

**El Paso County Telephone Co. d/b/a CenturyLink  
Local Terms of Service  
Colorado**

EFFECTIVE: 11-15-2016

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This Local Terms of Service Contains the  
Terms, Conditions and Rates Applying to the Provision of  
Intrastate Exchange and Network Services  
Within the Operating Territories of  
El Paso County Telephone Co. d/b/a CenturyLink

Effective November 15, 2016, this *Local Terms of Service* cancels and replaces in entirety the previously existing El Paso County Telephone Company d/b/a CenturyLink Exchange Services Catalog that became effective on October 4, 2011 and also cancels all subsequent revisions thereto.

Also effective on November 15, 2016, pursuant to HB14-1331 and Colorado Revised Statutes 40-15-201, services no longer subject to regulation which were previously found in Colo. P.U.C. No. 7 are now located within this *Local Terms of Service*.

El Paso County Telephone Co. d/b/a CenturyLink is referred to with this Local Terms of Service as "CenturyLink" or "Company".

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EFFECTIVE: 07-15-2025

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APPLICATION AND REFERENCE

1.1 APPLICATION

- A. This *Local Terms of Service* contains terms, conditions and charges applicable to intrastate exchange and network services furnished by El Paso County Telephone Co. d/b/a CenturyLink (hereinafter referred to as “CenturyLink” or “Company”). The services offered herein by CenturyLink are subject to the terms and conditions of this *Local Terms of Service*.

- B. URLs for Links to Documents Referenced Herein

URLs for hyperlinks used throughout this document are listed below and will direct you to the applicable terms and conditions for the specified services. If you are unable to open a document by selecting those links, the following URLs may be used:

Section 5.1.7 – Exchange Boundary Maps

[http://www.centurylink.com/tariffs/co\\_mult\\_loc\\_terms\\_maps.pdf](http://www.centurylink.com/tariffs/co_mult_loc_terms_maps.pdf)

Section 5.2.6 – Lifeline Assistance Programs

[http://www.centurylink.com/tariffs/LTOS\\_Lifeline\\_Assistance\\_Programs.pdf](http://www.centurylink.com/tariffs/LTOS_Lifeline_Assistance_Programs.pdf)

Section 5.9.1.C - CenturyLink Business Bundle

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_CenturyLink\\_Business\\_Bundle.pdf](http://www.centurylink.com/tariffs/LTOS_Business_CenturyLink_Business_Bundle.pdf)

Section 5.9.1.E – Simply Unlimited Business

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_Simply\\_Unlimited\\_Bundle.pdf](http://www.centurylink.com/tariffs/LTOS_Business_Simply_Unlimited_Bundle.pdf)

Section 5.9.2.B - Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD

[http://www.centurylink.com/tariffs/LTOS\\_Residence\\_Unlimited\\_Nationwide\\_Calling\\_Package.pdf](http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf)

Section 5.9.2.C – Simply Unlimited Phone for Residence

[http://www.centurylink.com/tariffs/LTOS\\_Residence\\_Simply\\_Unlimited\\_Phone.pdf](http://www.centurylink.com/tariffs/LTOS_Residence_Simply_Unlimited_Phone.pdf)

Section 5.11.1 - CenturyLink Line Volume Plan (CLVP) - **GRANDFATHERED**

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_CLVP.pdf](http://www.centurylink.com/tariffs/LTOS_Business_CLVP.pdf)

(C)

Section 10.13 - Call Line Identifier

[http://www.centurylink.com/tariffs/LTOS\\_Call\\_Line\\_Identifier.pdf](http://www.centurylink.com/tariffs/LTOS_Call_Line_Identifier.pdf)

Section 14.3.1 - Integrated Services Digital Network (“ISDN”)

[http://www.centurylink.com/tariffs/LTOS\\_Business\\_ISDN-PRI.pdf](http://www.centurylink.com/tariffs/LTOS_Business_ISDN-PRI.pdf)

Section 16.1 - Promotions

[http://www.centurylink.com/tariffs/LTOS\\_Promotions.pdf](http://www.centurylink.com/tariffs/LTOS_Promotions.pdf)

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1.5 EXPLANATION OF CHANGE SYMBOLS

<u>Symbol</u>	<u>Explanation</u>	
(C)	To signify a changed regulation or condition	(T)
(D)	To signify a discontinued rate, regulation, condition, or text	(N)
(I)	To signify a rate increase	(T)
(M)	To signify that material has been transferred to or from another page or place in the Local Terms of Service with no change to the material	(T) (T)
(N)	To signify a new rate, regulation, service, or page	(N)
(R)	To signify a rate reduction	(T)
(T)	To signify a change in text for clarification, but no change in rate, regulation, or condition	(N) (N)
(Z)	To signify a correction	(N)

1.6 RESERVED

1.7 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

Trade names, trademarks and/or service marks which may be used for services offered in this Local Terms of Service are owned by CenturyLink Communications, LLC and are used by the Company with permission. Trademark and service mark designations will not be listed hereafter in the Local Terms of Service. However, the laws regarding trademarks and service marks are applicable.

Trade names, trademarks and service marks that are owned by CenturyLink Communications, LLC cannot be used by another party without authorization.

Service Mark/Trademark:

Trade Name:

CenturyLink

CenturyLink®

EIPasoTel®

Lumen®

Lumen Technologies®

**Simple Choice®**

**Business Assist®**

(N)

(N)

Service names which are preceded by EIPasoTel® services which include “ELPasoTel” 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.

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GENERAL TERMS AND CONDITIONS

2.1 DEFINITIONS

**AUTOMATIC NUMBER IDENTIFICATION (ANI)** - A feature designed to permit the number of a telephone from which a 911 telephone call is placed to be displayed on a display screen at the PSAP.

**B (BEARER) CHANNEL** – The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 kbps, from the customer's premises, over the loop facility, to the central office.

**B-CHANNEL CIRCUIT SWITCHED DATA** – Circuit-switched data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit-switched data call ties up network/system resources for the duration of the call. Similar to voice, Calling Line Identification functionality is provided.

**BASIC EMERGENCY SERVICE PROVIDER (BESP)**: Any properly authorized local exchange provider who undertakes the aggregation and transportation of "911" calls from the local exchange provider to a Governing Body. The BESP is responsible for obtaining telecommunications services from other local exchange carriers as necessary in order to provide the telecommunications services requested by the ESA.

**CENTRAL Office** – Applicable for work done in the Central Office, between the Central Office and the station protector, and on the protector in association with providing an access line, or making changes thereto.

**Closed End FX** – Foreign Exchange Service that originates from any other telephone company other than The El Paso County Telephone Company. Dial Tone and switching functions are provided by the other company involved.

**COST** – When used in this section, means the total installed plant cost consisting of, but not limited to, the cost of labor, materials, equipment hire, rental or use of Company owned equipment and/or contract services such as road crossings, road boring, trenching, engineering, overhead expenses associated with construction, fees and charges exacted by any municipality, county, state or federal government, right-of-ways, use of or roads, land or facilities.

**CUSTOMER/APPLICANT/SUBSCRIBER** – A person, firm, corporation, or governmental agency responsible for paying the telecommunications bills and for complying with the terms and conditions of the Company applicable to a premises subject to the Construction Charge provisions of this Local Terms of Service.

**D (DELTA) CHANNEL** – The D-channel carries signaling and/or packet data information, at speeds up to 16 kbps on BRS, and signaling only information up to 64 kbps for PRS, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

**DESIGN SERVICE** - A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

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**GENERAL TERMS AND CONDITIONS**

**2.1 DEFINITIONS (Cont'd)**

**DEVELOPER/BUILDER/PROPERTY OWNER** – The Developer/Builder or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency or legal entity recognized by law and requesting the placement of telecommunications facilities by the Company at a premises prior to, or in conjunction with, a request for telephone service by a Customer located at the premises.

**DIRECTORY** – An index of the telephone subscribers of an exchange, published by the company to facilitate use of its service.

**EMERGENCY SERVICE AGENCY (ESA)** - The person or entity responsible for responding to certain 911 telephone calls within a specific geographical area (the ESA's Service Area).

**ENHANCED 911 SERVICE** - A type of 911 Service that includes the provision of the ANI feature and other features and services to permit the number of a telephone from which a 911 call is placed to be displayed in a display screen at the PSAP.

**EXCHANGE** – An office of the company where interconnections between the telephones of various subscribers are made, and where toll collections are also made.

**EXCHANGE AREA** – A whole area normally served by an exchange.

**EXTENSION STATION** – A second telephone installed under the designation of the subscriber, to permit the use of same service, from either of two points.

**FOREIGN EXCHANGE SERVICE** – Foreign exchange service is exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

**GROUP APPLICATION/GROUP PROJECT** – A group application is for the provision to telephone service to several properties that are located in close proximity (generally less than one-half mile separation) of each other that all wish to establish telephone service at the same time. A group project generally has fewer than five (5) properties, each owned by different individuals.

**INDIVIDUAL LINE (A.K.A. ONE-PARTY LINE)** – An exchange access line designed for the connection of one main station.

**LAND DEVELOPMENT AGREEMENT** – A written agreement entered into between the Company and the Developer/Builder for the provision of telecommunications facilities within new areas of land development for permanent residential and/or business telecommunications services.

**MAINTENANCE SERVICE CALL CHARGE** – This charge will be applied if a trouble report results in a service call and the trouble is found to be in customer-owned equipment. Customer-owned equipment will not be repaired under this charge.

**NEW CONSTRUCTION** – When used herein, new construction is defined as the placement of those additional facilities required to extend telephone service to a Customer from the nearest existing working facility within the wire center to the premises of this previously un-served telephone Customer.

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**GENERAL TERMS AND CONDITIONS**

**2.1 DEFINITIONS (Cont'd)**

**ONE-PARTY LINE (1-PTY) – See “Individual Line”**

OPEN END FX – Foreign Exchange Service that originates from the Company. The Company provides dial tone and switching functions in this situation.

PERMANENT SERVICE – Permanent service is defined as service provided at a premises for twelve (12) or more consecutive months. Service will not be considered permanent when provided to a temporary structure (e.g., structures that do not have a permanent foundation and permanent connections to basic utilities such as water, gas and electricity) at a premises.

PUBLIC SAFETY ANSWERING POINT (PSAP) - A facility which is operated under the direction of the ESA for the purpose of receiving and directing 911 emergency calls.

PREMISES VISIT – Applicable if a Company employee must visit the customer's premises to complete customer-requested work. Not applicable when a Company employee is on the customer's premises for any other business purpose.

SERVICE ORDER – Applicable for work done in receiving, recording and processing information necessary to execute a customer's request for the initial establishment of telephone service at a premises. It is also applicable for customer's request for additions, moves or changes to existing service. If service requires work in more than one central Office area, this charge applies twice.

SINGLE PARTY LINE – A line having but one subscriber installed.

SPECIAL DESIGN SERVICE – See “Design Service”

**2.2 ESTABLISHING AND FURNISHING SERVICE**

These terms and conditions are added to those pertaining to specific service items in other sections.

**2.2.1 Application For Service**

- A. Applications for establishment of telephone or other telecommunications serviced must be made to the Company online, orally, or in writing. These applications become contracts upon approval or establishment of the service and shall be subject at all times to the lawful rates and regulations of the Company.
- B. Any change in rates or regulations authorized by the legally constituted authorities will act as a modification of all contracts to the extent modified, without further notice.
- C. The Company reserves the right to refuse an application for service made by a present or former subscriber who is indebted to the Company for telephone or other telecommunications service previously furnished, until the indebtedness is satisfied.
- D. When the customer pre-subscribes to a long distance provider other than the Company, toll service rates charged to the subscriber shall be the toll rates set by the toll carrier(s) used by the subscriber connecting with this Company's facilities.

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GENERAL TERMS AND CONDITIONS

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.2 Obligation To Furnish Service

The company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain, and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

2.2.3 Reserved

2.2.4 Reserved

2.2.5 Reserved

2.2.6 Reserved

2.2.7 Assigning And Changing of Telephone Numbers

The subscriber has no property right to the telephone number nor any right to continuance of service through any particular Central Office, and the Company may change the telephone number or Central Office, and the Company may change the telephone number or Central Office designation of a subscriber whenever it considers it desirable in the conduct of its business.

2.2.8 Distribution of Directories

- A. The company will distribute to its subscribers without charge such directory information as, in its opinion, is generally necessary for the efficient use of the service. Any additional directories or information requested by a subscriber will be furnished without additional charge where, in the opinion of the company, such provision will lead to a more efficient use of the service by that particular subscriber. Other directories will be furnished at the discretion of the Company at a reasonable charge.
- B. One uniform listing will be provided for each subscriber for the identification of his/her telephone number as an aid to the use of telephone service. No charge will be made therefore and the Company assumes no liability for the wording or publication therefore. Additional listings may be obtained at rates set by the Company.

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GENERAL TERMS AND CONDITIONS

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 Termination of Service – Company Initiated

A. The Company may terminate service, with notice, due to:

1. Nonpayment

The Company may, by timely notice in writing to the subscriber, suspend or terminate the service for nonpayment of local exchange service and any associated taxes and surcharges.

2. Abandonment

In the event of abandonment, by customer, of the station.

3. Abuse

Use of service that interferes with another subscriber's service or that is used for any purpose other than communication.

4. Fraud

The impersonation of another with fraudulent intent. Abuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message or to locate a person otherwise to give or obtain information, without payment of a message toll charge. The Company reserves the right to discontinue or refuse service because of abuse or fraudulent use of service.

5. Unlawful Use of Service

The service is furnished subject to the condition that it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of such law, or if the Company receives other evidence that such service is being or will be used in violation of any federal or state law or of any municipal ordinance.

6. Customer Denied Access

**The Company may either temporarily suspend service or terminate the service to any person, firm or corporation who fails to respond or who otherwise denies the Company access to the premises when such access is deemed necessary by the Company to maintain, transfer or otherwise modify service. The Company shall notify the customer at least 30 days prior to service suspension or termination. The Company shall waive any associated reconnection charges if such reconnection is made within 30 days, except that the Company does not guarantee the same phone number will be available if reconnection is requested.**

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GENERAL TERMS AND CONDITIONS

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.10 Temporary Suspension of Service – Customer Initiated (Vacation Number Reservation)

**Effective July 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Temporary Suspension of Service – Customer Initiated (Vacation Number Reservation).**

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A. General

Vacation Number Reservation provides for temporary disconnection of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation

B. Terms and Conditions

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone. Standalone voicemail service is not available.
2. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate: however, full service (dial tone) will not be restored until the customer requests such by contacting the Company. The customer will be notified of the date of the discount expiration in advance.
3. Customers on Lifeline may not put their services on Vacation Number Reservation.
4. Customers will forfeit any grandfathered plan they are currently on when they change to the Vacation Number Reservation price plan. At the time dial tone is reinstated customers will be eligible for the current pricing available in their area.

C. Rates and Charges

1. There will be no charge to activate Vacation Number Reservation. Applicable Service Order and Central Office nonrecurring charges in Section 3.1 will apply each time Vacation Number Reservation is restored to full service.
2. The charge for Vacation Number Reservation is fifty (50) percent of the regular flat rated monthly access line charge.

