\$80.00
- Additional 15 minute increment or fraction thereof	HRDA3	40.00
b. Premises Visit Charge[2]		
• Per visit	NRTCY	25.00
c. Flat Installation Charge		

Applies for the installation of noncomplex wire and jacks.

Included within the Flat Installation Charge is the Premises Visit Charge (travel time) and simple material e.g. staples, screws, nails, tape, 2 to 6 pr inside wire, faceplates and noncomplex jacks. Additional material charges may apply, if applicable.

	USOC	NONRECURRING CHARGE
• Per order, per premises		
- First Jack	HRDJ1	\$110.00
- Each Additional	HRDS1	70.00

[1] Subject to a minimum charge of two hours.

[2] A Premises Visit Charge applies to all Time and Material Charge Schedules except as specified elsewhere.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-1-2022

SECTION 13

Page 10

Release 5

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.2 PREMISES WORK CHARGES

D. Charges (Cont'd)

3. Holidays subject to Schedule III Residence and Business Charges are:

HOLIDAYS

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

DAY OBSERVED

January 1
Last Monday in May
July 4
First Monday in September
Fourth Thursday in November
December 25

4. Trouble Isolation Charge ^[1]

	USOC	NONRECURRING CHARGE
• Residence	LTESX	\$99.00 (I)
• Business	LTESX	99.00 (I)

^[1] See 13.2.C.13.a. preceding, for charge applications. Premises Visit Charge does not apply when LTESX is applicable.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 11

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

D. Charges (Cont'd)

5. Material

Normal repair materials are included in the first increment charge and are not billed separately, e.g., RJ11C, RJ14C, PWL, 2 to 6 per inside wire, faceplates, staples, screws, nails, tape, connectors, etc.,

Additional material charges are based on current Company material price lists.

USOC	NONRECURRING CHARGE
AKT++ (e.g., AKT57, \$57.00)	\$1 to 99
BAC++ (e.g., BACO1, \$101.00)	\$100 to 199
CDR++ (e.g., CDR73, \$273.00)	\$200 to 299
DPY++ (e.g., DPY2, \$329.00)	\$300 to 399
Two USOCs (e.g., CDR63 and DPYOO, \$563.00)	\$400 +

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 12

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES (Cont'd)

13.2.1 NETWORK PREMISES WORK CHARGES

A. Description

Network Premises Work Charges are charges billed to the customer for work performed by a Company employee or representative for work done on the Company side of the network interface.

B. Terms and Conditions

1. Network Premises Work Charges will apply to move, change, or modify the access line or access line termination on the customer's premises when requested by the customer.
2. Network Premises Work Charges do not apply to the following work:
 - To move or change a customer's telephone service if required or initiated by the Company.
 - To install, move, or change telephone service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
 - Disconnection of access line services providing no other work subject to Network Premises Work Charges is involved.
 - Repair service except as stated otherwise.
3. Network Premises Work Charges apply for a visit to the customer's premises which is required because of a move of network facilities by the customer in violation of the regulations.
4. Premises work required to establish or reestablish network access to the premises is not subject to Network Premises Work Charges.
5. Only one initial Network Premises Work Charge applies when:

For Company reasons, more than one Company technician is involved in performing billable premises work on the same service order.

Additional Network Premises Work Charges will be calculated by totaling the remaining billable work time performed by all technicians.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 13

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

B. Terms and Conditions (Cont'd)

6. The initial Network Premises Charge, as well as additional Network Premises Work Charges, will apply if applicable, for the first and subsequent move of network equipment, drop wire, entrance facilities, etc., on the customer's premises, made at the customer's request, as a result of the customer's remodeling/redecorating or any other customer activity requiring the first and subsequent visit for moves.
7. In cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved, and the Company provides the trench, the charges specified in C.3., following, will be billed in addition to the Network Premise Work Charge. In cases where the distance is greater than 600 feet, where permits are required, or where specific situations dictate, the request will be provided for as specified in Section 4 of the Exchange and Network Service Competitive Tariff.
8. In those cases where an existing customer requests that an aerial drop be changed to a buried one, or requests a buried drop be moved and the customer has provided their own trench, the per 10 foot charge for the type of Buried Service Wire requested, which appear in C.4., following, will be billed in addition to the Network Premise Work Charge.

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 14

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES (Cont'd)

C. Charges

1. Network Premises Work Charges - each 15 minutes or fraction thereof of billable premises work.

USOC

NONCOMPLEX

- Schedule I

Applicable to work
Performed during
regularly scheduled
business hours.

