

QWEST CORPORATION
d/b/a CenturyLink QC
ARIZONA

SERVICE QUALITY PLAN
TARIFF

SECTION 1
TITLE PAGE
Release 3

(T)

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TERMS, CONDITIONS, RATES AND CHARGES

Applying to the

SERVICE QUALITY PLAN

for the provision of service provided by

Qwest Corporation d/b/a CenturyLink QC

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

in the State of

ARIZONA

as provided herein

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1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

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

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1. APPLICATION AND REFERENCE

1.4 TARIFF FORMAT

1.4.1 LOCATION OF MATERIAL

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

1.4.2 OUTLINE STRUCTURE

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

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

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

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1. APPLICATION AND REFERENCE

1.6 EXPLANATION OF ABBREVIATIONS

ACC	- Arizona Corporate Commission
ANSI	- American National Standards Institute
BER	- Bit Error Ratio
BOCs	- Bell Operating Companies
CO	- Central Office
Cont'd	- Continued
CPE	- Customer-Provided Equipment
dB	- Decibel
dBmC	- Decibel above Reference Noise Level using C-Message Weighting
FCC	- Federal Communications Commission
Hz	- Hertz
IEEE	- Institute of Electrical and Electronics Engineers, Inc.
LATA	- Local Access and Transport Area
MTS	- Message Telecommunications Service
TIM	- Tariff Information Management (Code)

(D)

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

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

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1. APPLICATION AND REFERENCE

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

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®

(T)

CENTURYLINK™

(C)

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

MARK

MARKET EXPANSION LINE®

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2. GENERAL REGULATIONS

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2. GENERAL REGULATIONS

2.1 DEFINITIONS

Definitions of terms used within this Tariff shall be consistent with the general understanding of the terms as used in the telecommunications industry unless specifically defined in this Tariff. In the interpretation of this Tariff, the following definitions shall be used:

Application for Service

In cases where a construction agreement is not required, an application shall be considered as made when the customer either verbally or in writing requests service. In cases where a construction agreement is required, an application shall be considered as made when the customer accepts the Company's cost estimate (see 2.4.3.A.) as evidenced by the return of the applicable construction agreement signed by the customer.

Base Rate Area

The developed portion or portions within an exchange service area as stated in the Company's Tariffs. Service within this area is generally furnished at uniform rates without charges that vary with distance from the central office.

Basic Local Exchange Service

The telecommunications service which provides a local dial tone, access line and local usage necessary to place or receive a call within an exchange area. This includes initial service (first line) and one additional line (second line). In cases where a business line is being established at a residence location that already has a residence line then, the business line will be considered initial service for purposes of determining alternative service and bill credits in 2.4.3 of this Tariff (business line and residence line refers to the class of service provided by the Company).

Basic Telephone Service

Those capabilities and services listed in 2.5.2.A. of this Tariff.

Busy Hour

The uninterrupted period of 60 minutes during the day when the traffic offered is at a maximum.

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2. GENERAL REGULATIONS

2.1 DEFINITIONS (Cont'd)

Busy Season

A month or several months, which may be nonconsecutive, within a consecutive 12 month interval when the maximum busy hour requirements are experienced. The number of days within the busy season used for estimation of busy hour requirements should exclude days with abnormal traffic volume, such as Christmas or Mother's Day, and preferably should be limited to 30, but not exceed 60 days.

Calls

Customers' telecommunications messages.

Central Office

The inside plant of the Company as an operating unit, including the switch or other facilities used to establish connections between customer lines or between customers' lines and trunks or toll lines to other central offices within the same or at other exchanges.

Channel

A transmission path for telecommunications between two points. It may refer to a one-way path or, when paths in the two directions are always associated, a two-way path. Generally a channel is the smallest subdivision of a transmission system by means of which a single type of communication service is provided. A transmission path suitable for carrying analog voice signals covers a frequency band of 250-3,400 Hz.

Class of Service

A description of telecommunications service furnished a customer, which denotes such characteristics as nature of use (business or residence) or type of rate (flat rate, measured rate, or message rate).

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2. GENERAL REGULATIONS

2.1 DEFINITIONS (Cont'd)

Commission

The Arizona Corporation Commission.

Community of Interest

An area consisting of one or more exchanges in which the general population has similar governmental, health, public safety, business or educational interests.

Customer Trouble Report

Any oral or written report from a customer or user of telecommunications services relating to a physical defect or to difficulty or dissatisfaction with the operation of the Company's facilities. Only one report per day shall be counted for each oral or written report received from a specific customer in the same day about a specific problem.