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GENERAL TERMS AND CONDITIONS

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.13 Employee Concession

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

2.2.14 Termination of Service

**When business service is terminated at the customer's request after the minimum service period or initial contract period described following has been met, service will be discontinued immediately, and a final bill will be issued in accordance with Section 2.3.2.O., Prorating of Opening and Closing Bills.**

**Residential customers may request termination of residence service at any time, and service will be discontinued on the last day of the customer's billing cycle after the minimum service period has been met. Final charges will be rendered in accordance with Section 2.3.2.O., Prorating of Opening and Closing Bills.**

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE

2.3.1 Subscriber Responsibility

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

2.3.2 Payment of Bills

- A. The Subscriber shall pay monthly, at scheduled rates, for all connections to points outside the exchange area, and in addition for the services regularly contracted by him/her.
- B. Unless otherwise specified, all charges for exchange service, equipment and facilities start the day after service is installed, continue through the day service is disconnected and are payable monthly in advance.
  - 1. For residence subscribers, where high risk is indicated, arrangements will be made for the payment of charges within fifteen (15) days. A copy of the call details will be mailed to the subscriber with a notice confirming the payment arrangements and advising the subscriber that service will be suspended if the payment is not received by the Company within the fifteen (15) days, as arranged.
  - 2. For residence subscribers, where low credit risk is indicated, payment arrangements will be made. If payment is not received by the Company within the agreed upon time frame, a notice will be sent advising the subscriber that service will be suspended if payment is not received by the Company within the fifteen (15) days.
  - 3. The fifteen day notice periods contained in 1 and 2 above begin on the date of mailing of the notice.
- C. In the event a subscriber is indebted to the Company for charges and services rendered at a prior time, of any nature, or for service at more than one number or location, and the subscriber does not pay the charges or satisfy such indebtedness, the Company may charge and bill such indebtedness against the account of the present subscriber's service or to the account of either service in the case where more than one number or location is being served.
- D. In the event that payment from a customer is less than the total amount of all charges owing to the Company and the customer does not specifically designate the manner in which he wishes to apply said payment, then the Company shall apply all of the payments received to basic local exchange service first.

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.2 Payment of Bills (Cont'd)

- E. Except as otherwise specified, where the rate to be charged for a particular service is determined by applying a percentage or similar factor to a quoted rate, and such computation results in a fraction, the charge for the service shall be computed to the nearest cent, a half cent being increased to the next higher cent.
- F. The furnishing of services, equipment and facilities and any indebtedness resulting therewith shall not result in a lien, mortgage or other security interest in any real or personal property of the subscriber, unless such indebtedness has been reduced to judgment.
- G. Toll service may be discontinued or refused to a subscriber for the nonpayment of toll service furnished in the State of Colorado or for the provision of facilities which also have been provided in the State of Colorado.
- H. All charges made to the subscribers by the Company become delinquent thirty (30) days after the date of the Company's statement of same. Fifteen (15) days after mailing a delinquency notice to a subscriber, the Company may terminate service and remove all of its property from the delinquent subscriber's premises. The said delinquency notice shall so advise the subscriber of such termination and shall further advise the subscriber of his rights under the Rules Regulating the Service of Telephone Utilities of the Colorado Public Utilities Commission as follows: (1) the right to make an informal complaint to the Commission Staff by letter, telephone or in person; and/or (2) the right to request, in writing, a hearing before the Commission; that the Commission may order the utility not terminate service pending a hearing at the discretion of the Commission; that ordinarily, such an order not to terminate service will be issued only if (A) the subscriber has posted a deposit with the Company equal to the amount in dispute; or (B) the subscriber has previously made an informal complaint to the Commission Staff and Staff investigation of such complaint indicates the probable success of the subscriber.

1. The Colorado Public Utilities Commission can be reached at the following:

Colorado Public Utility Commission  
1560 Broadway Suite 250  
Denver, Colorado 80202

Telephone: (303) 894-2070  
Toll Free in Colorado only: (800) 456-0858  
Facsimile: (303) 894-2065

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.2 Payment of Bills (Cont'd)

- I. Payment of bills for telephone service may be made by check, money order, cash or electronic payment. Payment by check which is not honored or paid by the payor bank will be considered as nonpayment. All charges for exchange and toll service are payable only in lawful money of the United States.
- J. Customers have the following options as to the method of paying bills for telephone service:
  - By U.S. Mail, by check or money order only
  - Through an agent of the subscriber
- K. Payments received by the Company on or before the due and payable date on the customer's bill will be considered timely, provided the following billing information is remitted with payment:
  - Customer's name
  - Customer's telephone number
  - Customer's account type
  - Amount of payment
- L. Payments received by the company after a bill is past due, may result in discontinuance of the subscriber's service unless the following billing information is remitted with payment after at least 15-days written notice. A bill is past due if not paid within 30 days of the due date which must be at least 15 days after the billing date.
  - All of the items enumerated in paragraph K., and
  - The final payment date before discontinuance for nonpayment
- M. The Company will not be responsible if a subscriber's telephone service is discontinued after payment has been remitted, unless the payment is timely as set forth in K. preceding or, if the payment is not timely, the requirements of L. preceding have been met.

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.2 Payment of Bills (Cont'd)

N. Convenience Fee

In the event a business or residential customer makes a one-time payment using a credit card or an electronic funds transfer, a Convenience Fee may apply. Payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee. This charge does not apply to residential customers enrolled in automatic payment plans, customers who pay their bill by mail or who use their financial institution's bill payment service. This one-time charge will appear on the customer's bank or credit card statement along with the payment amount. The Company may utilize a third party vendor for the acceptance and processing of any type of one-time payments, in which instance a fee, as determined and assessed by the vendor, will apply in lieu of the charges specified herein.

	<u>Charge</u>
• Convenience Fee, per occasion (Live Representative or Voice Response Unit)	\$4.00
• Convenience Fee, per occasion (Web/Online)	1.00

O. Prorating of Opening and Closing Bills

**Bills for telephone service are normally rendered on a monthly basis. Bills rendered for establishment of business and residential services and final bills rendered for discontinuation of business services will be prorated on the basis of a thirty (30) day billing period. Final bills rendered after customer-requested discontinuance of residential service will not be pro-rated and service will remain available to the customer until the first day of the customer's next billing cycle.**

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.3 Deposits

- A. The Company will require a deposit from all new subscribers to guarantee the payment of current bills if the subscriber has a questionable credit history, or if the subscriber's credit history cannot be established or verified. Such required deposit shall not exceed an estimated ninety days bill.
- B. Subscribers who have previously received service from the Company shall be required to make a new or additional deposit, only if their previous payment record includes recent or substantial delinquencies.
- C. The company will maintain records to show the amount of any such deposits, the date of making such deposits, interest paid or credited thereon, and the premises occupied by the subscriber. A non-negotiable certificate of deposit will be issued to each subscriber making a deposit.
- D. The fact that a deposit has been made in no way relieves applicant or subscriber from complying with the company's terms and conditions as to the prompt payment of bills or presentation.
- E. The deposit will bear simple interest at the rate established annually by the Public Utilities Commission of the State of Colorado, pursuant to Rule 2-2302(f)(i) of the Rules Regulating Telecommunications Services and Providers of Telecommunications Services, payable on the actual amount on deposit with the Company.
- F. Upon termination of a subscriber's service, any deposit in the possession of the Company will be refunded upon payment of all charges due the Company and upon surrender of the certificate of deposit properly endorsed or upon signing a cancellation receipt for the same.
- G. When it is determined that deposit is required under the conditions specified above, the applicant to subscriber may, in lieu of or in addition to making the deposit, arrange for an acceptable third party to guarantee payment of his/her charges by executing on his/her behalf a Guarantee of Payment Agreement with the company. An acceptable third party guarantor is a current subscriber with at least two years' continuous service, whose payment history for the most recent twelve month period is satisfactory.

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.3 Deposits (Cont'd)

- J. A guarantor of the payment of charges for telephone services that are furnished to a subscriber shall be responsible for the payment of all unpaid charges, not to exceed three times the average monthly bill for business customers, or twice the monthly bill for residential customers, for said subscriber's telephone service. The Company may transfer a subscriber's unpaid charges that have been guaranteed to be paid by a guarantor to any account that the guarantor has with the Company. If the guarantor fails to pay promptly the subscriber's unpaid charges that the Company considers to be due on reasonably frequent dates and in reasonably sufficient amounts toward the satisfaction of said charges, the Company may suspend, discontinue, and refuse to provide its services to the guarantor. In the event it becomes necessary for service to be discontinued to a guarantor for the nonpayment of any telephone charges, including any telephone subscriber's charges that the guarantor has guaranteed would be paid, a written notice of at least 10 days (measured from the date of mailing) shall be given to the guarantor with notice of the amount that is due and the date by which the amount that is due must be paid. Any aforesaid action of the Company shall constitute neither an abridgement nor waiver of any of the Company's rights, interest or remedies at law.
- K. When the service is terminated, the amount of the initial or additional deposit, with any interest due, will be credited to the subscriber's account and any credit balance which may remain will be refunded. After a subscriber has established satisfactory credit (satisfactory payment (no delinquent payments) of all proper charges for 12 consecutive months), the amount of the deposit, with any interest due, will be either credited to the account, or, at the option of the subscriber, refunded.
- L. The Company shall review account, of customers with deposits, in June and December of each year and shall refund deposits in accordance with Item K. above. Upon review, at the option of the Company, a deposit plus accrued interest may be refunded in whole or in part at any time earlier that prescribed in Item K. above.

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GENERAL TERMS AND CONDITIONS

2.3 PAYMENT FOR SERVICE

2.3.4 Adjustment Of Charges

A. Interruptions

1. For the purpose of applying this provision, the word interruption shall mean the inability to complete calls either incoming or outgoing or both. Interruption does not include and no credit allowance shall be given for service difficulties such as slow dial tone, busy circuits or other network and/or switching capacity shortages.
2. The credit allowance will not apply where service is interrupted by the negligence or willful act of the customer or the failure of facilities provided by the customer, or where the Company, pursuant to the terms of the Local Terms of Service, suspends or terminates service because of unlawful or improper use of the facilities or service, or any other reason covered by the Local Terms of Service.
3. No credit allowance shall be made for interruptions due to electric power failure where, by the provisions of this Local Terms of Service, the customer is responsible for providing electric power.
4. Should any such error, mistake, omission, interruption, failure, delay, defect or malfunction of equipment or facilities result in an interruption or failure of basic local exchange service to a residence or small business customer for more than eight hours during a continuous 24 hour period after being reported by the customer or discovered by the Company, whichever occurs first, an appropriate adjustment shall be **made by** the Company to the customer's bill **upon notice by the customer**. The adjustment shall be a credit allowance on the monthly bill of 1/30 of the monthly rate for services and facilities affected by such interruption or failure for each occurrence of more than eight hours in a continuous 24 hour time period after notice by the customer or discovery by the Company, whichever occurs first. Credit allowances in any billing period shall not exceed the total charges for that period for the services and facilities that are affected by the interruption or failure.

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The maximum monthly customer-specific credit for failure to restore services within 24 hours for residential customers will be equivalent to the monthly rate for residential primary flat-rate service. Similarly, the maximum monthly customer-specific credit for failure to restore service within 24 hours for business customers having 1 to 5 flat-rated, message or measured business access lines will be equivalent to the monthly rate for business flat-rate service.

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**GENERAL TERMS AND CONDITIONS**

**2.3 PAYMENT FOR SERVICE (Cont'd)**

**2.3.4 Adjustment Of Charges (Cont'd)**

**A. Interruptions (Cont'd)**

5. Credit allowance for interruptions of message rate service will not affect the number of local messages or message units to which the customer is entitled during a given billing period.
6. In addition and not by way of limitation, in the event that there is any delay in installation of service, if any service date is promised, or any failure to service or properly maintain the items of service as provided for herein concerning maintenance or any failure to repair or replace the items of service as provided in 2.4.1.A.2.a., then the refunds provided in 2.4.1.A.2.a. shall be the exclusive remedy against the Company.
7. Under all circumstances set forth in 2.4.1.A.1. the Company shall not be liable to the customer or any other persons for special, incidental or consequential damages, losses, expenses, or costs, if any.

**2.4 LIABILITY OF THE COMPANY**

**2.4.1 Service Liabilities**

In view of the fact that the subscriber has exclusive control of his communications over the facilities furnished him by the Company, and of the other uses for which facilities may be furnished him by the Company, and because of unavailability of errors incident to the services and to the use of such facilities of the Company, the services and facilities furnished by the Company are subject to the following terms, conditions and limitations.

**A. Limitations**

1. Except as otherwise provided herein, no liability for direct, incidental or consequential damages shall attach to the Company, its agents, servants or employees, for damages or costs arising from errors, mistakes, omissions, interruptions, failures, delays, or defects or malfunctions of equipment or facilities, in the course of establishing, furnishing, maintaining, rearranging, moving, terminating, or changing the service or facilities (including the obtaining or furnishing of information in respect thereof or with respect to the subscribers or users of the service of facilities) in the absence of willful and wanton conduct, whether a claim for such liability is premised upon breach of contract, breach of warranty, fulfillment of warranty, negligence, strict liability, misrepresentation, fraud, or any other theories of liability.



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GENERAL TERMS AND CONDITIONS

2.4. LIABILITY OF THE COMPANY

2.4.1 Service Liabilities

A. Limitations (Cont'd)

2. The sole and exclusive remedies against the Company for any interruption or failure of telephone service resulting from errors, mistakes, omissions, interruptions, failures, delays, or defects or malfunctions of equipment or facilities shall be as follows:
  - a. The Company shall repair or replace any item of its terminal facilities or defective part thereof at its expense. The company shall have the option to decide whether to repair or to replace its terminal facilities.
  - b. See Section 2.3.4.A.4., Adjustment of Charges, for limits on credit allowances resulting from service outages.
3. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.
4. **Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.**

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B. Transmission

1. The Company does not transmit messages but offers the use of its facilities, when available, for communications between parties, each of whom is present at a telephone, terminal, or other instrument used for the electronic or optical transmission of information between separate points.
2. The subscriber indemnifies and saves the Company harmless against claims for libel, slander, or infringement of copyright from the material transmitted over its facilities; against claims for infringement of patents arising from combining with or suing in connection with, facilities of the Company, apparatus and systems of the subscriber; and against all other claims arising out of any act or omission of the subscriber in connection with facilities provided by the Company.

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**GENERAL TERMS AND CONDITIONS**

**2.4. LIABILITY OF THE COMPANY**

**2.4.1 Service Liabilities (Cont'd)**

**C. Connections With Other Telephone Companies**

When the lines of other companies are used in establishing connection to points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies and their agents, servants, or employees.

**D. Defacement of Premises**

The Company shall not be liable for any defacement of, or damage to, subscriber's premises resulting from the existence of the Company's instruments, apparatus, or wiring, on such premises, or caused by the installation or removal, when such defacement or damage is not the result of the negligence of the Company.

**E. Maintenance And Repair**

1. All ordinary expense of maintenance and repair in connection with equipment, facilities, and services provided by the Company is borne by the Company unless otherwise specified.
2. Subscribers may not rearrange, disconnect, remove, attempt to repair, or permit others to rearrange, disconnect, remove or attempt to repair any equipment, protectors, or facilities installed by the Company except with the consent of the Company.

**2.4.2 Reserved**

**2.4.3 Reserved**

**2.4.4 Directory Errors Or Omissions**

- A. The Company's liability arising from errors in or omissions of directory listings shall be limited to and satisfied by a refund not exceeding the amount of the charges for such of the subscriber's service as is affected during the period covered by the directory in which the error or omission occurs.
- B. The Company, in accepting listings as prescribed by applicants or subscribers, will not assume responsibility for the result of the publication of such listings in its directories, nor will the Company be a party to controversies arising between subscribers or others as a result of such publication.

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GENERAL TERMS AND CONDITIONS

2.5 RESPONSIBILITIES OF THE SUBSCRIBER

2.5.1 Lost or Damaged Equipment

- A. In case of damage to, or destruction of, any of the Company's instruments or accessories not due to ordinary wear and tear, the subscriber will be held responsible for the cost of restoring the equipment to its original condition, or of replacing the equipment destroyed.
- B. The subscriber is required to reimburse the Company for loss, through theft, of equipment or apparatus furnished to him/her.

2.5.2 Building Space and Electric Power Supply

- A. All operations at the subscriber's premises will be required to conform to whatever rules and regulations the Company may adopt as necessary in order to maintain a proper standard of service. Technical Publications, which contain standards needed for service, can be found at <http://www.centurylink.com/techpub/>.
- B. The subscriber is required to provide adequate building space, lighting and atmospheric control for the proper installation, operation and maintenance of the telephone equipment and facilities on his/her premises.
- C. When Company equipment installed on the subscriber's premises requires power for its operation, the subscriber is required to provide such power. The subscriber is required to provide adequate commercial power, wiring and electrical outlets necessary for the proper operation of the telephone equipment on his/her premises.

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GENERAL TERMS AND CONDITIONS

2.5 RESPONSIBILITIES OF THE SUBSCRIBER

2.5.3 Multi-Line Telephone Systems

A. Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to:

(T)

- allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and
- provide MLTS notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

MLTS notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.4.1.A.3.

B. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:

(N)

- On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;

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GENERAL TERMS AND CONDITIONS

2.5 RESPONSIBILITIES OF THE SUBSCRIBER

2.5.3 Multi-Line Telephone Systems

B. Pursuant to 47 C.F.R. § 9.16(b)(3) ...the following requirements: (Cont'd)

- No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;
- No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
- Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.
- Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.4.1.A.4.

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GENERAL TERMS AND CONDITIONS

2.5 RESPONSIBILITIES OF THE SUBSCRIBER

2.5.4 Reserved

2.5.5 Reserved

2.5.6 Reserved

2.5.7 Reserved

2.5.8 Subscriber-Provided Equipment

- A. The design, maintenance and operation of exchange telecommunications service envisions that communications will originate or terminate at a station of the associated exchange telephone service. Connections of subscriber-provided communications systems may be made to facilities furnished by the Company for exchange telecommunications service at a premise where the subscriber does not originate or terminate communications. The company will not be responsible for the through transmission of signals or for the quality of transmission on such connections.

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GENERAL TERMS AND CONDITIONS

2.5 RESPONSIBILITIES OF THE SUBSCRIBER

2.5.8 Subscriber-Provided Equipment (Cont'd)

- B. Subscriber owned instruments may be connected to the Company's facilities only if such instruments are registered with the Federal Communications Commission pursuant to its Telephone Equipment Registration Program.
- C. When such subscriber owned instruments are used, the following rules shall apply:
  - 1. The subscriber owned instrument must be compatible with the Company's facilities and must not injure, interfere with, or damage the Company's existing network.
  - 2. The Company will repair and maintain all facilities and equipment owned by the Company while in use at its own expense. The subscriber must repair and maintain all instruments and equipment owned by the subscriber at his/her expense.
  - 3. The Company will not repair, modify or change subscriber owned equipment.
  - 4. The Company may at any time change its facilities even though such changes may render subscriber owned equipment obsolete or incompatible with the Company's network.
  - 5. The Company may disconnect subscriber owned equipment at any time when the Company becomes aware that such subscriber owned equipment is not compatible with, or may injure, interfere with or damage the Company's network.

2.6 SPECIAL TAXES, FEES, CHARGES

- A. Rates contained in this *Local Terms of Service* do not include any municipal license, or **franchise, costs** of furnishing service without charge, or similar taxes or impositions on the Company. (C)
- B. The amount paid by the Company to a municipality as a cost of doing business within that municipality under a franchise or pursuant to a **license may** be added to the bill for service to the Company's customers within such municipality; but no employer and employee occupation tax imposed by a municipality for the privilege of employment within the municipality shall be so surcharged. (C)
- C. **Insofar as practicable, any sales, use, privilege, excise, or franchise tax, costs of furnishing service without charge or similar taxes or impositions now or hereafter levied by the Federal, State, or Local government or any political subdivision or taxing authority thereof may be billed by the Company to its customers on a pro rata basis in the areas wherein such taxes, impositions or other charges shall be levied against the Company.** (C)

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GENERAL TERMS AND CONDITIONS

2.6 SPECIAL TAXES, FEES, CHARGES (Cont'd)

D. Facility Relocation Cost Recovery Fee

This surcharge is for the recovery of the costs for the relocation of network facilities or infrastructure changes mandated by City, County, State, or Federal authorities, or any other governmental entity of any kind. This incremental charge is billed monthly per retail access line and will be identified on the bill as a Facility Relocation Cost Recovery Fee.

MONTHLY RATE

- |  |                   |
|--|-------------------|
| • Facility Relocation Cost Recovery<br>Fee, Per Line | <b>\$0.29 (R)</b> |
|--|-------------------|

2.7 - 2.14 RESERVED

2.15 OBSOLETE/GRANDFATHERED SERVICES

Changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service. This change does not impact services or features currently provided on grandfathered accounts. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfer of service will be allowed when customers migrate from a grandfathered service to a currently available service. Customers may remove any service or feature from their accounts at any time; however, grandfathered services removed may not be subsequently reinstated.



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SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 Service Charges

A. Description

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

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

B. Charges

<u>Service Connection Charges</u>		<u>Residence and Business Nonrecurring Charge</u>
- Service order charge		\$15.00
- Central office charge		8.00
- Change ringing pattern, per order		8.00
- Change telephone number or predetermined number		23.00
- Change call forward options in 5.4.3		8.00
- Change Distinctive Ringing number to access line number <sup>[1]</sup>		23.00
- Premise Visit		12.00

<sup>[1]</sup> Service and equipment charge is the same as for the installation of a new line.

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SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

3.1.1 Service Charges

B. Charges (Cont'd)

1. Only one service and equipment charge will apply per order to install or to change Distinctive Ringing or Distinctive Ringing Plus service.

2. Only one service and equipment charge will apply per order to install or to change Warm Line Service.

Service & Equipment  
Charge

- |                               |         |
|-------------------------------|---------|
| • Service order charge        | \$15.00 |
| • Central Office charge       | 8.00    |
| • Change predetermined number | 23.00   |

3. Only one service and equipment charge will apply per order to install or to change Cancel Call Waiting Service.

- |                         |       |
|-------------------------|-------|
| • Service order charge  | 15.00 |
| • Central office charge | 8.00  |

4. Service Order and Premise Visit Charges Only one Service Order charge and one Premise Visit charge will be assessed per order, regardless of the number of installation services ordered.

Other Nonrecurring  
Charges

- |                        |       |
|------------------------|-------|
| • Service order charge | 15.00 |
| • Premise Visit        | 20.00 |

5. Only one service and equipment charge will apply per order to install or to change Residence Call Answering Service.

Service & Equipment  
Charge

- |                         |         |
|-------------------------|---------|
| • Service order charge  | \$15.00 |
| • Central office charge | 8.00    |

6. Only one service and equipment charge will apply per order to install or to change Business Call Answering Service.

- |                         |       |
|-------------------------|-------|
| • Service order charge  | 15.00 |
| • Central office charge | 8.00  |

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**SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES**

**3.1.1 Service Charges (Cont'd)**

**C. Conditions**

These charges are intended to cover the expense incurred by the Company in conjunction with the following:

Establishment of service;  
Change in location of a service to other premises;  
Transfer of service from one customer to another<sup>[1]</sup>;  
Moves or changes of equipment, protector or facilities;  
Change of telephone number at customer's request;  
Installation of auxiliary equipment;  
Restoral of service.

(C)

No charge will apply under the following circumstances:

When a service is taken over by a member of the same family; in settlement of an estate.

**3.1.2 Reserved**

**3.1.3 Trouble Isolation Charge – See Section 13.2.**

**3.1.4 LATE PAYMENT CHARGE**

If the entire amount billed is not received by the Company prior to the next billing date, a late payment charge in the amount of \$16.00 or 5% of the unpaid balance, whichever is greater, will be assessed on residence and business accounts.

**3.1.5 RETURNED CHECK CHARGE**

A nonrecurring charge of \$25.00 will be billed to any customer whose check is returned to the Company by a bank because that customer's account is closed or does not have sufficient funds to cover such check.

<sup>[1]</sup> **Effective July 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for transfer of service from one customer to another.**

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**SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.1.6 IntraLATA Presubscription**

**A. General**

IntraLATA Presubscription is a procedure whereby a customer designates to the Company their carrier of choice for their intraLATA toll calls. Such calls are automatically directed to the designated carrier without the use of carrier access codes or additional dialing. IntraLATA Presubscription does not prevent a customer, who has presubscribed to an intraLATA toll carrier, from using carrier access codes or additional dialing to direct calls to an alternative intraLATA toll carrier on a per-call basis.

All intraLATA toll message calls are subject to IntraLATA Presubscription. An intraLATA toll message call is a completed call on the public switched network between the originating location and a terminating location within a given LATA, but outside the local service areas of the originating location.

All 0- calls, calls to 1-HNPA-555-1212 or 555-1212, 411, 611, 911, Public Announcement Service calls (976-XXXX), and all local calls, including Extended Area Service (EAS) and Expanded Local Calling calls, are specifically excluded from IntraLATA Presubscription. Calls using the 500, 700, 800 series, or 900 service access codes shall be routed in accordance with the North American Numbering Plan.

**B. IntraLATA Presubscription Options**

**1. Option A**

Customer may select an intraLATA carrier as the presubscribed carrier for intraLATA toll calls subject to Presubscription.

**2. Option B**

Customer may select no presubscribed carrier for intraLATA toll calls subject to Presubscription which will require the customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

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**SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.1.6 IntraLATA Presubscription (Cont'd)**

**C. Terms and Conditions**

Customers may select either Options A or B for IntraLATA Presubscription.

Customers may change their Option and/or their presubscribed intraLATA toll carrier at any time subject to charges specified in Paragraph D. below.

New customers who do not make an intraLATA toll carrier presubscription choice at the time the new customer places an order establishing local exchange service with the Company will not be presubscribed to any intraLATA toll carrier, but rather will be required to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

**D. IntraLATA Presubscription Charges**

After a customer's initial selection for a presubscribed intraLATA toll carrier, for any change thereafter, an IntraLATA Presubscription Change Charge, as noted below, will apply.

1. A manual change is defined as a change submitted to a customer service representative from an end user request or by a wholesale provider request.
2. An electronic change is defined as a change submitted by an IntraLata Carrier to the Company through the Regional Subscription System (RSS) or processed from an electronic source such as a Company-sponsored website, regardless of whether some manual processing is required.
3. Nonrecurring Charges
  - a. IntraLATA Manual Presubscription Change Charge <sup>(1)</sup>

Per business or residence line, trunk, or port	\$5.00
--	--------
  - b. IntraLATA Electronic Presubscription Change Charge <sup>(1)</sup>

Per business or residence line, trunk, or port	\$1.25
--	--------

<sup>(1)</sup> When a customer simultaneously requests a change to their interLATA carrier and their intraLATA carrier, only the interLATA change charge as specified in the interstate tariff applies.

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**SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES (Cont'd)**

**3.1.7 Service Date Change Charge**

The customer may request a change of service date on a pending Design Service order prior to the service date, but the new service date may not exceed the original service date by more than sixty (60) calendar days. If the customer requested service date is more than sixty (60) calendar days after the original service date, the order will be cancelled by the Telephone Company and reissued. The appropriate cancellation charges as set forth in 3.1.8 following, will apply. If the Company determines it can accommodate the customer's request with the normal work force during normal business hours and without delaying service dates for orders of other customers, a new service date may be established that is prior to the original service date. No charges will apply.

If the requested service date is changed to an earlier date, and the Company determines additional labor or extraordinary costs are necessary to meet the request, the customer will be notified by the Company that an Expedited Order Charge may apply as described in Section 3.1.9 following.

**3.1.8 Cancellation of Order Charge**

A. A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

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**SERVICE CHARGES**

**3.1 MISCELLANEOUS NONRECURRING CHARGES**

**3.1.8 Cancellation of Order Charge (Cont'd)**

- B. When a customer cancels an order for the installation of a Design Service, a Cancellation Charge will apply as follows
1. Installation of a Design Service is considered to have started when the Company incurs any cost in connection with the installation. Where installation of service has been started prior to the cancellation, the charges specified in a. or b. following, whichever is less, shall apply.
    - a. A charge equal to the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, right-of-way and other associated costs less actual net salvage received after disposal of facilities.
    - b. The charge for the minimum period of the Design Service ordered by the customer.
  2. Where the customer cancels an order prior to the start of installation of service, no charges shall apply.

**3.1.9 Expedited Order Charge**

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, an expedited order charge may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting, unless set forth elsewhere for a specific service.

**3.1.10 Paper Bill Fee**

Residential and small business customers who receive a paper bill will incur a **\$2.00** monthly Paper Bill Fee. **Lifeline customers and** customers who receive Braille or large print invoices are excluded from this fee.

(I)  
(D)

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CONSTRUCTION

4.1 GENERAL

Charges applicable under special conditions for the following are located in the [CENTURYLINK® LOCAL TERMS OF SERVICE: SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES:](#)

- **Special Construction**
  - **Conditions Requiring Special Construction**
  - **Ownership of Facilities**
  - **Interval to Provide Facilities**
  - **Special Construction Involving Interstate and Intrastate Facilities**
  - **Charges of Other Companies**
  - **Special Construction Charges**
  - **Expedited Order Charge**
- **Extension of Facilities to Service Residential Developments**
- **Provision of Facilities to Serve Commercial Developments and Structures**

(C)

(C)

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(D)

[1] This revision cancels and deletes Original Pages 2 through 12 of this section.



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**EXCHANGE SERVICES**

**HIGH COST SUPPORT MECHANISM**

In 1995, the Colorado Legislature authorized the Colorado High Cost Fund to ensure that all customers in Colorado have access to affordable basic telephone service in a competitive market. The Company contributes to the Colorado High Cost Support Mechanism as required under 4 *Code of Colorado Regulations* 723-2-2840. A surcharge for the High Cost Support Mechanism **at a rate approved by the Public Utility Commission of Colorado** will appear as a line item on all monthly bills.

(T)  
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(D)

**TELECOMMUNICATIONS RELAY SERVICES (TRS)**

The Company contributes to the Colorado Telecommunications Relay Services for Telephone Users with Disabilities (TRS) as required under 4 *Code of Colorado Regulations* 723-2-2820. A surcharge for TRS **at a rate approved by the Public Utility Commission of Colorado** will appear as a line item on all monthly bills and is assessed on each line.

(T)  
(T)

(D)

**5.1 EXCHANGE AREAS**

An exchange is a geographically defined area, established by the Company for the administration of telecommunication services.

**5.1.1 List of Exchange Areas and Local Calling Areas**

Listed below is a chart indicating the exchange areas and the additional localities outside of the exchange areas which customers can call without incurring a toll charge. Localities could include other exchanges or specific wire centers within an exchange. These local calling areas are reciprocal with and include the following Qwest Corporation exchanges, identified here by telephone number prefix.

- A. The local calling area of the El Paso exchange includes the Rush Exchange and the following Qwest Corporation Exchanges:

Exchange	Exchange or Wire Center Included in the Local Calling Area
El Paso	683
Rush	478
Colorado Springs Main	338, 389, 444, 471, 473, 475, 520, 577, 578, 630, 632, 633, 634, 635, 636, 661
Colorado Springs East	380, 550, 554, 570, 574, 591, 596, 597, 637
Colorado Springs Pikeview	260, 522, 528, 531, 548, 590, 592, 593, 594, 598, 599
Security	390, 391, 392
Black Forest	495

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**EXCHANGE SERVICES**

**5.1 EXCHANGE AREAS**

**5.1.1 List of Exchange Areas And Local Calling Areas (Cont'd)**

- B. The local calling area of the Rush exchange includes the El Paso Exchange and the following Qwest Exchanges:

Exchange	Exchange or Wire Center Included In the Local Calling Area
Rush	478
El Paso	683
Colorado Springs Main	338, 389, 444, 471, 473, 475, 520, 577, 578, 630, 632, 633, 634, 635, 636, 661
Colorado Springs East	380, 550, 554, 570, 574, 591, 596, 597, 637
Colorado Springs Pikeview	260, 522, 528, 531, 548, 590, 592, 593, 594, 598, 599
Security	390, 391, 392

5.1.2 Reserved

5.1.3 Reserved

5.1.4 Foreign Exchange – See Section 5.2.7

5.1.5 Reserved

5.1.6 Reserved

5.1.7 Maps

See [CenturyLink Local Terms of Service: Exchange Boundary Maps](http://www.CenturyLink.com/tariffs) located at [www.CenturyLink.com/tariffs](http://www.CenturyLink.com/tariffs).