- Initial Premises Work
Charge

First 15-minute
Increments or fraction
thereof, of billable
premises work

HRH11

\$63.00

- Additional Premises
Work Charge

Each additional 15-
minute increment, or
fraction thereof, of
billable premises work

HRHA1

25.00

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 13
Page 15
Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C.1. (Cont'd)

USOC

COMPLEX

- Schedule I

Applicable to work
Performed during
regularly scheduled
business hours.

- Initial Premises Work
Charge

First 15-minute
Increments or fraction
thereof, of billable
premises work

HRH11

\$63.00

- Additional Premises
Work Charge

Each additional 15-
minute increment, or
fraction thereof, of
billable premises work

HRHA1

25.00

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 16

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C.1. (Cont'd)

	USOC	NONCOMPLEX
• Schedule II		
Applicable to work Performed at hours other than Schedule I, excluding Sundays and holidays.		
- Initial Premises Work Charge		
First 15-minute increments or fraction thereof, of billable premises work	HRH12	\$63.00
- Additional Premises Work Charge		
Each additional 15- minute increment, or fraction thereof, of billable premises work	HRHA2	25.00

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 13
Page 17
Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C.1. (Cont'd)

	USOC	COMPLEX
• Schedule II		
Applicable to work Performed at hours other than Schedule I, excluding Sundays and holidays.		
- Initial Premises Work Charge		
First 15-minute increments or fraction thereof, of billable premises work	HRH12	\$63.00
- Additional Premises Work Charge		
Each additional 15- minute increment, or fraction thereof, of billable premises work	HRHA2	25.00

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 18

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C.1. (Cont'd)

	USOC	NONCOMPLEX
• Schedule III		
Applicable to work performed on Sundays and Holidays		
- Initial Premises Work Charge		
First 15-minute increments or fraction thereof, of billable premises work	HRH13	\$63.00
- Additional Premises Work Charge		
Each additional 15-minute increment, or fraction thereof, of billable premises work	HRHA3	30.00

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 19

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C.1. (Cont'd)

	USOC	COMPLEX
• Schedule III		
Applicable to work performed on Sundays and Holidays		
- Initial Premises Work Charge		
First 15-minute increments or fraction thereof, of billable premises work	HRH13	\$63.00
- Additional Premises Work Charge		
Each additional 15-minute increment, or fraction thereof, of billable premises work	HRHA3	30.00

2. Holidays subject to Schedule III Charges are:

HOLIDAYS	DAY OBSERVED
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

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THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES

Effective: 3-19-13

SECTION 13

Page 20

Release 1

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.2 PREMISES WORK CHARGES

13.2.1 NETWORK PREMISES WORK CHARGES

C. Charges (Cont'd)

	USOC	NONRECURRING CHARGE
3. Trenching[1]		
• 1 - 300 feet	HRHTA	\$505.00
• 301 - 600 Feet	HRHTB	955.00
4. Buried Service Wire[2]		
• Three Pair, per 10 feet	93G2K	2.50
• Three Pair Gopher Protected, per 10 feet	93G2L	3.00
• Six Pair, per 10 feet	93G2M	3.50
• Six Pair Gopher Protected per 10 feet	93G2N	4.00

[1] The charge for trenching includes the cost of the Buried Service Wire used.

[2] Buried service wire charges apply only where the customer has provided their own trench.

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Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND NETWORK SERVICES

Effective: 11-8-19

SECTION 13

Page 21

Release 2

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS

A. Description

1. Premises Maintenance Plans are available from the Company for noncomplex residence customers. These noncomplex maintenance plans provide for trouble isolation and maintenance of premises wire and associated jacks located on the customer side of the Network Interface.
2. The following plans are available:

Residence *LINE-BACKER* Service (a.k.a. Inside Wire Protection)

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A premises wire maintenance plan that provides residence customers with inside wire and jack repair, and isolation of trouble. With the exception of a qualifying package customer, ie. *QWEST* Home Phone, each individual line at an address is subject to the per premises, per line (OWM) rate in C., following. Customers who subscribe to a package with multiple lines at an address may subscribe to *LINE-BACKER* at the per premises rate (OWMPA) in C., following. The per premises rate provides coverage to all lines on the account.

Wire Maintenance

A monthly recurring rate per exchange access line, per premises, for maintenance of premises wire.