Customer

Any person, firm, partnership, corporation, municipality, cooperative, organization, governmental agency, or other legal entity which has applied for, been accepted, and is currently receiving telecommunications service. A residential customer's use of telecommunications service is primarily of a social or domestic nature while a commercial customer's use is primarily of business, professional, institutional or other occupational nature.

Decibel

The unit of measurement used to express the ratio of two power signals. The abbreviation dB is commonly used for the term decibel.

Decibel above Reference Noise Level using C-Message Weighting

The meaning of the abbreviation dBrnC. The reference noise level of one picowatt is defined as 0 dBrnC. C-message weighting is used to account for the frequency characteristics of a typical telephone set by specific weighting of the noise signal at various frequencies to determine the composite average noise signal value.

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2. GENERAL REGULATIONS

2.1 DEFINITIONS (Cont'd)

Dual Tone Multifrequency Signaling

A method of signaling used on a local access line which uses a simultaneous combination of one of a lower group of frequencies and one of a higher group of frequencies to represent each digit or character transmitted from the customer's station to the central office.

Exchange Area

A geographical area established by the Commission, which consists of one or more central offices together with associated facilities which are used in providing basic local exchange service. Calls within an exchange area are considered local calls.

Exchange

The entire telecommunications plant and facilities used in providing telecommunication service to customers located in a geographic area defined by tariff. An exchange may contain more than one central office switch location or wire center.

Force Majeure

The Company shall not be liable for any delay or failure in performance of any part of this tariff from any cause beyond its control and without its fault or negligence including, without limitation:

(T)

- Acts of nature, acts of civil or military authority, government regulations, embargoes, epidemics, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, work stoppages, power blackouts, volcanic action, other major environmental disturbances, or unusually severe weather conditions (collectively, a Force Majeure Event);
- The inability of the Company to secure products or services of other Persons or transportation facilities or acts or omissions of transportation carriers shall be considered Force Majeure Events, to the extent any delay or failure in performance caused by these circumstances is beyond the Company's control and without the Company's fault or negligence.

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2. GENERAL REGULATIONS

2.1 DEFINITIONS (Cont'd)

Held Service Order

An application for establishment of any service in the service territory of the Company, which is not filled because of the inability of the Company to supply service in 10 working days after the date of the customer's application. When the customer requests a later service date (beyond the ten working days), the application shall be considered a held service order after that customer requested date.

Hertz

The unit measurement for frequency and is equal to one cycle per second. The abbreviation Hz is commonly used for the term Hertz.

Individual Line Service

A grade of exchange service which provides that only one customer shall be served by the channel connecting the customer's service location with the serving central office.

Intercept Service

A service arrangement provided by the Company so that calls placed to a disconnected or discontinued telephone number are intercepted and the calling party is informed that the called telephone number has been disconnected, discontinued, changed to another number, that calls are being received by another telephone number, etc.

Local Access Line

A facility, totally within one exchange, providing a telecommunications channel between a customer's service location and the serving central office.

Local Access and Transport Area (LATA)

Each local access and transport area which has been designated in Arizona. As part of the divestiture of the Bell operating companies (BOCs) in 1984, the Modified Final Judgement (MFJ) called for the separation of exchange and interexchange functions, where exchange services were to be provided by the BOCs. LATAs were created in response to the MFJ exchange-area requirements. A LATA may encompass one or more contiguous local exchanges serving common social, economic, or other purposes, even when that area transcends municipal or other local government boundaries.

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2. GENERAL REGULATIONS

2.1 DEFINITIONS (Cont'd)

Local Calling Area

The geographic area approved by the Commission as a community of interest in which customers may make calls without payment of a toll charge. The local calling area may include exchange areas in addition to the serving exchange area.

Out-of-Service

The customer's telephone service quality has deteriorated to such an extent that the customer cannot originate or receive calls, or cannot use the service because of excessive cross-talk or static, or other transmission problems (e.g., customer complains of no dial tone, can't receive a call or can't hear during a call).

Standard Network Interface

The demarcation point between Company facilities and the customer's inside wire, typically located at the protector on an outside wall at the customer premise.

Station

A device and any other necessary equipment at the customer's premises which allows the customer to establish and continue communication.

Telecommunications Service

The electronic or optical transmission of information between separate points by prearranged means.

Toll Service

The furnishing of telecommunications service between stations in different exchange areas or local calling areas, as defined by the Commission. This service is also referred to as message telecommunication service (MTS), message toll or interexchange telecommunications service.

Wire Center

The building which houses the local equipment from which communications services are furnished and facilities are terminated which furnish service within a designated wire center serving area.

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2. GENERAL REGULATIONS

2.2 RECORDS AND REPORTS

2.2.1 LOCATION OF RECORDS

All records required by this Tariff shall be kept within Arizona and shall be made available to the Commission or its authorized representatives at any time upon request.