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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**A. General**

1. The resale of local exchange service provided pursuant to this Local Terms of Service is prohibited.
2. Application of Business and Residence Rates
  - a. Service is classified as business service and business rates apply when the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature, or where a service or any part thereof is furnished at a business location. Where the telephone number is used in connection with business, professional, institutional, or occupational advertising or other promotional media, business rates will apply, except when a residence telephone number is advertised as an alternative call number in connection with a business telephone number.
  - b. Service is classified as residence service and residence rates apply when the use is primarily or substantially of a social or domestic nature and the business use, if any, is incidental to the social or domestic use.
  - c. When it is determined that a subscriber to residence service is using the service in such a manner that it should be reclassified as business service under the above provisions, the Company, with fifteen (15) day notice, will discontinue the service of such customer in the event he or she refuses to permit his or her service to be classified as business service to pay applicable service rate.
  - d. The service and equipment charge listed in this Local Terms of Service under nonrecurring charges, service connection charges, is a nonrecurring charge associated with a given service or item of equipment which applies on a per-service and/or per-item basis each time the service or item of equipment is provided. No service and equipment charge applies:
    - to change a grade, class, or type of service as a result of held regrades;
    - to change a customer's mailing address;
    - or to record orders to reconcile the customer's billing records with service actually in place.

5.2.1 Reserved

5.2.2 Reserved

5.2.3 Reserved

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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 Flat Rate Service**

**A. Conditions**

1. This service entitles customers to an unlimited number of calls within the local calling area. The rates quoted herein for local exchange service entitle the customer to local calling (without a toll charge) to all local exchange access lines connected to a central office of the exchange or to all local exchange access lines served by central offices of the local service area where comprised of more than one exchange, or wire center.
2. The service and equipment charge associated with the provision of flat rate service applies:
  - to install a flat service local access line;
  - for connecting a flat rate local access line when changing a grade of service from PBX service.
3. The rates in B. following apply to the provision of central office access lines, which when connected to a suitable, customer provided, telephone instrument; provide access to the telephone network.
4. Local access lines are provided only for the transmission of voice-grade signals and are not provided for the transmission of data. The Company does not warrant the quality of any transmission of data over these lines.
5. If primary basic local service (the first residential line and the first business line at a residential premise and the first two lines at a business premise) is not established within 30 days from the date of the customer's application for service or by the customer's requested date (if that date is more than 30 days beyond the application date), the following provisions apply:
  - a. The customer will receive a waiver of any and all installation charges for each eligible basic local exchange service line; the customer's account will also be credited in an amount equal to the pro rata monthly local exchange charge for each day thereafter that service is not provided.

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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.4 Flat Rate Service**

**A. Conditions**

5. If primary basic local service... the following provisions apply: (Cont'd)
  - b. Additionally, the customer shall be entitled to choose either Option 1 or Option 2, following, per the Commission's rules:
    - (1) Option 1 – The customer may obtain an alternative service, chosen by the customer. Upon customer-provided verification of the customer's subscription to a qualifying alternative, the Company will provide reimbursement of the customer's payment of charges for the actual amount of the alternative used, up to \$150 per month, until primary basic local service is provided.
    - (2) Option 2 – The customer may obtain an alternative service offered by the Company, such as remote call forwarding. The Company will charge the customer the applicable rates for the alternative service, if such rates are less than the rate for basic local exchange service. Otherwise, the customer will be charged the applicable rate for basic local exchange service.
6. All customers who are not supplied service within five days of the date of the application for service will be given a written notice stating the number assigned by the Company to the application for service, the date of application for service, and all alternatives available to the customer pursuant to the Commission's rules. This notice will be hand-delivered or postmarked on or before the sixth business day after the date the application for service is received by the Company.
7. Unless basic local exchange service has been provided, the customer will be provided a second notice to be postmarked on or before the 31st calendar day after the date the application for service is received by the Company or before the second day after the customer's requested date (if that date is more than 30 days beyond the application date). This re-notification shall include the expected service date, the reason for the delay, the number the Company has assigned to the application for service, the date of the application for service, and the postmarked date of the first notice. This re-notification shall be mailed by certified-return-receipt mail.

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EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE

5.2.4 Flat Rate Service

A. Conditions (Cont'd)

8. The customer will be provided with written re-notification each time the expected date of service previously stated is delayed by more than ten days. This re-notification shall be mailed by certified-return-receipt mail.
9. Re-notification is also required in the circumstances referenced in the Commission's rules concerning notification to the Director of the Commission when the period to provide service exceeds 150 days or the customer's requested date (if that date is more than 150 days beyond the application date). A copy of the Company's letter to the PUC Director, as specified in that rule, shall be mailed to the customer by certified-return-receipt-mail.

B. Rates and Charges

Service	Monthly Rate	
	Residence	Business
Individual 1-PTY Line, each	<b>\$38.00</b> (I)	\$58.50
Individual 1-PTY Line with Hunting, each	N/A	58.50
Key System Access Line, each	N/A	58.50
Private Branch Exchange (PBX) Trunk	N/A	58.50

5.2.5 Reserved

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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.6 Lifeline Assistance Programs**

**A. Federal Lifeline Program**

See [CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS](#), Section A, for the purpose of administering the Federal Lifeline Program.

**B. State Lifeline Program - Not Applicable**

**C. Tribal Lifeline Program- Not Applicable**

**D. Link-Up Program**

See [CENTURYLINK® LOCAL TERMS OF SERVICE: LIFELINE ASSISTANCE PROGRAMS](#), Section D, for the purpose of administering the Link-Up Program.

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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE**

**5.2.7 Foreign Exchange Service**

**A. General**

Foreign Exchange Service (FX Service) is exchange service furnished to a customer from an exchange other than the one for which he would normally be served, or exchange service furnished to a customer located outside an exchange in a toll area.

**B. Scope of Service**

1. The company will, where facility conditions permit, provide facilities by which the customer may obtain local exchange service in an exchange foreign to the exchange in which he is located.
2. FX Service is not in accord with the normal plan of furnishing telephone service. Such service is provided at the rates shown herein where facilities are available or can readily be made available without unusual costs. Where FX Service is furnished at remote or isolated locations or where unusual costs are involved, additional service, construction, and/or monthly charges may apply, depending on the circumstances in the individual case.
3. FX Service is furnished normally on a two point basis and where facility conditions permit, a third point may be added. Channels furnished on a two point basis may be arranged for reversible exchange operation.
4. When nonreversible channels are furnished, an exchange service connection is provided at only one of the points. When reversible channels are furnished, exchange service connections are provided at two points, but only one such connection can be established at a time. Reversible operation is controlled by the customer at will.



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**EXCHANGE SERVICES**

**5.2 LOCAL EXCHANGE SERVICE (Cont'd)**

**5.2.7 Foreign Exchange Service (Cont'd)**

**B. Scope of Service (Cont'd)**

5. The rates shown herein, include the furnishing of facilities to provide two-station connection between a station located on the premises in which the foreign exchange line terminates and any other station which could be connected in the foreign exchange station were actually located in the exchange to which the line is connected.
6. These channels may be used for data transmission. However, 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.
7. Foreign Exchange Service is provided on an Open End or Closed End basis.

**C. Regulations for Provision of Service**

1. FX Service is furnished only in connection with the following:
  - a. Business or residence individual line service
  - b. PBX trunks
  - c. Individual line or PBX trunk extension station service
  - d. ESSX trunk or access lines
2. FX Service is not furnished in connection with party line or rural line services.
3. FX Service is not offered for resale.

**D. Directory Listings**

Main stations or PBX systems connected for Foreign Exchange Service will be listed in the exchange from which the customer is served. Listings in other directories will be furnished at the regular rates for foreign listings.

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EXCHANGE SERVICES

5.2 LOCAL EXCHANGE SERVICE (Cont'd)

5.2.7 Foreign Exchange Service (Cont'd)

E. Rates

	<u>Monthly Rates</u>	<u>Nonrecurring Charges</u>
1. The following rates will apply to Open End Foreign Exchange Service per line or trunk connected FGA, FGB, or FGC:		\$34.91
a. Access minute of use, per minute	\$0.10833	
b. Channel mileage, per mileage section	30.80	
2. The following rates will apply to Closed End Foreign Exchange Service:		
a. Channel termination, per termination	26.59	78.05
b. Channel mileage, per mileage section	30.80	
c. Special Access Surcharge	25.00	

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**EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS REGISTERS**

Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.3.A.

(T)

**Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.5.3.B. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.**

(N)

(N)

**5.3.1-3 Reserved**

**5.3.4 Direct-Inward-Dialing (DID) Service**

**A. Description**

Direct-Inward Dialing (*DID*) Service is a special trunking arrangement that permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

**B. Terms and Conditions**

1. This feature may be provided, in addition to regular, FCO or FX rates and charges, where CO facilities are available and the PBX system or customer-provided switching equipment capabilities permit.
2. One primary directory listing in the main directory of the serving CO is provided for each PBX system. An additional listing of each DID number may be provided subject to the terms, conditions, rates and charges as specified in Section 2.2.8.
3. A power failure channel may be required subject to the terms, conditions, rates and charges specified in the Private Line Transport Services Catalog.
4. The provision of this feature requires that the customer subscribe to a sufficient number of trunk facilities to adequately handle the volume of incoming calls.
5. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with sequential numbers are specified in 5.3.4.C.

A DID sequential number block is a group of twenty (20) telephone numbers in numeric order. The last digit of the first number within the block is a zero (0), and the last number within the number block must include an odd number in the sixth digit and a nine (9) in the last digit.

6. DID Service is offered with switching vehicles served by trunk service. Answer supervision is required from the customer's switching vehicle.

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EXCHANGE SERVICES

5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS REGISTERS (Cont'd)

5.3.4. Direct-Inward-Dialing (DID) Service (Cont'd)

C. Rates and Charges

	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
1. DID Service			
Each in-only trunk circuit Termination <sup>[1]</sup> <sup>[2]</sup>	NDT	\$35.00	\$40.00
Each 2-way digital trunk circuit termination with answer supervision <sup>[2]</sup> <sup>[3]</sup>	ND2	35.00	40.00
Each in-only analog trunk circuit termination provisioned for DID Call Transfer PBX Trunk	NAR TRH1X	\$35.00 54.00	\$40.00 74.27
Each 2-way, 4-wire analog circuit termination PBX Trunk	NAY THHCX	35.00 54.00	40.00 74.27
2. DID Telephone Numbers			
Nonsequential telephone number, each	NHN	1.00	0.15
DID block of twenty sequential telephone numbers, per block	NGS	20.00	3.00
Reserving Telephone Numbers			
Nonsequential number, per number <sup>[4]</sup>	NHNRN	—	\$0.15
Sequential number block per block <sup>[4]</sup>	NGQ	—	3.00

<sup>(1)</sup> In addition, a low speed data channel may be required, per trunk group.

<sup>(2)</sup> In addition, a PBX or DSS trunk is required.

<sup>(3)</sup> Only available with DSS trunks.

<sup>(4)</sup> Rates apply only if the customer does not currently subscribe to DID Service. Customers currently subscribing to DID Service will be charged the NHN or NGS rates and charges as appropriate.

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**EXCHANGE SERVICES**

**5.3 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS AND NETWORK ACCESS REGISTERS (Cont'd)**

**5.3.4. Direct-Inward-Dialing (DID) Service (Cont'd)**

**C. Rates and Charges (Cont'd)**

**3. Change Charges**

The following nonrecurring charges are applied to rerouting of telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the PBX or to change dual tone multifrequency signaling to dial pulse or vice versa.

	<u>USOC</u>	<u>Nonrecurring Charge</u>
Rerouting of telephone numbers, per number	N/A	[1]
Changing number of digits outpulsed, per change	REAGM	\$50.00
Changing signaling, per change	REAGN	50.00

[1] Same nonrecurring charge as specified for initial installation of DID telephone numbers.

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**EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES**

**5.4.1 Interbuilding Extension Service (Non-Complex)**

**A. Description**

Multiple Building Extension Service provides for telephone extension service from a primary residence or business to another building located on the same lot.

**B. Regulations**

1. This service is only provided with individual, noncomplex, access line services.
2. This service is provided on Company installed facilities. Such facilities will be buried cable between buildings with each end of such cable terminating into lightning/surge protected network interface devices (NIDS) or suitable lightning protectors. The inside telephone wiring and the jack(s) at the extension location will be of standard variety as stated in Section 13.1. Nonrecurring rates and charges will apply as stated in Section 3.1.1.B.4.
3. Construction charges will apply for the installation of buried cable required to facilitate the extension.

**C. Rates and Charges**

1. This service is subject to the regulations, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

	<u>Monthly Rate</u>
• Interbuilding Extension Service	
- Residence	\$ 8.20
- Business	12.10

**5.4.2 Reserved**

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

**As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.**

(N)  
|  
(N)

A. General

1. Custom Calling Services are furnished only in areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Services at the discretion of the Company and in accordance with regular engineering practices.
2. Custom Calling Services will be provided only in connection with individual access line service. Custom Calling Services may not be available in connection with all services.
3. At the time of a number change for Company reasons, existing business and residence lines may be equipped for one or more Custom Calling Features without a nonrecurring charge.
4. Last call Return and Continuous Redial are available on a subscription or usage basis. The usage basis pricing options will be available where facilities permit. The usage basis pricing will not exceed \$6.00 for each service, per line. Customers may request the removal of these services at any time, at no charge.
5. Service Order Charges may apply with each order for these services.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Descriptions and Rates

1. Call Waiting

A custom calling feature that provides a tone to the subscriber if the subscriber is using his telephone and another call is placed to his telephone number. The subscriber then has the option of ignoring the signal or he can establish a voice path with the new incoming call by flashing the hook-switch on his telephone set. When the hook-switch is so flashed, the first call is placed on hold. If the subscriber wants to reestablish the connection to the first call, he must flash the hook-switch again.

Rate Per Month, Residence and Business PP3000 PP3050 **\$16.00 (I)**

2. Call Forwarding

A custom calling feature that allows the subscriber the option of having all calls placed to his telephone number forwarded to another telephone number within the subscriber's local calling area. This feature is subscriber programmable by the dialing of a special access code and then dialing the number of the telephone number to which he desires his telephone calls be forwarded. Cancellation of the forwarding is also done by special access code.

Rate Per Month, Residence and Business PP3001 PP3051 **\$13.00 (I)**

3. Three Way Calling

A custom calling feature that allows the subscriber the option of adding a second Called Party to an established all by hook-switch manipulation.

Rate Per Month, Residence PP3002 **\$13.00 (I)**

**Rate Per Month, Business** PP3052 **8.00 (I)**

(T)

Or Per Activation<sup>(1)</sup>, Residence and Business 1.50

4. Abbreviated Dialing Short List (a.k.a. Speed Dial 8)

A custom calling feature that allows the subscriber to program up to 8 frequently called telephone numbers which when so programmed, dialing of a complete telephone number can be accomplished by dialing only one digit.

Rate Per Month, Residence PP3003R **\$13.00 (I)**

**Rate Per Month, Business** PP3053 **8.00 (I)**

(T)

<sup>(1)</sup> Monthly rate does not apply to customers using the service on a per activation basis, and per activation rate does not apply to customers subscribing to the monthly rate.



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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

5. Abbreviated Dialing Long List (a.k.a. Speed Dial 30) <sup>(2)</sup> (C)

A custom calling feature that allows the subscriber to program up to 30 frequently called telephone numbers which when so programmed, dialing of a complete telephone number can be accomplished by dialing only two digits.

Rate Per Month, Residence and business \$6.00 (I)

6. Denied Originating Service – Grandfathered <sup>[1]</sup>

Calls cannot be originated from a station with this service. A customer with this feature can only receive telephone calls.

Rate Per Month, Residence and business \$5.00

7. Denied Terminating Service – Grandfathered <sup>[1]</sup>

Calls cannot terminate to a station with this service. Calls can only be originated from a station with this service.

Rate Per Month, Residence and business \$5.00

8. Manual Line Service – Grandfathered <sup>[1]</sup>

As soon as an off-hook condition is detected by the line circuitry, the call is automatically routed to an operator.

Rate Per Month, Residence and business \$5.00

9. Toll Denied Service – Grandfathered <sup>[1]</sup>

A station with this service cannot originate a toll call of any type.

Rate Per Month, Residence and business \$5.00

<sup>[1]</sup> Grandfathered effective June 1, 2019. Availability limited to lines in service at current locations.