B. Terms and Conditions

1. Premises Maintenance Plans are subject to a minimum billing period of one month.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 06-09-2020

SECTION 13
Page 22
Release 7

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS

B. Terms and Conditions (Cont'd)

2. When a trouble condition is attributed to the presence of non-standard wiring or installation, only that portion of the wiring and jacks where the problem exists will be rewired, if necessary, using standard wire, jacks and installation methods. The Company will not entirely rewire the premises even though non-standard wire may have been used on other working jacks. Rewiring work that is required to remedy an existing case of trouble will be performed in a reasonable manner.
3. Coverage of these plans will commence for all new wire maintenance customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan, except as follows: When a customer reports a trouble to the Company and, before a Company technician is dispatched, elects to subscribe to the Plan, the Trouble Isolation Charge will be waived **except as described in Section 13.2.C.13.a.**, and the Plan will apply for that reported trouble. (T)

If a customer elects to subscribe to the Plan after a Company technician isolates a trouble on the customer's side of the network interface device, the Plan will become effective the day following repair of the reported trouble. If the customer authorizes the Company to make the needed repairs, the applicable repair charges for inside wiring and/or customer-provided equipment will apply.

If the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer's inside wiring that is covered by the Plan, a technician will not be dispatched to the customer's premises. If, upon customer demand, a technician is then dispatched, and no trouble is found, the **Trouble Isolation Charge** will apply. (T)

Existing wire maintenance customers moving to a different address may subscribe to the plans without delay; however, at least one jack must be working at the time the service is established. Installation of new jacks and wiring or rewiring of existing jacks will be at Time and Material charges as specified in 13.2, preceding.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 07-11-2024

SECTION 13
Page 22.1
Release 8

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.3 RESIDENCE MAINTENANCE PLANS (Cont'd)

C. Rates and Charges (OWM, OWPMA, WMR, GSD, GSD2X)

Monthly Rates for *LINE-BACKER* Service (Inside Wire Protection) and Wire Maintenance can be found at

https://www.centurylink.com/content/dam/home/about-us/tariff/documents/LTOS_IWP.pdf

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Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 06-09-2020

SECTION 13
Page 23
Release 5

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.4 BUSINESS MAINTENANCE PLANS

A. General

Business *UNISTAR* Service (a.k.a. Inside Wire Protection) provides for inside wire maintenance, trouble isolation and repair services for business customers as specified below.

B. Terms and Conditions

1. Business *UNISTAR* Service is subject to a minimum billing period of one month.
2. Coverage of this Plan will commence for all new wire maintenance customers without delay on the completion date of a service order as noted on the customer's service record. However, the Plan does not cover trouble which exists prior to establishing telephone service or prior to establishing the Plan except as follows: When a customer reports a trouble to the Company and, before a Company technician is dispatched, elects to subscribe to the Plan, the Trouble Isolation Charge will be waived **except as described in Section 13.2.C.13.a.**, and the Plan will apply for that reported trouble. (T)

If a customer elects to subscribe to the Plan after a Company technician isolates a trouble on the customer's side of the network interface device, the Plan will become effective the day following repair of the reported trouble. If the customer authorizes the Company to make the needed repairs, the applicable repair charges for inside wiring and/or customer-provided equipment will apply.

If the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer's inside wiring that is covered by the Plan, a technician will not be dispatched to the customer's premises. If, upon customer demand, a technician is then dispatched, and no trouble is found, the **Trouble Isolation Charge** will apply. (T)

Existing wire maintenance customers moving to a different address may subscribe to the plan without delay; however, at least one jack must be working at the time the service is established. Installation of new jacks and wiring or rewiring of existing jacks will be at Time and Material charges as specified in 13.2, preceding.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 11-8-19

SECTION 13
Page 23.1
Release 2

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.4 BUSINESS MAINTENANCE PLANS (Cont'd)

C. Business *UNISTAR* Service (a.k.a. Inside Wire Protection)

(T)

1. Description

Business *UNISTAR* Service provides for the following:

- Noncomplex coverage which includes isolation and maintenance of the inside wire and jacks within the individual business suite. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Complex coverage which includes isolation and maintenance of the inside wire from the inside terminal or MPOP to the common equipment jack. If possible, the Company will cut to clear in riser or intrabuilding cable.
- Waiver of Premises Work Charges when trouble is isolated to the customer-provided equipment.