2.2.2 RETENTION OF RECORDS

All records required by this Tariff shall be preserved for a minimum of 24 months after the date of entry of the record unless the retention length is specifically noted otherwise.

2.2.3 REQUIRED RECORDS AND REPORTS TO BE FILED WITH THE COMMISSION

A. Service Interruptions

(D)(T)

1. The Company shall notify the Commission of all interruptions affecting service in an entire exchange area or any major portion of it that affects the lesser of 25 percent or 1,000 of the exchange's local access lines for one or more hours during the day. This record shall show the date, time, duration, extent and cause of the interruption.

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2. GENERAL REGULATIONS

2.2 RECORDS AND REPORTS (Cont'd)

2.2.4. RECORDS AND REPORTS TO BE MAINTAINED BY THE COMPANY

A. Held Service Orders

(D)(T)

1. The Company shall keep a record, by wire center, of each instance when the Company fails to supply service to customers in areas of an exchange within the time frame established in 2.1, Held Service Order. The record shall indicate the name and address of each applicant for service, the date of application, the class of service applied for, if the held service is for a first line or an additional line, together with the reason for the delay in providing the service to the applicant, the expected date of service, and the Company project identification number. If a construction agreement is required, the above information should also indicate such a requirement.
2. All customers that are not supplied service within the time-frames established in 2.4.3.B. shall be given a written or verbal notice by the Company stating the cause for the delay, the expected date of service, and all remedies available to the customer pursuant to this Tariff. If verbal notification is used, the Company shall provide written confirmation to the customer as soon as possible. The customer will be renotified immediately if the expected date of service changes.

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2. GENERAL REGULATIONS

2.2 RECORDS AND REPORTS

2.2.4. RECORDS AND REPORTS TO BE MAINTAINED BY THE COMPANY

B. Maintenance and Operations Records

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Records of various tests and inspections, to include non-routine corrective maintenance actions or monthly traffic analysis summaries for network administration, necessary for the purposes of the Company or to fulfill the requirements of this Tariff shall be kept on file in the office of the Company as required under 2.2.2. Corrective maintenance records shall show the line or facility, such as metering and recording equipment, that was tested or inspected. The records shall also include the reason for the test, the general conditions under which the test was made, the results of the test, and the corrections made.

C. Installation Intervals

(T)

The Company shall keep a record of the time it takes to install service when facilities are available to provide service. All necessary records shall be maintained to demonstrate compliance with 2.4.3.B. of this Tariff and contain the information delineated in 2.2.4.B.

D. Trouble Reports

(T)

The Company shall maintain a record, by wire center, of trouble reports made by its customers. This record shall include identification of the customer; of the service affected; the time, date and nature of the report; the action taken to clear the trouble or satisfy the complaint; and the date and time of the trouble clearance or other disposition. All necessary records shall be maintained to demonstrate compliance with 2.5.6 of this Tariff.

(D)

E. Construction Charge Estimates

(T)

The Company shall maintain a record of each instance when the Company provides a construction charge estimate for an applicant. The record shall indicate the name and address of each applicant for service, the date the construction charge estimate was sent to the applicant, the class of service applied for, if the request was for a first line or an additional line, the dollar amount of the estimate and if the estimate provided involved a group of applicants.

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY

2.3.1 COMPLAINTS AND APPEALS

A. Prompt Investigation

The Company shall fully and promptly investigate and respond to all oral and written complaints made directly to the Company by its applicants or customers. The Company shall notify the customer promptly of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint. Upon request by the customer, the Company shall inform the customer in writing of its proposed disposition of the complaint.

B. Provision of Information

The Company shall direct its personnel engaged in initial contact with an applicant or customer in which dissatisfaction with the decision or explanation by the personnel is expressed, to inform the customer of the right to have the problem considered and acted upon by another consumer representative or supervisory personnel of the Company. If the applicant or customer continues to express dissatisfaction after the supervisory personnel have addressed the problem, the Company shall further direct the supervisory personnel to provide the complainant with the name, address and the current local, or where applicable, the current toll free telephone number of the Consumer Services Staff of the Commission to be contacted for further review of an unresolved problem.

C. Response to Commission

Upon receipt of a complaint, either orally or in writing, from the Commission or its staff on behalf of a customer or applicant, the Company shall make a suitable investigation and advise the Commission or its staff of the results. An initial oral or written response to the Commission or its staff shall be provided within 5 working days after receipt of the complaint by the Company. If requested by the Commission or its staff, a written final response detailing the disposition of the complaint by the Company shall be provided.