<sup>[2]</sup> **Grandfathered effective August 1, 2020. Availability limited to lines in service at current locations.** (N)  
(N)

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

10. Automatic Line Service (a.k.a. Hot Line) – Grandfathered <sup>[1]</sup>

As soon as an off-hook condition is detected by the line circuitry, the call is automatically routed to a telephone number selected by the subscriber. The telephone number is programmed by the Company.

Rate Per Month, Residence and Business \$5.00

11. Anonymous Call Rejection – Grandfathered <sup>[2]</sup>

Allows a customer to reject calls from parties who have blocked delivery of their number. This feature is available with Caller ID – Name and Number, Caller ID – Number, or Last Call Return (monthly subscribers only).

Rate Per Month, Residence and Business <sup>PP3734 PP3735</sup> **\$8.00 (I)**

12. Call Forward Busy Line (CFB) (User Programmable)

Allows the subscriber to have incoming calls forwarded to another number when the called number is busy. The subscriber can activate and deactivate the forwarding feature by dialing a code, as well as establish or change the number to forward the base phone to when a busy condition is encountered.

Rate Per Month  
Residence <sup>PP3020</sup> **\$11.00 (I)**  
Business <sup>PP3019</sup> **14.00 (I)**

13. Call Forward Don't Answer (CFD) (User Programmable)

Allows the subscriber to have an incoming call transferred to another number if the subscriber does not answer within a preset number of rings. The subscriber can activate and deactivate the forwarding feature by dialing a code, as well as establish or change the number to forward the base phone to when a “don't answer” condition is encountered.

Rate Per Month  
Residence <sup>PP3022</sup> **\$11.00 (I)**  
Business <sup>PP3021</sup> **12.50 (I)**

<sup>[1]</sup> Grandfathered effective June 1, 2019. Availability limited to lines in service at current locations.

<sup>[2]</sup> Effective January 8, 2021, Anonymous Call Rejection is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

14. Call Forward Remote Access

Supports call forwarding activation and deactivation from a location other than the subscriber's home station. Restriction: The calling party's station must have touch-tone service to perform Call Forward Remote Access (Call Forwarding is included in the pricing).

Rate Per Month	PP3013	<b>\$14.00</b> – Residence
	PP3013BUS PP3063	<b>14.00</b> – Business

(I)  
(I)

15. Call Trace

Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The Company is not liable for damages if, for any reason, the Call Trace attempt is not successful. After three successful traces to the same number, the customer may request the Company take deterrent action. In extenuating circumstances, such as life and death threatens, obscene or harassing calls, the Company will take appropriate deterrent action after one activation of Call Trace.

Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

Rate Per Activation: \$1.00

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

16. Call Waiting Deluxe – Grandfathered <sup>[1]</sup>

Allows the Customer to control the disposition of incoming calls while in an off-hook condition, via a visual display unit. A customer provided visual display unit is required to interact with this feature. The customer must subscribe to Caller Identification-Number or Name and Number

Rate Per Month

Residence	PP3295A	\$8.00
Business	PP3296A	8.00

17. Caller Identification – Name and Number

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

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

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1187 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call rejection is automatically available to residence customers of Caller Identification and to business customers where technically feasible.

Rate Per Month

Residence	PP3248	<b>\$18.00 (I)</b>
Business	PP3249	<b>18.00 (I)</b>

<sup>[1]</sup> Grandfathered effective June 1, 2019. Availability limited to lines in service at current locations.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

18. Caller Identification – Number - Grandfathered <sup>[1]</sup>

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

Caller Identification customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Caller Identification and to business customers where technically feasible.

Rate Per Month

Residence PP3165

**\$18.00 (I)**

Business PP3164

10.00

19. Continuous Redial

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

Rate Per Month, Residence and Business PP3163 PP3162 **\$13.00 (I)**

Per Activation<sup>[2]</sup>, Residence and Business 1.50

<sup>[1]</sup> Grandfathered effective June 1, 2019. Availability limited to lines in service at current locations.

<sup>[2]</sup> Monthly rate does not apply to customers using the service on a per activation basis, and per activation rate does not apply to customers subscribing to the monthly rate.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

20. Last Call Return

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

Last Call Return customers who do not wish to receive blocked calls can activate Anonymous Call Rejection by pressing \*77 (1177 on rotary phones). The code to deactivate is \*87 (1187 on rotary phones). While the feature is activated, incoming blocked calls are routed to an announcement in the central office. Anonymous Call Rejection is automatically available to residence customers of Last Call Return, to business customers where technically feasible, and is only available to Last Call Return subscription customers.

Rate Per Month, business and residence PP3160 PP3161 **\$13.00 (I)**

Or Per Activation<sup>(1)</sup>, residence and business 1.50

21. Per Call Blocking

Allows the customer to block their number and name from being displayed on an individual call by dialing \*67 with a tone dial phone (1167 with rotary dial phone) immediately before the call. It is necessary to repeat this procedure before each call that you wish to block CALLER ID.

Rate Per Month No Charge

<sup>(1)</sup> Monthly rate does not apply to customers using the service on a per activation basis, and per activation rate does not apply to customers subscribing to the monthly rate.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

22. Per Line Blocking

Allows the customer to block their number and name from being displayed on any outgoing calls. In some cases, the customer may wish to have their number delivered on specific calls. To do this, the customer dials \*82 with a tone dial phone (1182 with a rotary dial phone) immediately before the call. There is one exception to per line blocking; the number will always be delivered when dialing 911. Service order charges do not apply the first time a customer subscribes to this service or at any time for law enforcement agencies and domestic violence programs.

Rate Per Month	No Charge
----------------	-----------

23. Selective Call Acceptance <sup>(1)</sup>

Allows the subscriber to have incoming calls screened against a specified list of directory numbers. Only calls from stations with directory number found in the list are allowed to terminate on the subscriber's line. The rejected calls are given a prerecorded call rejection announcement and are terminated. The subscriber can enter a directory number directly into the list of Selective Call Acceptance directory numbers. Thirty-two directory numbers can be stored in the list.

Rate Per Month, residence	PP3728	\$13.00 (I)	
<b>Rate Per Month, business</b>	PP3729	<b>\$8.00 (I)</b>	(T)

24. Selective Call Forwarding

Allows the subscriber to have incoming calls from a specified list of directory numbers forwarded to a predefined telephone number. All other calls will be handled normally. Thirty-two directory numbers can be stored in the list.

Rate Per Month, residence	PP3726	\$13.00 (I)	
<b>Rate Per Month, business</b>	PP3727	<b>\$8.00 (I)</b>	(T)

(1) Grandfathered effective August 1, 2020. Availability limited to lines in service at current locations.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

25. Selective Call Rejection

Allows the subscriber to specify incoming call directory numbers that are to be denied termination to the subscribing customer's line. Rejected calls are given a prerecorded call rejection announcement and are terminated. The subscriber can either enter a directory number directly into the list of Selective Call Rejection directory numbers or direct the switch to add the directory number from the last incoming call to the list. Thirty-two directory numbers can be stored in the Selective Call Rejection list.

Rate Per Month, business and residence PP3187 PP3186 **\$13.00 (I)**

26. Selective Distinctive Ringing (a.k.a. Priority Call)

Allows the subscriber to designate directory numbers from which incoming calls are to be identified by distinctive ringing or, if the subscriber also has the Call Waiting feature, by a distinctive call waiting tone. The subscriber can either enter a directory number directly into the list of Selective Distinctive Ringing directory numbers or direct the switch to add the directory number from the last incoming call to the list. Thirty-two directory numbers can be stored in the list.

Rate Per Month, business and residence PP3055 PP3005 **\$9.00 (I)**

27. Solicitor Block (a.k.a. Privacy Protector)

Allows the customer to deter sales and telemarketing calls received by the customer. This is accomplished via recorded message which informs the caller that the customer does not accept telephone solicitations and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. A caller may press the number one (1) or stay on the line to complete the call connection.

Rate Per Month, business and residence **\$6.95**



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**EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.3 Custom Calling Services**

**B. Description and Rate (Cont'd)**

**28. Dial Lock**

Allows a customer the ability to manage their outbound calls (local, local long distance, and toll) by selectively blocking different types of calls placed from their line. This service will allow blocking to: all non-emergency local calls; long distance calls; international calls; operator assisted; toll free; information services; and directory assistance calls. The customer will select the types of calls they wish to have blocked. Customer may override the blocking at any time through a personalized assigned PIN code. <sup>(1)</sup>

Rate Per Month, **business and residence**      **\$5.00 (I)**      (T)

**29. Outbound Call Block**

Blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other CenturyLink Calling Service features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject the availability of facilities and is only available to flat rate business and residence One-Party Local Exchange Service customers.

Rate Per Month, **business and residence**      **\$5.00**      (T)

<sup>(1)</sup> This service is unregulated.

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**EXCHANGE SERVICES**

**5.4 PREMIUM EXCHANGE SERVICES (Cont'd)**

**5.4.3 Custom Calling Services**

**B. Description and Rate (Cont'd)**

**30. Reserved for Future Use**

(C)

(D)

(D)

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

31. Cancel Call Waiting Service

a. Description

Cancel Call Waiting Service is a line option that allows a subscriber to prevent, on a per-call basis, any incoming calls from Call Waiting on his/her line. Incoming calls to the station receive busy treatment. This feature ensures that call waiting indication tones will not interrupt important calls or disrupt data transmissions.

Cancel Call Waiting is activated by a dialed feature activation code (70). The feature can be activated prior to placing a phone call or after a talking connection has been established (for the latter, Three-Way Calling must also be assigned to the line). In either case, a confirmation tone is returned, and Call Waiting is suspended for the duration of the call.

b. Terms and Conditions

This service is only provided with individual, noncomplex, access line services and is subject to the availability of existing central office facilities. This service is not available in connection with Public, and Semipublic Telephone Service.

c. Rates and Charges

This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

Rate Per Month PP3078 PP3079 **\$8.00 (I)**

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES (Cont'd)

5.4.3 Custom Calling Services

B. Description and Rate (Cont'd)

32. Distinctive Ringing (El Paso) (**a.k.a. Custom Ring**)

(T)

a. Description

Distinctive Ringing (**a.k.a. Custom Ring**) is a central office based service which provides one Distinctive Ringing code on incoming calls, using one individual access line. The Distinctive Ringing code is achieved by assigning one additional telephone number to the individual access line. Two types of Distinctive Ringing are available:

(T)

- Distinctive Ringing – the above service without a listing.
- Distinctive Ringing Plus – the above service with a listing.

b. Terms and Conditions

- (1) This service is only provided with individual, noncomplex, access line services and is subject to the availability of existing central office facilities. Because of technical limitations, Distinctive Ringing numbers are not provided on certain services when technical limitations make it impossible to provide Distinctive Ringing service.
- (2) Distinctive Ringing numbers are subject to minimum service period of one month.
- (3) Distinctive Ringing will be billed to the primary access line number. Itemized billing is not available on Distinctive Ringing numbers.
- (4) A directory listing is provided with Distinctive Ringing Plus with each number subject to terms and conditions on directory listings set forth in this *Local Terms of Service*.

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate

32. Distinctive Ringing (El Paso) **(a.k.a. Custom Ring)**

(T)

b. Terms and Conditions (Cont'd)

(5) Intercept service terms, conditions and charges, as specified in this Local Terms of Service, apply to Distinctive Ringing on a per number basis. In addition, the following terms and conditions will apply:

- When the access line number remains in service, Distinctive Ringing numbers can be individually intercepted.
- When the access line is intercepted, all Distinctive Ringing numbers must be intercepted. Exception: if another access line is installed at the premises, Distinctive Ringing numbers can either remain in service or be individually intercepted.

(6) When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate the Call Waiting tone at no additional charge.

(7) When the customer's access line is equipped with Call Forwarding, the customer can choose one of the following options:

- To have Call Forwarding only on the access line number, or
- To have all Distinctive Ringing numbers forwarded along with the access line number.

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

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.3 Custom Calling Services

B. Description and Rate

32. Distinctive Ringing (El Paso) (a.k.a. Custom Ring)

c. Rates and Charges

This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

Monthly Rate

- Distinctive Ringing
  - Residence
  - First additional number PP3736 **\$9.00 (I)**
  - Business
  - First additional number PP3737 **10.45 (I)**
- Distinctive Ringing Plus
  - Residence
  - First additional number PP3736PL **9.00 (I)**
  - Business
  - First additional number PP3737PL **11.00 (I)**

5.5 RESERVED

5.6 RESERVED

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.4 Remote Call Forwarding Service <sup>[1]</sup>

(C)

A. General

Remote Call Forwarding Service (RCF) is a local exchange telecommunications feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 800 Service telephone number.

B. Regulations

1. Limitations

- a. RCF is offered subject to the availability of suitable facilities.
- b. Transmission characteristics of a forwarded call may vary depending on the distance and routing necessary to complete the call. Therefore, normal transmission is not guaranteed on these calls.
- c. RCF is not represented as suitable for satisfactory transmission of data.

2. Restrictions

- a. One listing in the alphabetical section of the directory where the RCF telephone number is located is provided without charge.
- b. RCF is not offered where the terminating station is a coin telephone.
- c. The Company will not provide the identification of the originating telephone number to the RCF customer.
- d. Each RCF feature allows the forwarding of one call at a time. An additional feature (path) is necessary for each additional call to be forwarded simultaneously.
- e. RCF will only be provided when, in the judgment of the Company, the customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any other service offered by the Company.

<sup>[1]</sup> **Effective June 1, 2023, Remote Call Forwarding (RCF) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

(N)  
|  
(N)

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EXCHANGE SERVICES

5.4 PREMIUM EXCHANGE SERVICES

5.4.4 Remote Call Forwarding Service <sup>[1]</sup> (Cont'd)

C. Application of Rates and Charges

1. The RCF rate includes the associated access line, as specified in Section 5.
2. The calling party is responsible for payment of the applicable charges for the portion of the call between the calling party and the telephone number arranged for Remote Call Forwarding.
3. The Remote Call Forwarding customer is responsible for payment of the applicable charges for the portion of the call between the telephone number arranged for RCF Service and the number to which the call is forwarded.
4. All calls are forwarded at the direct dialed sent paid rate. All calls answered at the terminating station are billed at the sent paid rate including person-to-person and collect calls even though such calls might not be accepted at the answering location.
5. The RCF customer is responsible for the payment of applicable intrastate or interstate customer dialed station-to-station toll message charges or Minute of Use charges for each call. The above toll or Minute of Use charge applies to all calls answered at the point to which the calls are being forwarded.
6. Service charges as shown in Section 3 shall apply as follows:
  - a. For the initial installation of RCF, Service Connection Charges shall apply. If RCF is established at the same time local service is removed, Service Connection Charges shall apply.
  - b. To change the number of the Call Forwarding Service, the number at the terminating location, or both numbers on the same order, Service Connection Charges shall apply.
  - c. A Service Connection Charge shall apply to the establishment or change of each RCF number.

D. Rates and Charges PP3109 PP3110

	Monthly Rate
Remote Call Forwarding, Per Path	<b>\$49.00 (l)</b>

<sup>[1]</sup> Effective June 1, 2023, Remote Call Forwarding (RCF) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.



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EXCHANGE SERVICES

- |     |          |     |
|-----|----------|-----|
| 5.5 | RESERVED | (M) |
| 5.6 | RESERVED | (M) |

(M) Material appearing on this page was moved from Page 30.

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EXCHANGE SERVICES

5.7 Directory Services

5.7.1 Directory Listings

	Business/Residence Monthly Rate
- First/Primary	No Charge
- NonPub/NonList <small>PP3806B PP3806R PP3802B PP3800R</small>	<b>\$12.00 (I)</b>
Additional Listing <sup>[1]</sup> <small>PP3820B PP3818R</small>	<b>14.00 (I)</b>

5.7.2 Directory Assistance Service

A. Terms and Conditions

See [CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES](#) for the terms and conditions for local, long distance and national directory assistance.

B. Rate and Charges

1. Directory Assistance Service Charge,  
Per Directory Assistance call **\$6.99**
2. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the applicable Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

<sup>[1]</sup> Effective June 1, 2023, this service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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EXCHANGE SERVICES

5.8 OPERATOR SERVICES

Except as otherwise specified herein, the Company concurs with Qwest Corporation d/b/a CenturyLink QC for the provision of local and toll-related operator services.