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

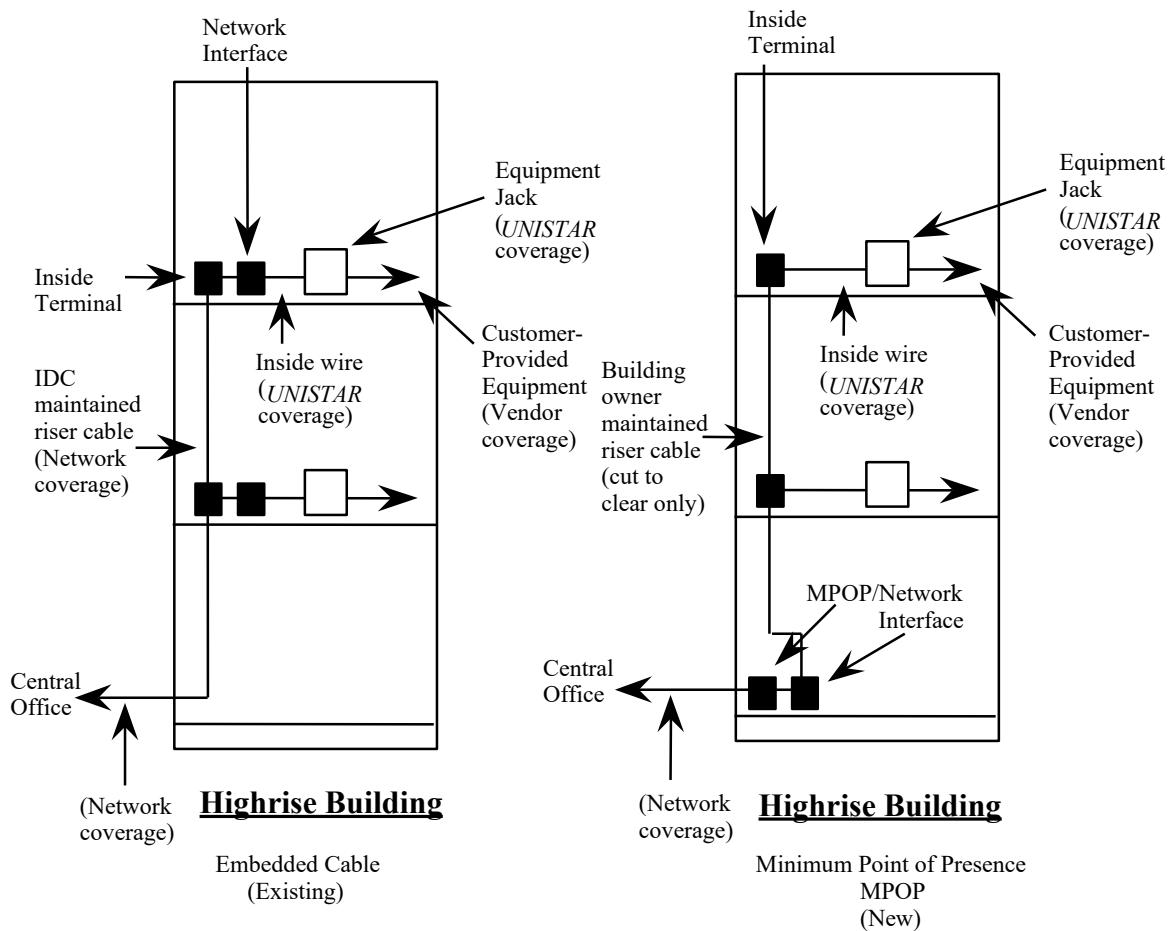
13.4 BUSINESS MAINTENANCE PLANS (Cont'd)

E. Illustrations

1. The following illustration exemplifies the Network coverage, Business *UNISTAR* Service (a.k.a. **Inside Wire Protection**) coverage, and Customer/Vendor coverage.

(T)