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY (Cont'd)

2.3.2 CUSTOMER BILLING REQUIREMENTS

A. Billing Credits

1. In the event the customer's service from the Company is interrupted and remains out-of-service for more than **24** continuous hours after being reported by the customer, or found to be out-of-service by the Company, (whichever occurs first) appropriate adjustments shall be automatically made by the Company to the customer's bill. The adjustment will be a credit on the customer's monthly bill equal to 1/30 of the Company's basic monthly service charges. (C)
2. The Company will not be required to provide an adjustment for the loss of service during time periods due to the following conditions: (D)
(T)
 - a. the negligence or willful act of the customer; or
 - b. a malfunction of facilities other than those under the control of the Company; or
 - c. natural disasters or other events affecting large numbers of customers such as described in 2.5.1.A.4.; or
 - d. the inability of the Company to gain access to the customer's premises, or to obtain customer provided facilities, when required, or to obtain other approvals not within the control of the Company, including permits, licenses or property-use authorizations for which the Company may not have been expected to accommodate.
3. The Company may provide a bill credit, or other products or services, as a gesture of goodwill whenever the Company deems it appropriate to compensate a residential customer for the customer's inconvenience, including but not limited to missed appointments. (N)
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(N)

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY

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2.3.4 PUBLIC INFORMATION

A. Business Offices

The Company shall have one or more business offices or customer service centers staffed to provide access to qualified personnel in person or by telephone, including supervisory personnel where warranted, to provide information relating to services and rates, accept and process applications for service, explain charges on customers' bills, adjust charges made in error, and to generally act as representatives of the Company. If one business office serves several exchanges, toll-free calling from those exchanges to that office shall be provided.

B. Information Available from the Business Office

The Company shall, at a minimum, provide the following information to the public, as applicable and upon request, at each business office open to the public:

1. Copies of all Tariffs as filed with this Commission.
2. For each exchange served by the business office, maps showing the exchange, base rate area, zone and wire center (if applicable) boundaries in sufficient size and detail from which all customer locations can be determined and mileage and zone charges measured from these boundaries can be quoted.
3. Publicly announced information about the present and intended future availability of specific classes of service at the location of a potential customer.

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2. GENERAL REGULATIONS

2.3 RELATIONS BETWEEN CUSTOMERS AND THE COMPANY

2.3.4 PUBLIC INFORMATION

B. Information Available from the Business Office (Cont'd)

4. Publicly announced information concerning plans for major service changes in the area served by the business office.
5. Information pertaining to services and rates as proposed in pending tariff or rate change filings.

C. Directory Assistance and Intercept

1. The Company shall list its basic local exchange customers (except those customers requesting otherwise) with the directory assistance operators within 72 hours of service connection in order that they may provide the requested telephone numbers based on the customers' names and addresses when those requests are made.
2. In the event of an error in the listed number or name of any customer by the Company and until a new directory is published, the Company shall make whatever special arrangements are necessary and reasonable at no charge to ensure that calling parties are able to reach the customer whose listed number or name is in error.
3. In the event of an error in the number, name or address listing of any customer, the customer's correct name, address and telephone number shall be in the files of the directory assistance and intercept operators within 72 hours of confirmation of the error by the Company and furnished any caller upon request.
4. Whenever any customer's telephone number is changed at the request of the customer after a directory is published and until a new directory is issued, the Company shall intercept all calls to the former number for a reasonable period, but not fewer than 60 days. If the change is due to the initiative of the Company, intercept service for the former number shall be provided for the greater of 60 days or the remaining life of the current directory at no charge. The correct number shall be in the files of the information operator within 72 hours of the number change. The Company shall provide the caller with information on how to obtain the new number with the intercept recording.

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

The telecommunications plant of the Company shall be constructed, installed, maintained and operated in accordance with good engineering practice in the telecommunications industry to assure, as far as reasonably possible, uniformity in the quality of service furnished and the safety of person and property.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT (Cont'd)