5.8.1 Reserved

5.8.2 Reserved

5.8.3 Reserved

5.8.4 Intercept Services

A. Description

1. Basic Intercept Service

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

2. New Number Referral Service – **GRANDFATHERED [1]**

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

(C)

3. Customer Recorded Intercept (CRI) – **GRANDFATHERED [1]**

Customer Recorded Intercept allows a customer to call a special local number as assigned by the Company and record a 15 second personalized message.

(C)

4. Customized Intercept Service (CIS) – **GRANDFATHERED [1]**

Customized Intercept Service allows customers to provide a customized referral message.

(C)

B. Terms and Conditions

1. Intercept services are provided on telephone numbers that have a record listed in the directory or in directory assistance. It is not provided with DID service at the following rates and charges, but can be provided on an individual case basis.

2. Intercept services are provided to residence customers up to 3 months and to business customers up to 12 months. Intercept service applies to temporarily or permanently disconnected numbers, including vacation suspension service and telephone number changes.

**[1] Effective January 1, 2024, New Number Referral Service, Customer Recorded Intercept (CRI), Customized Intercept Service (CIS) are grandfathered and will no longer be available to new customers.**

(N)  
|  
(N)

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**EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES (Cont'd)**

**5.8.4 Intercept Services (Cont'd)**

**B. Terms and Conditions (Cont'd)**

3. Intercept services are subject to the availability of the disconnected number and the availability of central office facilities.
4. The minimum service period of New Number Referral Service and Customer Recorded Intercept is 1 month. The minimum service period for Customized Intercept Service is 3 months.
5. Applications for intercept service will be accepted only from the customer representing the appropriate authority to order the intercept service.
6. The Company will be held harmless from any claims which may arise out of the Company's provision of intercept service.
7. The Company retains the unrestricted right to refuse any intercept message.
8. Customer Recorded Intercept allows a maximum of 15 seconds for the customer's message. No advertising will be permitted.
9. Customer Recorded Intercept is call to a telephone number assigned by the Company and must be dialed from a touch-tone phone. The customer is provided a security number to access the recording database.
10. Customer Recorded Intercept message must consist of:
  - Name of customer;
  - New telephone number required on business;
  - Message.
11. If a Customer Recorded Intercept message is found to be unacceptable, i.e., advertising, offensive language, etc., the customer will be contacted to modify the message or the service is subject to termination by the Company.
12. The Customized Intercept Service message will be formatted by the Company's Service Representative with information provided by the customer. All messages must include:
  - Name of customer;
  - New telephone number required on business;
  - Message designated by quotation marks.

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**EXCHANGE SERVICES**

**5.8 OPERATOR SERVICES (Cont'd)**

**5.8.4 Intercept Services (Cont'd)**

**C. Rates and Charges**

The following nonrecurring charges apply to intercept services on a per line basis dependent upon the number of months provided.

1. Basic Intercept Service is provided at no charge.
2. New Number Referral Service is provided at no charge for the first month. After the first month, the charges are as follows: – **GRANDFATHERED** (C)

<u>Business</u>	<u>Nonrecurring Charge</u>
• one month	\$10.00
• two months	20.00
• three months	26.00
• six months	45.00
• nine months	59.00
• twelve months	66.00
 <u>Residence</u>	
• one month	5.00
• two months	10.00
• three months	13.00

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EXCHANGE SERVICES

5.8 OPERATOR SERVICES (Cont'd)

5.8.4 Intercept Services (Cont'd)

C. Rates and Charges (Cont'd)

3. Customer Recorded Intercept Service – **GRANDFATHERED** (C)

<u>Business</u>	<u>Nonrecurring Charge</u>
• one month	\$ 50.00
• two months	100.00
• three months	150.00
• six months	290.00
• nine months	430.00
• twelve months	575.00
<u>Residence</u>	
• one month	15.00
• two months	30.00
• three months	40.00

4. Customized Intercept Service – **GRANDFATHERED** (C)

<u>Business</u>	
• three months	145.00
• six months	275.00
• nine months	415.00
• twelve months	550.00
<u>Residence</u>	
• three months	45.00

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

- A. Effective October 1, 2025, the Company reserves the right to separate the following bundled voice services from High-Speed Internet (HSI) in areas where bundled components are no longer available through CenturyLink. If the customer's bundled voice services are separated from HSI, the Company will continue to honor applicable tariffed voice rates.**

**Impacted Bundled Services:**

- **Simple Choice and Simple Choice Unlimited Plans**
- **Business Assist Advantage Plans**
- **Core Connect Plans**
- **CenturyLink Business Bundles**
- **Economy Pack Plans**
- **Home Phone Unlimited**
- **Home Phone II**
- **Simply Unlimited Business**
- **Simply Unlimited Phone for Residence**
- **Unlimited Nationwide Calling**
- **Essential Home Phone with 30 Minutes Nationwide Long Distance**

**Impacted customers currently enrolled in these plans will no longer be required to maintain HSI service on the same bill to retain eligibility for the bundled voice rate, and the terms and conditions of these service offerings and customer invoices may be revised accordingly.**

(N)

(N)

(M)

(M)

(M) Material moved to page 36.1 of this section

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

As of March 1, 2022, changes, additions, or transfer of service will not be permitted on accounts associated with a grandfathered bundle or package or other grandfathered feature or service.

**5.9.1 Packaged Services – Business**

(M)

**A. Pure Broadband Bundle**

**1. Description**

Pure Broadband Bundle includes inbound and restricted outbound only service for business customers and features as specified, and requires subscription to the Company's High Speed Internet (1.5. Mbps or greater).

**2. Features**

- Outbound Call Block Feature
- Non-Published Telephone Number Service
- Billed Number Screening (Optional)

**3. Terms and Conditions**

- a. Pure Broadband Bundle is available to business customers in all exchanges within the Company where technically feasible, subject to the availability of facilities.
- b. This bundle is only available with inbound and restricted outbound only service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records.

**4. Rates and Charges**

- a. The bundle rate will include the Subscriber Line Charge.
- b. Service Charge or nonrecurring charges do not apply.
- c. Rates applicable for non-regulated High Speed Internet also apply.

Monthly Rate

- |                        |         |
|------------------------|---------|
| • Business, per bundle | \$42.00 |
|------------------------|---------|

(M)

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect - **GRANDFATHERED****

(C)

**Effective August 1, 2024, all Core Connect plans are grandfathered and will no longer be available to new customers.**

(C)

(C)

**1. Description**

Core Connect is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

Core Connect is available under a one-year, two-year or three-year term plan. Core Connect bundles are available on a month-to-month basis as specified in 5. Following.

**2. Terms and Conditions**

- a. Core Connect customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-Speed Internet at each Core Connect location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as Core Connect, but may be provisioned on access lines or trunks other than Core Connect.
- b. Customers may subscribe to a maximum of ten (10) Core Connect business lines at each customer location.
- c. There is no minimum service period for Core Connect. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days Core Connect is in service. Early termination liability charges for customers who subscribe to Core Connect under a Term Discount Plan are as specified in C. following.
- d. Core Connect lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect - **GRANDFATHERED** (Cont'd) (C)**

**2. Terms and Conditions**

- e. Components of Core Connect will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
- f. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
- g. Services selected as part of this plan are only provided where technically available and compatible with other services the customer may choose to order.
- h. This plan is not available for customers who are or become toll-restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.
- i. Core Connect cannot be combined with any other discounts unless otherwise specified.

**3. Term Discount Plans**

- a. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to Core Connect under a one-, two-, or three-year term agreement.
- b. Any Core Connect line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.
- c. The rates and discounts in effect when customers subscribe to Core Connect under a TDP will apply until expiration of that TDP. Core Connect lines that are subsequently added under a separate TDP will receive the applicable rates in effect when those lines are added.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect - **GRANDFATHERED** (Cont'd)**

(C)

**3. Term Discount Plans**

- d. Upon expiration of a TDP, the TDP discounts will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the monthly rates then in effect will apply for the new or renewed TDP.
- e. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portions(s) of Core Connect. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of Core Connect will be converted to ala carte rates and the TDP discount will not apply.

**4. Application of Rates**

- a. The monthly rates include the Local Exchange Service and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.
- b. Service charges, as described in Section 3, apply for new and additional Core Connect lines and moves of existing lines. Service Charges may be waived for customers who move services from another telecommunications service provider to Core Connect under a one-, two-, or three-year TDP.
- c. Service Charges do not apply when Core Connect replaces existing Local Exchange Service. Service Charge do apply when customers request a change from Core Connect back to Local Exchange Service.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect - **GRANDFATHERED** (Cont'd)**

(C)

**5. Rates and Charges**

**a. Core Connect 1 <sup>(1)</sup>**

Business Flat Rate Single Line or Key System Service

Choice of the following:

- Caller ID with Name and Number
- Call Forwarding
- Call Forward Busy Line
- Call Forward Don't Answer
- Call Forward Remote Access
- Call Waiting
- Cancel Call Waiting <sup>(2)</sup>
- Call Waiting Deluxe
- Hunting
- Three-Way Calling
- Last Call Return
- Distinctive Ringing
- Continuous Redial
- Voice Mail Service (includes Message Waiting Indicator and Call Forward Busy/Don't Answer) <sup>(2)</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month	1-Year Term	2-Year Term	3-Year Term
\$60.00	\$40.00	\$35.00	\$32.50	\$30.00

<sup>(1)</sup> Customers must also subscribe to CenturyLink Communications, LLC (f.k.a. CenturyTel Long Distance, LLC) Business Unlimited (Option 1) long distance plan for each line or trunk subscribed.

<sup>(2)</sup> Deregulated service.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect – **GRANDFATHERED** (Cont'd)**

(C)

**5. Rates and Charges (Cont'd)**

**b. Core Connect 1 LITE**

Business Flat Rate Single Line or Key System Service

Choice of the following:

- Caller ID with Name and Number
- Call Forwarding
- Call Forward Busy Line
- Call Forward Don't Answer
- Call Forward Remote Access
- Call Waiting
- Cancel Call Waiting <sup>(1)</sup>
- Call Waiting Deluxe
- Hunting
- Three-Way Calling
- Last Call Return
- Distinctive Ringing
- Voice Mail Service (includes Message Waiting Indicator and Call Forward Busy/Don't Answer) <sup>(1)</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>(2)</sup>	1-Year Term	2-Year Term	3-Year Term
\$60.00	\$40.00	\$35.00	\$32.50	\$30.00

<sup>(1)</sup> Deregulated service.

<sup>(2)</sup> Customers must initially subscribe to Core Connect 1 LITE under a TDP. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect – **GRANDFATHERED** (Cont'd)**

(C)

**5. Rates and Charges (Cont'd)**

**c. Core Connect 2 <sup>(1)</sup>**

Business Flat Rate Single Line or Key System Service

Choice of the following:

- Caller ID with Name and Number
- Call Forwarding
- Call Forward Busy Line
- Call Forward Don't Answer
- Call Forward Remote Access
- Call Waiting
- Cancel Call Waiting <sup>(2)</sup>
- Call Waiting Deluxe
- Hunting
- Three-Way Calling
- Last Call Return
- Distinctive Ringing
- Continuous Redial
- Selective Call Rejection
- Voice Mail Service (includes Message Waiting Indicator and Call Forward Busy/Don't Answer) <sup>(2)</sup>

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month	1-Year Term	2-Year Term	3-Year Term
\$65.00	\$35.00	\$30.00	\$27.50	\$25.00

<sup>(1)</sup> Customers must also subscribe to CenturyLink Communications, LLC (f.k.a. CenturyTel Long Distance, LLC) Business Unlimited (Option 2) long distance plan for each line or trunk subscribed.

<sup>(2)</sup> Deregulated service.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**B. Core Connect – **GRANDFATHERED** (Cont'd)**

(C)

**5. Rates and Charges (Cont'd)**

**d. Core Connect 2 LITE <sup>(1)</sup>**

Business Flat Rate Single Line or Key System Service

Choice of the following:

- Caller ID with Name and Number
- Call Forwarding
- Call Forward Busy Line
- Call Forward Don't Answer
- Call Forward Remote Access
- Call Waiting
- Cancel Call Waiting (2)
- Call Waiting Deluxe
- Hunting
- Three-Way Calling
- Last Call Return
- Distinctive Ringing
- Selective Call Rejection
- Voice Mail Service (includes Message Waiting Indicator and Call Forward Busy/Don't Answer)

Per Location, Per Month				
Initial Bundle	2 <sup>nd</sup> through 10 <sup>th</sup> bundle			
All Terms	Month-to-Month <sup>(2)</sup>	1-Year Term	2-Year Term	3-Year Term
\$65.00	\$35.00	\$30.00	\$27.50	\$25.00

<sup>(1)</sup> Customers must also subscribe to CenturyLink Communications, LLC (f.k.a. CenturyTel Long Distance, LLC) Business Unlimited (Option 2) long distance plan for each line or trunk subscribed.

<sup>(2)</sup> Deregulated service.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**C. CenturyLink Business Bundles**

**1. Regulations and Descriptions**

CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE contains the terms and conditions for CENTURYLINK BUSINESS BUNDLE Options 1 and 2 and CenturyLink Business Bundle Preferred.

**2. Rates and Charges**

**a. CenturyLink Business Bundle Options 1 and 2**

Monthly rates for the CenturyLink Business Bundle Unlimited Plan A long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

CenturyLink Business Bundle Per Line, Per Location	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month (Option 1)	\$45.00	<b>\$39.99</b>	\$50.00
Two-Year Term (Option 2)	45.00	<b>39.99</b>	N/A

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**b. CenturyLink Business Bundle Preferred**

Monthly rates for the CenturyLink Business Bundle Unlimited Plan B long distance plan provided by CenturyLink Communications, LLC and for deregulated High-Speed Internet provided by the Company are not included in the following rates; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

CenturyLink Business Bundle Preferred	Monthly Rate		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month	\$50.00	\$19.99	\$50.00
2-Year Term	50.00	19.99	0.00

(Z) Corrects typographical error to reflect rate in effect as of 06-14-2019. Customers were quoted and charged correctly.



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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**D. Primary Rate Interface (PRI) Bundle - Business**

**1. Description**

See LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") for package description, terms and conditions for Primary Rate Interface (PRI) Bundle.

Termination Liability Charges as described in the LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") will apply if a Customer disconnects a a PRI Bundle prior to the expiration of the TDP.

**2. Rates and Charges**

Term Period	Monthly Rate	Nonrecurring Charge	
		Initial	Each Additional <sup>(1)</sup>
Two Years	\$900.00	\$250.00	\$ 0.00
Three Years	875.00	250.00	\$ 0.00
Five Years	850.00	250.00	\$ 0.00

<sup>(1)</sup> Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.1 Packaged Services – Business (Cont'd)**

**E. Simply Unlimited Business**

**1. Description**

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED BUSINESS](#)  
(see Section 1.1.B. for URL) contains the terms and conditions for Simply Unlimited Business.

**2. Rates and Charges**

Option	Monthly Rate		Activation Fee
	Initial Bundle, Per Location	Each Additional Bundle, Per Location	
Simply Unlimited Business with Long Distance	\$50.00	\$50.00	\$50.00
Simply Unlimited Business with Long Distance and High-Speed Internet <sup>[1]</sup>	40.00	35.00	--

<sup>[1]</sup> This monthly rate and the applicable rate for HSI will appear on invoice as a single line item.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

- A. Effective October 1, 2025, the Company reserves the right to separate the following bundled voice services from High-Speed Internet (HSI) in areas where bundled components are no longer available through CenturyLink. If the customer's bundled voice services are separated from HSI, the Company will continue to honor applicable tariffed voice rates.**

**Impacted Bundled Services:**

- **Simple Choice and Simple Choice Unlimited Plans**
- **Business Assist Advantage Plans**
- **Core Connect Plans**
- **CenturyLink Business Bundles**
- **Economy Pack Plans**
- **Home Phone Unlimited**
- **Home Phone II**
- **Simply Unlimited Business**
- **Simply Unlimited Phone for Residence**
- **Unlimited Nationwide Calling**
- **Essential Home Phone with 30 Minutes Nationwide Long Distance**

**Impacted customers currently enrolled in these plans will no longer be required to maintain HSI service on the same bill to retain eligibility for the bundled voice rate, and the terms and conditions of these service offerings and customer invoices may be revised accordingly.**

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(M) Material moved to page 46.1 of this section.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES (Cont'd)**

**5.9.2 Packaged Services – Residence**

**A. Solutions**

**1. Description**

Solutions is an optional Residence Service Enrollment Plan that permits a customer to receive residence one-party service plus features for a flat monthly rate for each Solutions residence line package provided.