NONCOMPLEX COVERAGE



AZ2019-013

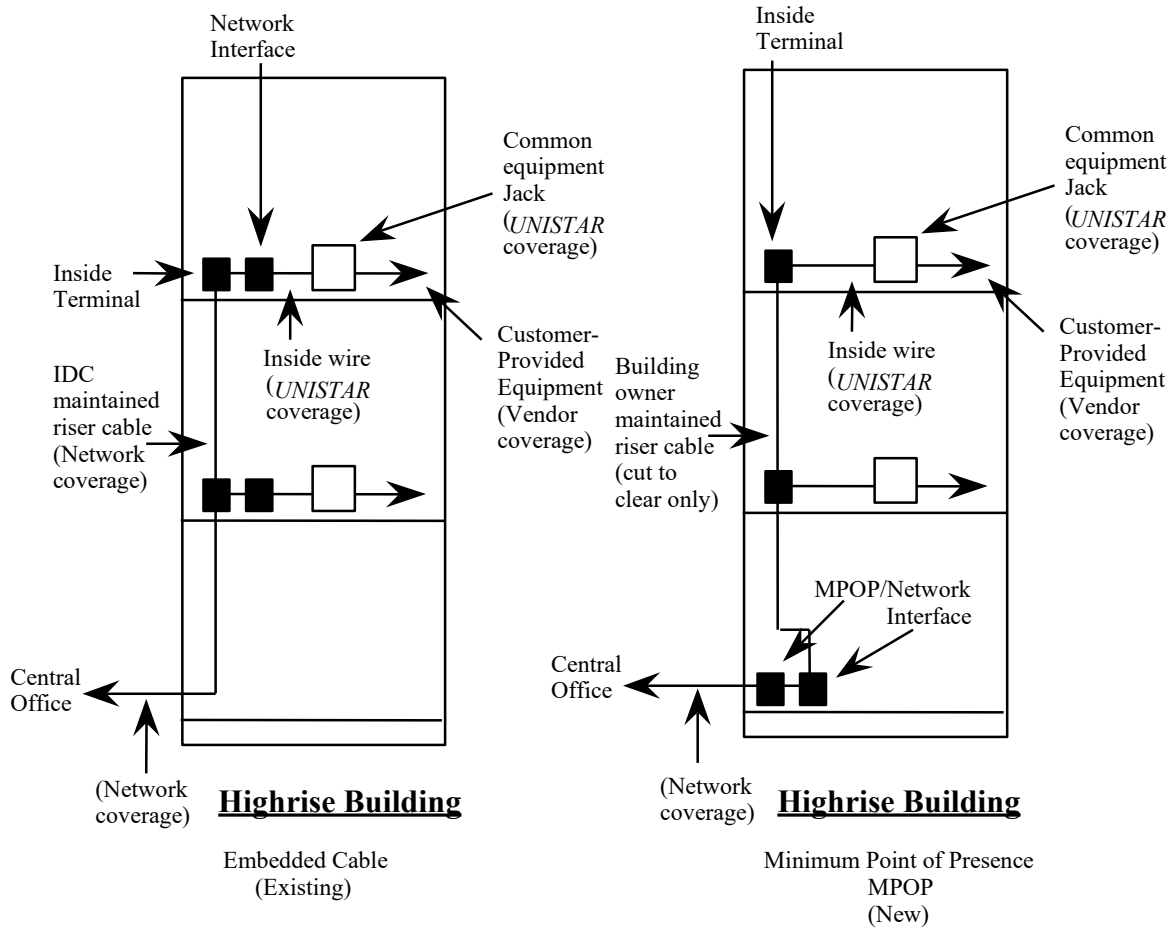
13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

(N)

13.4 BUSINESS MAINTENANCE PLANS

E. Illustrations (Cont'd)

COMPLEX COVERAGE



Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 07-11-2024

SECTION 13

Page 26

Release 7

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.4 BUSINESS MAINTENANCE PLANS (Cont'd)

F. Rates and Charges (USP1X, USP2X, USP3X, MNSNX, MNSOX)

- 1. Monthly Rates for Business *UNISTAR* (Inside Wire Protection) at https://www.centurylink.com/content/dam/home/about-us/tariff/documents/LTOS_IWP.pdf**

AZ2024-09

NOTICE

THE INFORMATION CONTAINED IN THIS DOCUMENT IS SUBJECT TO CHANGE.

Qwest Corporation d/b/a CenturyLink QC

Services Catalog

Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 03-24-2023

SECTION 13
Page 27
Release 2

13. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

13.4 BUSINESS MAINTENANCE PLANS

F. Rates and Charges (Cont'd)

	USOC	MONTHLY RATE	
2. Building Owner/Tenant Solutions[1]			(T)
- Business <i>UNISTAR</i> Service			
- Building size, number of lines			
2000+	MPU7X	\$1.25	
1,000-1,999	MPU6X	1.40	
500-999	MPU5X	1.50	
300-499	MPU4X	1.65	
150-299	MPU3X	1.80	
100-149	MPU2X	1.95	
50-99	MPU1X	2.25	

[1] At the end of the contract period or if the contract is terminated, the rates will revert to regular rates.

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 03-24-2023

SECTION 113
Page 1
Release 5

113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

113.3 RESIDENCE MAINTENANCE PLANS

For terms, conditions, rate and charge applications see 13.3

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete plan only as long as service remains at the same location for the same customer.