2.4.1 CONSTRUCTION AND MAINTENANCE PRACTICES

A. Minimum Construction Standard

1. The Company shall use as a minimum standard of accepted good engineering practice the 1993 edition of the National Electrical Safety Code, dated August 3, 1992, published by the Institute of Electrical and Electronics Engineers, Inc. (IEEE), and endorsed by the American National Standards Institute (ANSI), which is incorporated by reference for all new construction or major rebuild of telecommunication plant begun on or after August 3, 1992.
2. For telecommunication plant constructed or installed prior to August 3, 1992, the minimum standard of accepted good engineering practice shall be the edition of the National Electrical Safety Code in effect at the time of beginning construction or installations of the telecommunications plant.
3. Any telecommunications plant of the Company that is constructed, installed, maintained or operated in accordance with the National Electrical Safety Code in effect at the time of its construction or installation shall be presumed to comply with accepted good engineering practice in the telecommunications industry and the provisions of 2.4.1.A. of this Tariff. However, all direct buried cables connecting the standard network interface at the customer's premises to the network facilities of the Company shall be permanently buried, as practical, at least 12 inches below the final surface grade as known at time of installation. All other direct buried communication cable shall at least be buried at depths required for supply cable of similar voltage as specified in the National Electrical Safety Code.
4. The Company shall use as a minimum standard of safe practice, the current edition of Part 68 of Title 47 of the Federal Code of Regulations for the interconnection of new or existing telecommunications plant of the Company with terminal equipment of a customer.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

2.4.1 CONSTRUCTION AND MAINTENANCE PRACTICES

A. Minimum Construction Standard (Cont'd)

5. The Company will coordinate with other entities concerning construction work initiated by itself, or other entities, that may affect its facilities used for serving the public. For example, the Company shall:
 - a. Economically minimize construction expenditure by coordination with other entities such as the joint use of trenches for cable where joint construction is safe, cost effective and in the best interests of the Company.
 - b. Take reasonable action such as identifying for other entities the location of underground facilities which may be affected by construction work, to protect service to the public. To accomplish this result, the Company shall maintain a data base or some other form of quickly accessible information at its facilities sufficient to allow facility location coordination and participation in a program on a statewide basis to minimize service interruptions caused by accidental cutting of cables in accordance with A.R.S. 40-360.21 et al.
 - d. Engage in coordination with electric power utilities in the area prior to constructing new plant or a major rebuild of existing plant which may be impacted by inductive interference from the electric power systems.
6. The Company shall adopt a program of periodic tests, inspections and preventative maintenance aimed at achieving efficient operation of its system to permit at all times the rendering of safe, adequate and continuous service as recognized by general practices within the telecommunication industry. The presence of inductive interference, cut-offs, intelligible cross-talk and excessive noise generation by communication system facilities during the provision of telecommunications services by the Company are symptomatic of inadequate service, and a maintenance program should be designed to minimize or prevent those occurrences. The Company shall maintain its system to meet the applicable service adequacy standards defined in this Tariff (2.5.1 through 2.5.6).
7. Records of various tests and inspections necessary to meet service standards of the industry in general or those contained in this Tariff (2.5.1 through 2.5.6) shall be kept on file in the office of the Company for review by this Commission. These records shall show the nature of the equipment tested, the reason for the test, the general conditions under which the test was made, the general result of the test and the corrections made.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT (Cont'd)

2.4.2 PROVISION OF SERVICE DURING MAINTENANCE OR EMERGENCIES

A. Minimum Standards for Maintaining Service

1. The Company shall make reasonable provisions to meet emergencies resulting from power failures, sudden and prolonged increases in traffic, or from fire, storm, or acts of God, and shall issue instructions to its employees covering procedures to be followed in the event of emergency in order to prevent or mitigate interruptions or impairment of telecommunications service.
2. Each local central office, toll switching or tandem switching office of the Company shall contain a minimum of four hours of battery reserve rated for peak traffic load requirements. In central offices with capacity for more than 10,000 access lines, or in toll or tandem switching offices, a permanent auxiliary power unit shall be installed. For central offices serving fewer than 10,000 lines, a mobile power source shall be available which normally can be delivered and connected within four hours.
3. Service interruptions for an extended time due to maintenance requirements shall be done at a time which causes minimal inconvenience to customers. Customers shall be notified in advance by the Company of extended maintenance requirements as per Commission Rule R14-2-507.D.4. Emergency service should be made available in an area that experiences a service interruption affecting 1,000 or more access lines which may last for more than four hours during the hours of 8:00 a.m. to 10:00 p.m. based upon the prior experience of the Company. If the Company cannot provide emergency service it shall file a report of the occurrence as required under 2.2.3.B.
4. The Company shall develop a general contingency plan to prevent or minimize any service interruptions due to the catastrophic loss of a central office switch that serves more than 10,000 access lines or is the toll or tandem switching office for 10,000 access lines. The plan shall describe the actions and systems installed to prevent or minimize the extent of any incurred service interruption.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT (Cont'd)

2.4.3 AVAILABILITY OF SERVICE - ADEQUACY OF FACILITIES

The Company shall employ prudent management planning practices so that adequate equipment is in place to supply service to prospective customers in its service territory within a reasonable period of time as set forth in this section.

The timeframes specified in this section and the associated remedies for failure to meet these timeframes apply to requests for basic local exchange service, unless otherwise stated.