**2. Terms and Conditions**

- a. Solutions customers may terminate their enrollment in the Plan at any time upon notice to the Company, subject to the conditions specified in Section 2.3.2.O., Prorating of Opening and Closing Bills.
- b. Unless terminated by the Solutions customer or the Company, a customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as the Plan continues to be offered by the Company.
- c. The Plan is not available with residential ISDN-BRI Service lines or to customers who are or become toll restricted.
- d. No more than four (4) residence line can be enrolled with the Solutions option for each customer billed telephone number account.
- e. Service Connection Charges specified in Section 3 of this Local Terms of Service apply for new and additional Solutions lines and moves of existing Solutions lines, except for Pure Broadband Bundle lines. Nonrecurring Charges do not apply for the installation of Pure Broadband Bundle or Home Phone II.
- f. Services selected as part of this plan can only be provided where technically available and compatible with other services the customers may choose to order.
- g. Solutions customers are not eligible for promotional offerings associated with the Custom Calling Services included in the Plan unless specifically provided for in a promotional offering.

(M) Material moved from page 46 of this section.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.2 Packaged Services – Residence**

**A. Solutions (Cont'd)**

**3. Rates and Charges**

**a. Pure Broadband Bundle – GRANDFATHERED <sup>[1]</sup>**

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Features	Monthly Rate Per Line
Local Exchange Service including Subscriber Line Charge	\$28.00
Outbound Call Block	
Non-Published Telephone Number Service	
Billed Number Screening (optional)	

<sup>[1]</sup> **Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.**

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EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.2 Packaged Services – Residence

A. Solutions

3. Rates and Charges (Cont'd)

b. Simple Choice Unlimited Bundle – GRANDFATHERED <sup>[1]</sup>

Features	Monthly Rate Per Line
Local Exchange Service not including Subscriber Line Charge	<b>\$41.95</b> <sup>[3]</sup> (l)
Choice of available Custom Calling Features <sup>[2]</sup> : <ul style="list-style-type: none"><li>• Anonymous Call Rejection</li><li>• Call Forwarding</li><li>• Call Waiting</li><li>• Caller ID – Name and Number</li><li>• Cancel Call Waiting</li><li>• Continuous Redial</li><li>• Distinctive Ringing (a.k.a. Custom Ring)</li><li>• Last Call Return</li><li>• Selective Call Acceptance</li><li>• Selective Call Forwarding</li><li>• Selective Call Rejection</li><li>• Three Way Calling</li><li>• Selective Distinctive Ringing (a.k.a. Priority Call)</li></ul>	
Subscribe to the CenturyLink Communications, LLC (f.k.a. CenturyTel Long Distance, LLC) Simple Choice Unlimited Long Distance Plan	

<sup>[1]</sup> Effective December 26, 2014, Simple Choice Unlimited Bundle is not available to new customers and is limited to lines in service for existing customers.

<sup>[2]</sup> The available Custom Calling Features are described in Section 5.4.3.

<sup>[3]</sup> The monthly rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

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EXCHANGE SERVICES

5.9 PACKAGED SERVICES

5.9.2 Packaged Services – Residence

A. Solutions

3. Rates and Charges (Cont'd)

c. Economy Pack

Features	Monthly Rate Per Line
Local Exchange Service including Subscriber Line Charge	<b>\$47.95 (I)</b>
Caller ID with Name and Number	
Call Waiting Deluxe	
Call Waiting	

Customers who subscribe under a twelve month commitment will receive a \$5.00 discount off the monthly rate during the first twelve months of service, after which the applicable monthly rate will apply.

d. Economy Pack Plus GRANDFATHERED <sup>[1]</sup>

Features	Monthly Rate Per Line
Local Exchange Service not including Subscriber Line Charge	<b>\$45.00 (I)</b>
Caller ID with Name and Number	
Call Waiting Deluxe	
Call Waiting	
Customer must subscribe to the Company's High Speed Internet Service	

<sup>[1]</sup> Effective April 12, 2019, Economy Pack Plus is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

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**EXCHANGE SERVICES**

**5.9 PACKAGED SERVICES**

**5.9.2 Packaged Services – Residence**

**A. Solutions**

**3. Rates and Charges (Cont'd)**

**e. Home Phone II – GRANDFATHERED <sup>[1]</sup>**

Features	Monthly Rate Per Line
Local Exchange Service not including Subscriber Line Charge	<b>\$30.95 (I)</b>
Choice of Custom Calling Features <sup>[2]</sup> where technically available: <ul style="list-style-type: none"><li>• Anonymous Call Rejection</li><li>• Busy Redial</li><li>• Call Forward Busy</li><li>• Call Forward No Answer</li><li>• Call Forwarding</li><li>• Call Forward Remote Access</li><li>• Call Return</li><li>• Call Waiting</li><li>• Call Waiting ID</li><li>• Caller ID</li><li>• Cancel Call Waiting</li><li>• Message Waiting Indication</li><li>• Selective Call Accept</li><li>• Selective Call Forward</li><li>• Selective Call Rejection</li><li>• Three Way Calling</li><li>• Selective Distinctive Ringing (a.k.a. Priority Call)</li><li>• With Company's Voice Mail</li></ul>	
Subscribe to the CenturyLink Communications, LLC (f.k.a. CenturyTel Long Distance, LLC) Home Phone II Per Minute or Unlimited long distance plan	

Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

<sup>[1]</sup> Effective June 11, 2017, Home Phone II is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

<sup>[2]</sup> The available Custom Calling Features are described in Section 5.4.3.



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GENERAL EXCHANGE SERVICE

5.9 PACKAGED SERVICES

5.9.2 Packaged Services – Residence (Cont'd)

- B. Unlimited Nationwide Calling or Essential Home Phone With 30 Minutes Long Distance<sup>[1]</sup>

(C)

1. Description

Terms and conditions for Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance are located at:

[http://www.centurylink.com/tariffs/LTOS Residence Unlimited Nationwide Calling Package.pdf](http://www.centurylink.com/tariffs/LTOS%20Residence%20Unlimited%20Nationwide%20Calling%20Package.pdf)

2. Rates and Charges

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance	Monthly Rate
Per package, per location	\$35.00 <sup>[2]</sup>

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<sup>[1]</sup> **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

<sup>[2]</sup> Rate includes local services, features, fees and surcharges described in Section 3 (Application of Charges) of the [CenturyLink Local Terms of Service for Unlimited Nationwide Calling or 30 Minutes Nationwide Long Distance Package](#). Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

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**GENERAL EXCHANGE SERVICE**

**5.9 PACKAGED SERVICES**

**5.9.2 Packaged Services – Residence (Cont'd)**

**C. Simply Unlimited Phone for Residence**

**1. Description**

[CENTURYLINK LOCAL TERMS OF SERVICE: SIMPLY UNLIMITED PHONE](#) (see Section 1.1.B. for URL) contains the terms and conditions for Simply Unlimited Phone for Residence.

**2. Rates and Charges**

The following monthly rates include local services, features, fees and surcharges. Monthly rates for the Simply Unlimited Phone calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.

Option	Monthly Rate Per package, per location
Simply Unlimited Phone for Residence with Long Distance	\$45.00
Simply Unlimited Phone for Residence with Long Distance and deregulated HSI	\$35.00

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EXCHANGE SERVICES

5.10 RESERVED

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 CenturyLink Line Volume Plan – **GRANDFATHERED [1]**

(C)

A. Terms and Conditions

See [LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN \("CLVP"\)](#) for the description, terms and conditions for CLVP. Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer's account falls below the minimum line requirements.

**[1] CenturyLink Line Volume Plans (CLVP) are grandfathered and will no longer be available. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. Customers under any existing term commitment are grandfathered until the expiration date of their current term plan (including move, add and change activities) after which, previously discounted rates under the grandfathered term plan will revert to month-to-month rates in effect for the services provided until the service is canceled, with 30-day written notice by either CenturyLink or the customer. Grandfathered services may be removed; however, those grandfathered services may not be subsequently reinstated.**

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EXCHANGE SERVICES

5.10 RESERVED

5.11 LOCAL VOICE DISCOUNT PLANS

5.11.1 CenturyLink Line Volume Plan (Cont'd) – **GRANDFATHERED**

(C)

B. Rates

1. Flat Fate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month <sup>[1]</sup>

Number of Lines (Tier)/Minimum Line Requirement <sup>[2]</sup>	Two Year Term <sup>[3]</sup>	Three – Five Year Terms <sup>[3]</sup>
10 - 49	\$25.99	\$23.99
50 - 499	\$24.99	\$22.99
500 - 999	\$23.99	\$21.99
1,000 - 3,000	\$22.99	\$20.99

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2. Optional Services

CLVP Feature Package, per line/trunk, per month

Number of Lines (Tier)/Minimum Line Requirement <sup>[2]</sup>	Two Year Term <sup>[3]</sup>	Three – Five Year Terms <sup>[3]</sup>
10 - 49	\$5.00	\$4.00
50 - 499	\$5.00	\$4.00
500 - 999	\$5.00	\$4.00
1,000 - 3,000	\$5.00	\$4.00

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<sup>[1]</sup> Touch–Call Calling Service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

<sup>[2]</sup> Effective October 19, 2022, CLVP term agreements will no longer renew automatically. Current term agreements will be grandfathered at their assigned Tier until they expire. Upon expiration of current term agreements, lines provided by former CenturyLink ILECs will not be contributory to or eligible for CenturyLink Line Volume Plan provided under this Local Terms of Service and/or applicable tariffs, and all contributory and eligible lines must be provided by a current CenturyLink ILEC.

<sup>[3]</sup> **CenturyLink Line Volume Plans (CLVP) are grandfathered and will no longer be available.**

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**CENTRAL OFFICE SERVICES**

**9.1 RESERVED**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911)**

**A. Description of Service**

Universal Emergency Number Service is a telephone exchange communication service designed to permit person in need of emergency assistance to dial a single, nationwide emergency telephone number, 911. The availability of Universal Emergency Number Service depends upon the Emergency Service Agency (ESA) subscribing to an applicable 922 Service offered within its Service Area by local exchange telephone companies, and also depends on the ES providing Emergency 911 Response to end users in the ESA's Service Area.

Due to the ubiquitous nature of the service, many times the ESA will be served by more than one local exchange telephone company in the provision of Universal Emergency Number Service. When this occurs, one of the local exchange telephone companies will be designated as the Basic Emergency Service Provider (BESP), and will be certified by the Colorado Public Utilities Commission to provide all telephone company services to the ESA. In a situation where multiple local exchange telephone companies participate in the provision of Universal Emergency Number Service, the ESA is the customer of the BESP. It is the responsibility of the BESP to acquire all necessary telecommunications services from other local exchange telephone companies as necessary.

Pursuant to a statewide contract, Qwest Corporation d/b/a CenturyLink QC is the sole provider of Universal Emergency Number Service – 911. Services provided by the Company in conjunction with Universal Emergency Number Service – 911 are limited to the following service features:

- Automatic Location Identification (ALI).

Database Updates or Listings will be provided to the Database provider in order to maintain current end user information within the database.

The Company will provide database updates or listings at no charge. Database Updates are made on an as-occurred basis within the time period specified in the contract between the Company and the BESP. In the event that no time period is specified, the Company will make the updates by the end of the second business day following the date of the change or notification of that change. Updates are made for additions, deletions, moves or changes of an end user which affect the database. Database Listings are made on an as-needed basis as requested by the customer.

Temporary suspension of service is not provided for any part of the 911 Service.



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**CENTRAL OFFICE SERVICES**

**9.2 EMERGENCY REPORTING SERVICE**

**9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911) (Cont'd)**

**B. Responsibility of the Company**

1. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to the BESP to enable the ESA's personnel to respond to such calls at the ESA's premises.
2. This service is offered solely as an aid in handling assistance calls in connection with fire, law enforcement and other emergencies and does not create any relationship or obligation, directly or indirectly to any persons other than the BESP contracting for 911 Service. In the event of any interruption of the service, the Company shall not be liable to any person, corporation or other entity for any loss or damage in the an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the BESP for the time such interruption continues, after notice to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the BESP, ESA, or end user.
3. When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the BESP, ESA, or end user or the failure of the facilities provided by the BESP, ESA, or end user, a pro rata adjustment of the fixed monthly charges involved, only those service features which are affected by the interrupted service shall be considered; and, further, only those main stations on the interrupted portion of a service shall be considered in determining the number of main stations affected.
4. Any 911 Service outage which exceeds four hours in length, and which is due to equipment failure or some other area which is under the responsibility of the Company, will be reported in writing to the Colorado Public Utilities Commission by the Company, within three business days of the outage.
5. The Company is not liable in cases where customer premise equipment will not allow for the completion of 911 calls.

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CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911)

B. Responsibility of the Company (Cont'd)

6. Where a 911 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said 911 call, the quality of the call or any features that may otherwise be provided with 911 Service.
7. No charge will be made to a calling party for calls to the 911 Service number.
8. A Central Office that is not currently equipped to transmit Automatic Number Identification (ANI) will not be modified to provide ANI only for 911 service.

C. Responsibility of BESP

The rates charged for 911 Service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The BESP shall make such operational tests as, in the judgment of the BESP, are required to determine whether the system is functioning properly for its use. The BESP determine whether the system is functioning properly for its use. The BESP shall notify the Company in the event the system is not functioning properly.

D. Liability Of The Company

1. 911 Service information consisting of the names, addresses and telephone numbers of Subscribers whose listings are not published in directories or listed in the Directory Assistance records is treated as strictly confidential (except as indicated in the following).
2. The 911 calling party forfeits the privacy afforded by non-published and unlisted telephone number service to the extent that the telephone number, address and name associated with the originating station location may be furnished to a PSAP (Public Safety Answering Point). Information will be provided only for the purpose of responding to emergency calls.
3. The Company's entire liability to any person for interruption or failure of 911 service shall be limited to the terms set forth in this section and other sections of these tariffs, and to the provisions of any contracts between the BESP and the Company.

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CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE (911)

D. Liability Of The Company

4. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures or malfunctions of this service or any part thereof, whether caused by the negligence of the Company or otherwise, shall not exceed an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative.
5. Each end user, BESP and the ESA agrees to release, indemnify and hold harmless the Company from any and all loss, claims, demands, suits or other actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the end user, the BESP, ESA or by any other person or entity for any personal injury to or death of any person or person, or for any loss, damage or destruction of any property, whether owned by the end user, the BESP, the ESA or others.
6. The ESA and the BESP also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or person caused or claimed to have been caused, directly or indirectly by the condition, occasion or use of 911 Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 Service hereunder.
7. In the absence of willful misconduct or gross negligence, the Company, its employees, agents or representatives shall not be liable for any death or injury to any person or for any damage to property as a result of or in connection with any situation in which the Company may be requested, be required, have undertaken or have participated with, in the tracing of 911 call.
8. An end user whose service has been temporarily or permanently suspended will not be able to complete 911 calls.

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MISCELLANEOUS SERVICE OFFERINGS

10.1 RESERVED

10.2 RESERVED

10.3 RESERVED

10.4 SCREENING/RESTRICTION SERVICES

10.4.1 Reserved

10.4.2 Reserved

10.4.3 Billed Number Screening (BNS)

A. Description

BNS prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

B. Terms and Conditions

1. BNS is subject to the availability of facilities.
2. Collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority (BVA) data base.
3. Provision of BNS does not alleviate customer responsibility for completed toll calls.

C. Rates and Charges

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
• Per line or trunk arranged	—	—

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(M) Material moved to Page 1.1 of this section.