Residence *COMPLETE COVERAGE* (a.k.a. Inside Wire Protection) ^[1]

A premises maintenance plan that provides residence customers, per exchange access line, per premises, with inside wire, jack repair and trouble isolation. This plan is obsolete as of October 1, 2005.

B. Rates and Charges

1. Residence *COMPLETE COVERAGE* is equivalent to per line Residence *LINE-BACKER* Service described in 13.3, preceding. (T)
2. **Monthly Rates for Residence *COMPLETE COVERAGE* (Inside Wire Protection) at http://www.centurylink.com/tariffs/LTOS_IWP** (C)
(C)

(D)

(D)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 03-24-2023

SECTION 113
Page 2
Release 5

113. OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

113.4 BUSINESS MAINTENANCE PLANS

For terms, conditions, rate and charge applications see 13.4, preceding.

A. Description

The following plans are obsolete and no longer available to new customers. Existing customers will be allowed to retain their obsolete plan only as long as service remains at the same location for the same customer.

Business *COMPLETE COVERAGE* (a.k.a. Inside Wire Protection) ^[1]

Business *COMPLETE COVERAGE* provides for inside wire maintenance, trouble isolation and repair services for business customers. This plan is obsolete as of October 1, 2005.

B. Rates and Charges

1. **Monthly Rates for business *COMPLETE COVERAGE* Service (Inside Wire Protection) at www.centurylink.com/tariffs/LTOS_IWP.pdf** (C)
(C)
2. A discounted rate applies when the service is subscribed to in conjunction with the obsolete Business *CUSTOMCHOICE*. (T)
3. Business *COMPLETE COVERAGE* is equivalent to Business *UNISTAR* Service described in 13.4 of the Arizona Exchange and Network Services Catalog. (T)

(D)

(D)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 11-20-14

SECTION 17
Index Page 1
Release 2[1]

17. MISCELLANEOUS PREMISES EQUIPMENT

17.1 RESERVED FOR FUTURE USE

(D)(T)

[1] **Section 17 is cancelled in its entirety.**

(N)

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

SECTION 18
Index Page 1
Release 1

18. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

SECTION 19
Index Page 1
Release 1

19. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

SECTION 20
Index Page 1
Release 1

20. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 21
Index Page 1
Release 1

21. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

SECTION 22
Index Page 1
Release 1

22. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

EXCHANGE AND
NETWORK SERVICES
Effective: 3-19-13

SECTION 23
Index Page 1
Release 1

23. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 24
Index Page 1
Release 1

24. RESERVED FOR FUTURE USE

Qwest Corporation d/b/a CenturyLink QC
Services Catalog
Arizona

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

SECTION 25
Index Page 1
Release 1

25. CUSTOMIZED SERVICES

(N)

SUBJECT	PAGE
Customized Services of Equipment or Service Arrangements.....	1

Qwest Corporation d/b/a CenturyLink QC
Services Catalog

**EXCHANGE AND
NETWORK SERVICES**
Effective: 3-19-13

Arizona

SECTION 25
Page 1
Release 1

25. CUSTOMIZED SERVICES

(N)

25.1 CUSTOMIZED SERVICES OF EQUIPMENT OR SERVICE ARRANGEMENTS

A. Description

Customized Services of equipment consist of modifications of standard equipment or service arrangements for which provision is not made elsewhere.

B. Terms and Conditions

1. These Customized Services of equipment will be provided whenever, in the judgment of the Company, there is a valid reason for providing the service requested and it is not detrimental to any other services offered by this Company.
2. Customized Services of equipment will be furnished subject to the provisions of the terms and conditions in Section 2 of the Exchange and Network Services Competitive Tariff and the terms, conditions, rates and charges specified herein.
3. Customized Services of equipment will be furnished at charges based on cost of furnishing such equipment and arrangements. Monthly rates and one-time charges such as nonrecurring and construction charges will apply based on the circumstances in each case. The Company reserves the right to require an initial contract period longer than one month at the same location.
4. The charge to move or change Customized Services of equipment is the same as the charge to install it.

C. Switching System (PBX Type) Services

1. ACD Systems and Order Turret Service

	USAC	NONRECURRING CHARGE
• Busy counting service using equipment in CO, per group. Eng. FA71128	#CAC6	\$178.45
	USAC	MONTHLY RATE
• Busy counting service using equipment in CO, per group. Eng. FA71128	#CAC6	\$7.20