A. Construction Charge Estimate

Where construction charges apply, the Company shall provide to the customer a good faith written cost estimate of the amount of the construction charge, within thirty (30) calendar days from the date of a customer's request for such estimate. Agreement by the customer with such estimate, as evidenced by a signed construction agreement, shall be notice to the Company that the customer desires service and the signature date on the construction agreement shall be considered the application date. The good faith written cost estimate shall inform the customer that receipt of a signed construction agreement is required before the customer's request will be considered an "application for service". This Tariff shall in no way extend the customer's in service date beyond the six (6) months referred to in 4.1.K. in the **Competitive** Exchange and Network Services Tariff, i.e., the time period between when the customer's initial request for an estimate and the date service is actually provided, shall not exceed six (6) months, unless so requested by the customer or, unless the customer requests longer than thirty (30) days to return the signed construction agreement as previously agreed to by the Company. In no event will the customer have less than thirty (30) days to accept and return the signed construction agreement.

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B. Timely Provision of Basic Local Exchange Service

The Company shall provide basic local exchange service (first and second lines) no later than **ten (10)** working days from the date of the customer's application. When the customer requests a later date of service (i.e., beyond the **ten** working days), the service shall be provided by the customer requested date. (See 1. through 4., following)

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

2.4.3 AVAILABILITY OF SERVICE - ADEQUACY OF FACILITIES

B. Timely Provision of Basic Local Exchange Service (Cont'd)

1. Provision of Alternative Form of Service and Other Remedies

When the Company fails to provide initial basic local exchange service (first line) within **ten (10)** working days of the customer's application date or by the customers requested service date (if that date is more than **10** working days beyond the application date) the Company shall provide the customer with a:

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- telephone number,
- *MARKET EXPANSION LINE* (Remote Call Forwarding line),
- directory listing,
- Calling Card,
- and waiver of the one time installation charge for the basic local exchange line when initial service is established.

2. If the initial basic local exchange service (**first line**) is not provided within thirty (30) days of the customer's application date or by the customer's requested service date (if that date is more than 30 days beyond the application date), the Company will also provide the customer a choice of:

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- credit an amount equal to one month of the basic local exchange service for each month or partial month service was not provided beyond the thirty (30) day timeframe, or
- provide the customer with a choice of
 - a cellular voucher of one hundred fifty dollars (\$150.00) for each month or partial month service was not provided beyond the thirty (30) day timeframe), or
 - voice messaging, or other answering service or device, or
 - paging service.

Customers electing to receive alternative service shall be provided with payment vouchers for all reasonable expenses the customer incurs in obtaining the alternative form of telephone service listed in 2.4.3.B.2. The amount of such voucher shall be up to one hundred fifty dollars (\$150.00) per customer. Payment vouchers shall be issued monthly and continue through the month that basic local exchange service is actually provided to the customer. Payment of an alternative form of service will **only** be offered in connection with the establishment of initial service at a specific address location, i.e. payment shall not be offered for a second phone lines at the same address.

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2. GENERAL REGULATIONS

2.4 CONSTRUCTION AND MAINTENANCE OF PLANT AND EQUIPMENT

2.4.3 AVAILABILITY OF SERVICE - ADEQUACY OF FACILITIES

C. Potential Facility Unavailability

The Company shall inform prospective customers of the potential of future facility unavailability when the Company is experiencing or is forecasting potential facility unavailability in specific areas. The Company shall allow customers to reserve basic local exchange service by the subscription to the appropriate tariff rate (i.e., vacation service).

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE

2.5.1 ADEQUACY OF SERVICE

A. General Requirements

1. The Company shall employ prudent management and engineering practices so that sufficient equipment and adequate personnel are available at all times. To meet this objective, the Company shall conduct traffic studies, employ reasonable procedures for forecasting future service demand and maintain the records necessary to demonstrate to this Commission that sufficient equipment is in use and that an adequate operating force is provided.
2. The criteria for quality of service established within this Tariff defines a minimal acceptable standard for the most basic elements of telecommunications service. This Tariff does not attempt to define all criteria for all service applications nor the most desirable service level for any basic element, except for the minimal acceptable standard. In the event a specific service element is not covered by this Tariff, the Company will be expected to meet generally accepted industry standards for that element and the total service. Organizations which are recognized for establishing standards that may be appropriate for telecommunications services include the IEEE, ANSI, Bellcore and the Federal Communications Commission (FCC).
3. The Company shall make regular periodic measurements to determine the level of service for each item included in 2.5.2 through 2.5.6, following. These records shall be available for review by this Commission upon request.
4. The standards within this Tariff establish the minimum acceptable quality of service under normal operating conditions. They do not establish a level of performance to be achieved during periods of emergency, catastrophe, natural disaster, or other events affecting large numbers of customers nor shall they apply to extraordinary or abnormal conditions of operation, such as those resulting from work stoppage, civil unrest, or other Force Majeure events for which the Company may not have been expected to accommodate.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE (Cont'd)

2.5.2 BASIC TELEPHONE SERVICE STANDARD

A. Basic Service Standard

As part of its obligation to provide adequate basic telephone service, the Company shall construct and maintain its telecommunications network so that the instrumentalities, equipment, and facilities within the network shall be adequate, efficient, just and reasonable in all respects in order to provide each customer within its service area with the following services or capabilities:

1. Individual line service on the local access line where facilities permit;
2. Dual Tone Multifrequency signaling capability on the local access line;
3. Facsimile and data transmission capability of at least 2,400 bits per second on analog access lines served from the public switched network where the customer uses modulation/demodulation devices rated for such capability;
4. A local calling area that reflects the community of interest of the area in which the customer is located;
5. Access to toll services;
6. Customer billing, public information assistance, directory listing, directory assistance and intercept.

B. Universal Service Availability Standard

In order to maintain a reasonable uniformity between all localities in the Company's service area for adequate basic telephone service in the ordinary course of its business, the Company shall construct and maintain its telecommunications network so as to provide for universal (i.e. ubiquitous) availability of the following services or capabilities when requested by a customer within its serving area:

1. The basic service standard defined in 2.5.2.A.1. through 6.

C. Local Calling Area Standards

Local calling areas as established in the Company's **Competitive** Exchange and Network Services Tariff (Section 5) shall be considered by the Commission to meet the community of interest standard as of the date of the Tariff.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE (Cont'd)

2.5.3 CUSTOMER ACCESS LINES

The Company shall construct and maintain all local access lines used for individual line service so that the transmission loss, as measured at the interface with the Company's network at the customer's location and including any losses in central office equipment, does not exceed 8.5 dB at 1000 + or - 20 Hertz (Hz). All local access lines used for party line service shall be maintained so that the transmission loss under the previously described condition does not exceed 10 dB.

In addition, local access lines used for individual line service of less than 30,000 feet in length shall be constructed and maintained so that a measure of the circuit noise from the network interface at the customer's premises to and including the central office termination shall not exceed 25 dBmC. All other access lines shall be maintained so that the measured circuit noise does not exceed 30 dBmC.

All local access lines shall receive a minimum of 20 milliamperes of line current into an assumed station resistance of 430 ohms. Total line resistance excluding station equipment (CPE), shall not exceed the basic range of the central office. Range extension equipment shall be applied to subscriber lines which are longer (i.e., having more resistance) than the basic working range of the central office.

2.5.4 INTEROFFICE TRUNKING

Local and extended area service interoffice trunk facilities shall have a minimum engineering design standard of B.01 (P.01) level of service. Toll and toll tandem facilities shall have a minimum engineering design standard of B.005 (P.005) level of service.

A. Digital Services

The Company shall conform to the following digital circuit performance standards:

1. For end-to-end connections through the network the Bit Error Ratio (BER) shall be less than 10^{-7} on at least 95 percent of the connections. The BER is the fraction of errored bits relative to total bits received in the transmitted digital stream. A digital transmission channel is considered unavailable, or in outage condition, when its BER in each second is worse than 10^{-6} for a period of ten consecutive seconds.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE

2.5.4 INTEROFFICE TRUNKING

A. Digital Services (Cont'd)

2. Error free performance for digital circuits, expressed in terms of a percentage of time in seconds when the circuit is available, shall be no less than 98.75% error free seconds. An error free second is any 1-second interval that does not contain any bit errors.
3. Circuit availability for digital circuits, expressed as a percentage of total calendar month minutes, shall be no less than 99.7%.

The standards listed above are minimum standards, actual network performance will depend on the type of facility utilized (i.e., copper or fiber) and the utilization of self healing and alternate route protection services.

2.5.5 NETWORK CALL COMPLETION REQUIREMENTS

A. Direct Dialed Calls

1. The Company shall maintain within its network sufficient central office and interoffice channel capacity plus other necessary facilities to meet the following minimum requirements during any normal busy hour:
 - a. Dial tone within three seconds for 98 percent of call attempts on the switched network.
 - b. Correct termination of 98 percent of properly dialed intraoffice or interoffice calls within an extended service area.
 - c. Correct termination of 98 percent of properly dialed intraLATA toll calls when the call is routed entirely over the network of the Company.
 - d. Central office equipment shall provide adequate operator or recorded announcement intercept. Adequate intercept means that the central office be so equipped and arranged to permit the interception of calls to all vacant codes and to provide average busy hour, busy season service levels of less than one percent of calls to intercept reaching busy or no circuit conditions.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE

2.5.5 NETWORK CALL COMPLETION REQUIREMENTS

A. Direct Dialed Calls (Cont'd)

2. A properly dialed call may be terminated in one of the following conditions:
 - a. The calling party receives an indication of ringing and a ringing signal is delivered to the station location of the called party. If the called party answers, a connection is established between the calling and called parties. A call is considered to be correctly terminated when this condition exists.
 - b. If the called number is busy, the calling party receives a busy signal. A call is considered to be correctly terminated when this condition exists.
 - c. If a connection cannot be established between the calling and called parties, the calling party will receive an announcement or an appropriate overflow signal which is different than a called party busy signal. A call is not considered to be correctly terminated when this condition exists.
 - d. A call to a non-working code or inoperative customer number is directed to the intercept service of the Company. A call is considered to be correctly terminated when this condition exists.

B. Operator Assisted Calls

1. Suitable rules and instructions shall be adopted by the Company and followed by employees or other entities employed by the Company governing the language and operating methods to be used by operators during assistance to customers. Specifically, operators must be instructed to be courteous, considerate, and efficient in the handling of all customer calls. Any required call timing for toll operator assisted calls shall accurately record when the customer requested connection is established and when it is terminated.
2. The Company's operators shall answer 85 percent of directory, intercept, toll and local assistance calls within 10 seconds.
3. Other calls directed to the published telephone numbers for service repair or the business offices of the Company shall be acknowledged within 20 seconds for 100 percent of all such calls and answered by an operator or other employee within 20 seconds for 80 percent of all such calls. Timing for an answered call begins after acknowledgement and the customer is waiting to speak to a live operator.
4. An answer shall mean that the operator is ready to accept information necessary to process the call. An acknowledgement that the customer is waiting on the line shall not constitute an answer.

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2. GENERAL REGULATIONS

2.5 QUALITY OF TELECOMMUNICATIONS SERVICE (Cont'd)

2.5.6 TROUBLE REPORT RESPONSE

A. Maximum Acceptable Number of Reports

The Company shall maintain its network so as to economically minimize customer trouble reports for services, but shall not exceed eight (8) reports per 100 access lines per month per wire center averaged over a three-month period. Each customer receiving party line service shall be considered to have one access line. The total company maximum objective shall be no more than 3.0 trouble reports per 100 access lines in any month averaged over all wire centers.

B. Allowable Response Time

The Company shall clear 85 percent of all out-of-service trouble reports during any three-month period within 24 hours.

This criteria excludes the following conditions:

- Reports for services of another provider.
- Situations where access to the customers premise is required, but not available.

C. Response Priority

If requested by the customer, the Company shall give priority to and initiate repairs regardless of the hour for customer trouble reports which may affect the public health and safety.

D. Customer Notification

If employees of the Company cannot clear the reported trouble promptly, the customer will be given a reasonable estimate of when the trouble report will be cleared.

E. Repair Service Commitments

The Company shall meet 90 percent of its repair service commitments during any three-month period. This criteria excludes situations where the commitment cannot be met due to customer reasons (i.e., access to the customers' premise is required but not available).

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2. GENERAL REGULATIONS

2.6 REPORTS TO BE FILED WITH THE COMMISSION

2.6.1 ANNUAL REPORTS

- A. The Company shall submit an annual report for held orders, out-of-service repair times, and access to Company residence business office, business business office, and repair office. The report shall depict the monthly calculations for the historical penalties and offsets that were in effect prior to July 1, 2013 for each category and shall include the raw (unadjusted) data used to perform those calculations. The raw data for access shall be separated by center, i.e., residence business office, business business office, and repair office.

The annual report, which should not contain any customer proprietary information, shall be filed in the docket and be available for public inspection.

The Company shall submit the annual report no later than January 31st of each year. The filing, reporting, tracking, and record keeping requirements associated with the annual report expire following the submission of the final report in January 2018.

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2. GENERAL REGULATIONS

2.7 WAIVER CLAUSE

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2.7.1 PROCEDURE FOR WAIVER OF THIS TARIFF

The Company may seek permission to waive all or part of this Tariff, subject to the following limitations:

- A. A request by the Company for a blanket waiver shall not be granted. Only waivers for individual customers or individual developments or areas shall be considered.
- B. A waiver may be granted only if the Company can demonstrate a good faith effort to comply with the provisions of this Tariff and the Commission finds that the public interest requires the granting of the waiver.

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[1] This page also cancels the following pages: Pages 28, 29 and 30.

(M) Material moved from Page 30.