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MISCELLANEOUS SERVICE OFFERINGS

10.4 SCREENING/RESTRICTION SERVICES (CONT'D)

10.4.4 Reserved

10.4.5 Reserved

10.4.6 Reserved

10.4.7 Reserved

10.4.8 International Toll Blocking

A. Description

International Toll Blocking restricts calls to 011+ and 101XXXX numbers outside the North American Numbering Plan.

B. Terms and Conditions

1. International Toll Blocking is subject to the availability of facilities.
2. Provision of International Blocking Service does not alleviate customer responsibility for completed international calls.

C. Rates and Charges

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
• Per line or trunk arranged	\$17.00	\$0.00

10.5 RESERVED

(M) International Blocking Service previously appeared in Section 13.16 of CenturyLink Operating Companies Tariff F.C.C. No. 11.

(M1) Material moved from Original Page 1.

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MISCELLANEOUS SERVICE OFFERINGS

10.6 CALLER IDENTIFICATION BLOCKING OPTIONS

*See Section 5.4.3.K. and 5.4.3.L. of this Local Terms of Service*

10.7 RESERVED

10.8 RESERVED

10.9 RESERVED

10.10 RESERVED

10.11 OTHER MISCELLANEOUS SERVICES

10.11.1 Reserved

10.11.2 Reserved

10.11.3 N-1-1 Abbreviated Dialing Codes

A. Description

Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit into the appropriate seven- or ten-digit telephone number and route the call accordingly. For N-1-1 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

The following N-1-1 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services  
311 – Non-Emergency Governmental Services  
511 – Traffic and Transportation Information  
711 – Telecommunications Relay Service

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**N-1-1 SERVICE**

**10.11 RESERVED (Cont'd)**

**10.11.3 N-1-1 Abbreviated Dialing Codes (Cont'd)**

**B. Terms and Conditions**

The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

Access to these abbreviated dialing codes is not available through the following dialing arrangements. In addition, operator assisted calls will not be completed.

1+

0+, 0-, (credit card, third party billing, collect calls)

101XXXX

The company will provide only the delivery of the calls. The entity that has been granted authorization to use the N-1-1 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

**C. Rates**

The Company will provide the delivery of calls to the N11 provider over common trunking facilities. If the N11 provider requests the delivery of calls over dedicated trunking facilities, the N11 provider shall be responsible for the actual cost of installing and providing such facilities.

Switched Translation Charge, per switch	–
Dedicated Trunking Facilities	ICB

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**MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 Residence Voice Mail Service (Call Answering)**

**A. Description**

Residence Call Answering Service answers incoming calls, placed to the customer, when the called number is busy or if the called number does not answer within a specific number of rings (customer programmable). The service will greet incoming callers with a personal or a standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any touch-tone telephone. The basic features of Residence Call Answering include personal greeting, customer controlled security code, receiving and disposing of messages, replay of messages, 4 minutes message storage, and up to 7 days answered message storage.

**B. Terms and Conditions**

1. This service is only provided with individual, noncomplex, access line services and is subject to the availability of existing central office facilities. This service is not available in connection with Public, and Semipublic Telephone Service.
2. During promotional periods, the Company shall waive the appropriate nonrecurring charge(s) associated with initiation of this service.
3. The minimum service period for Residence Call Answering is one month.
4. Customers subscribing to Residence Call Answering will have their lines equipped with Call Forward Busy/Don't Answer and Message Waiting Indication as part of this service. Message Waiting Indication is provided by a special stutter dial tone and by a special electrical impulse used to provide a light indication when used with certain message waiting equipment at the customer's premise. The Company does not provide message waiting light equipment for customers.



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**MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 Residence Voice Mail Service (Call Answering)**

**B. Terms and Conditions (Cont'd)**

5. Customers may purchase additional minutes of message storage time at their option if the basic message storage time is not adequate for their needs.
6. Outdialing to local numbers is an optional feature which provides the calling party the option of leaving a message in the Call Answering Mailbox of the called party or dial "0", and the call will be forwarded to a number specified by the customer of this service. If the forwarded number is busy, is not answered, or is answered by some form of telephone answering, the call will not be routed back to the original Call Answering Mailbox.

Calls forwarded via this service may only route to numbers within the same local calling area.

**C. Rates and Charges**

This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

	<u>Monthly Charge</u>
• Residence Call Answering	
- Per access line	\$6.95
- Additional message storage per minute	1.00

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**MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE (Cont'd)**

**10.12.2 Business Voice Mail Service (Call Answering)**

**A. Description**

Business Call Answering Service answers incoming calls, placed to the customer, when the called number is busy or if the called number does not answer within a specific number of rings (customer programmable). The service will greet incoming callers with a personal or a standard greeting. It then receives and saves the caller's messages for review by the customer. Customers can retrieve messages left for them from any touch-tone telephone. The basic features of Business Call Answering include personal greeting, customer controlled security code, receiving and disposing of messages, replay of messages, 10 minutes message storage, and up to 7 days answered message storage.

**B. Terms and Conditions**

1. This service is only provided with individual, noncomplex, access line services and is subject to the availability of existing central office facilities. This service is not available in connection with Public, and Semipublic Telephone Service.
2. During promotional periods, the Company shall waive the appropriate nonrecurring charge(s) associated with initiation of this service.
3. The minimum service period for Business Call Answering is one month.
4. Customers subscribing to Business Call Answering will have their lines equipped with Call Forward Busy/Don't Answer and Message Waiting Indication as part of this service. Message Waiting Indication is provided by a special stutter dialtone and by a special electrical impulse used to provide a light indication when used with certain message waiting equipment at the customer's premise. The Company does not provide message waiting light equipment for customers.

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**MISCELLANEOUS SERVICE OFFERINGS**

**10.12 VOICE MESSAGING SERVICE**

**10.12.1 Businesss Voice Mail Service (Call Answering)**

**B. Terms and Conditions (Cont'd)**

5. Customers may purchase additional minutes of message storage time at their option if the basic message storage time is not adequate for their needs.
6. Outdialing to local numbers is an optional feature which provides the calling party the option of leaving a message in the Call Answering Mailbox of the called party or dial "0", and the call will be forwarded to a number specified by the customer of this service. If the forwarded number is busy, is not answered, or is answered by some form of telephone answering, the call will not be routed back to the original Call Answering Mailbox.

Calls forwarded via this service may only route to numbers within the same local calling area.

**C. Rates and Charges**

This service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

	<u>Monthly Charge</u>
• Business Call Answering	
- Per access line	\$12.75
- Additional message storage per minute	1.00

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**MISCELLANEOUS SERVICE OFFERINGS**

**10.13 CALL LINE IDENTIFIER <sup>(1)</sup>**

**A. Description**

See CenturyLink Local Terms of Service: Call Line Identifier for applicable terms and conditions.

**B. Rates and Charges**

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	\$46.00	\$108.00
Renewal, Each	20.00	41.00

<sup>(1)</sup> Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

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RESERVED

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PRIVATE LINE SERVICES

12.1 General

See [El Paso County Telephone Company d/b/a CenturyLink Private Line Transport Services Catalog No. 2](#).

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CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE

13.1 INSIDE WIRE MAINTENANCE PLAN/LINEGUARD (A.K.A. INSIDE WIRE PROTECTION)

A. **General**

(T)

See [CenturyLink® Inside Wire Protection Subscriber Agreement](#) for applicable terms and conditions for business and residence inside wire maintenance plans.

(N)

(N)

(D)

(D)

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**CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE**

**13.1 INSIDE WIRE MAINTENANCE PLAN/LINEGUARD (A.K.A. INSIDE WIRE PROTECTION) (Cont'd)**

**B. Rates and Charges**

**Monthly Rates for Inside Wire Protection Plans can be found at**  
**[http://www.centurylink.com/tariffs/LTOS\\_IWP.pdf](http://www.centurylink.com/tariffs/LTOS_IWP.pdf).**

(T)

(N)

(N)

(D)

(D)



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**CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE**

**13.1 INSIDE WIRE MAINTENANCE PLAN/LINEGUARD (A.K.A. INSIDE WIRE PROTECTION) (Cont'd)**

(D)

(D)

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CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE

13.1 INSIDE WIRE MAINTENANCE PLAN/LINEGUARD (A.K.A. INSIDE WIRE PROTECTION) (Cont'd)

(D)

(D)

(M)

(M)

13.2 TROUBLE ISOLATION CHARGE

The Trouble isolation Charge is applicable when the Company dispatches a technician to investigate a customer-reported trouble and a service difficulty is found to be caused by customer-provided equipment, wire, facilities, communications system or customer actions, and the customer does not have the Company repair the premises wire trouble.

The Trouble Isolation Charge also applies when a 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.

This charge is waived for customers who have inside wire protection, unless the Company determines through remote testing that no trouble exists, and the customer insists on a dispatch. If no trouble is found, a Trouble Isolation Charge applies whether or not the customer has inside wire protection.

(M) Material moved to [http://www.centurylink.com/tariffs/LTOS\\_IWP.pdf](http://www.centurylink.com/tariffs/LTOS_IWP.pdf).

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**CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE**

**13.2 TROUBLE ISOLATION CHARGE (Cont'd)**

The Trouble Isolation Charge will not apply when:

- Customer is subscribed to an Inside Wire Maintenance Plan before a Company technician is dispatched.
- A service difficulty or trouble is found to be in a permanently wired telephone associated with service (i.e., no network interface device).
- The service difficulty or trouble is in Company-maintained equipment or wiring.
- No trouble is found after customer allows the necessary access to in-home wiring and/or equipment.
- Customer authorizes company repair of inside wiring and/or customer-provided equipment.

Trouble Isolation Charge, business and residence	<b>\$99.00</b>	(I)
--	----------------	-----

**13.3 PREMISE WIRE (NON-COMPLEX)**

**A. Description**

Inside Wire Installation Service (non-complex) provides the necessary material and labor to install non-complex telephone wire from the Company/customer demarcation point (network interface device or lightning protector) to the desired point of termination where the telephone jack will be installed.

**B. Terms and Conditions**

This service will only be provided when the selected area for installation of the telephone jack is in a readily accessible location that does not require the telephone wire be placed within a covered interior or exterior wall that will require the "fishing" of that wall to locate and pull-through the telephone wire.

The telephone wire mentioned above will contain at least 4 copper conductors of 24 awg and will be vinyl covered. The telephone jack mentioned above will be a four conductor RJ11c jack. The maximum length for any single installation is 100 feet. Requests for use of more/other materials than those listed will be at extra cost.

**C. Rates and Charges**

Per Wired Jack

- |                                    |         |
|------------------------------------|---------|
| • Inside Wire Installation Service | \$60.00 |
|------------------------------------|---------|

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**CUSTOMER PREMISES WIRE AND INSIDE WIRE MAINTENANCE**

**13.4 PREMISE WIRE (COMPLEX AND NON-STANDARD)**

**A. Description**

Inside Wire Installation Service for complex and non-standard provides the necessary material and labor to install telephone wire from the Company/customer demarcation point (network interface device or lightning protector) to the desired point of termination where the telephone jack will be installed.

**B. Terms and Conditions**

Time and Material Charges are charges applicable for residential repair work, rewiring and installations of complex wiring. Time and Material Charges are charges applicable for business repair and all installation work. 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. Additional material charges may apply, if applicable.

Requests for non-standard and complex wire installations will be charged at actual time and materials, plus a service order charge and a premise visit charge.

**C. Rates and Charges**

**Nonrecurring  
Per Hour**

- |   |         |
|---|---------|
| • Complex or Non-Standard Wire Installation | \$85.00 |
|---|---------|

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**OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.1 INSIDE WIRE INSTALLATION SERVICE (NON-COMPLEX)**

**A. Description**

Inside Wire Installation Service (non-complex) provides the necessary material and labor to install non-complex telephone wire from the Company/customer demarcation point (network interface device or lightning protector) to the desired point of termination where the telephone jack will be installed.

**B. Terms and Conditions**

This service will only be provided when the selected area for installation of the telephone jack is in a readily accessible location that does not require the telephone wire be placed within a covered interior or exterior wall that will require the "fishing" of that wall to locate and pull-through the telephone wire.

The telephone wire mentioned above will contain at least 4 copper conductors of 24 awg and will be vinyl covered. The telephone jack mentioned above will be a four conductor RJ11c jack. The maximum length for any single installation is 100 feet. Requests for use of more/other materials than those listed will be at extra cost.

Requests for non-standard installations may be granted and will be charged at actual time and materials, plus a service order charge and a premise visit charge.

**C. Rates and Charges**

Per Wired Jack

- |                                    |         |
|------------------------------------|---------|
| • Inside Wire Installation Service | \$60.00 |
|------------------------------------|---------|

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**OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.2 INSIDE WIRE MAINTENANCE SERVICES (NON-COMPLEX) (A.K.A. INSIDE WIRE PROTECTION)**

**A. Description**

Inside wire maintenance programs are as follows:

1. Inside Wire Maintenance Service - Provides maintenance and repair of inside telephone wire.

**B. Terms and Conditions**

1. These services are only provided for noncomplex telephone wiring that was installed in accordance with Company standards, including materials and workmanship. Any wiring not meeting the Company's standard will not be maintained or repaired under the terms and conditions of these service offerings.

If the telephone wiring does not meet El Paso's standards, El Paso may, at its own discretion, repair, replace or install new wiring at the request of the customer at the rate of the standard charges set forth previously, or may charge time and material rates if deemed necessary.

Customers not covered by one of these maintenance programs are subject to a \$50.00 service call if trouble is found in their telephone equipment and/or inside telephone wiring when called out by the customer to repair their dead/noisy telephone service.

**C. Rates and Charges**

	<u>Per Month</u>	
	<u>Residence</u>	<u>Business</u>
• Inside Wire Maintenance Service	<b>\$23.00 (I)</b>	<b>\$23.00 (I)</b>

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OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

**113.3 ELPASOTEL CHARGE GUARD® (A.K.A. INSIDE WIRE PROTECTION)**

(T)

**A. Description**

This service provides the customer with trouble location and repair of their simple inside telephone wire and one jack used to provide ELPASOTEL® DSL/wireless broadband service. Additionally, the subscriber will not be assessed additional amounts, including, but not limited to, maintenance of service charges, time and materials charges, or trouble isolation charges for covered simple inside telephone wire and jack repair and trouble location. The Plan does not cover initial installation and corrective work to permit ELPASOTEL® DSL/wireless broadband service to become operational. Charge Guard® does not cover trouble that exists prior to establishing operating DSL/wireless broadband service or prior to establishing the Plan.

**B. Terms and Conditions**

1. The Plan is available to customers of ELPASOTEL® DSL service, only, on a per line basis; customers with multiple DSL lines at a single customer location must purchase separate Plans for each and every DSL line at such location to have Charge Guard®.
2. No coverage is extended to wire or cable not actually used to provide ELPASOTEL® DSL/wireless broadband service or to distribution panels or other non-wire parts of so-called structured wire.
3. Simple inside telephone wire coverage includes a home run wiring configuration, if necessary, but only after DSL service has, at one time, been operational
4. The Company will identify whether the problem with the ELPASOTEL® DSL/wireless broadband service is with covered simple inside telephone wire, a covered jack, DSL modem or other DSL-related equipment, or one computer connected to the DSL modem or other DSL-related equipment.
5. Trouble location includes performing the ELPASOTEL® DSL Inspection Checklist which provides an on-site inspection of the DSL line, modem or other DSL-related equipment, and web browser on one computer that is connected to the customer's modem or DSL equipment.
6. The Plan is offered on a monthly basis for a term which begins on the date of order and shall continue month-to-month until terminated by the customer or by the Company.

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OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

113.3 ELPASOTEL CHARGE GUARD® (A.K.A. **INSIDE WIRE PROTECTION**) (Cont'd)

(T)

B. Terms and Conditions (Cont'd)

7. Applicable taxes, charges, regulatory surcharges, and assessments, if any, for this service, will be added to the customer's bill.
8. Exclusions - The Plan Does Not Cover
  - Trouble that exists prior to establishing operating DSL service or prior to establishing the Plan.
  - Trouble that results from intentional abuse, misuse, or negligence.
  - Repair or replacement of USB connections, Ethernet connections or the cable connecting the modem to the telephone jack.
  - Repair or replacement of customer's computer or DSL modems and other DSL-related equipment (whether ELPASOTEL®-certified or not).
  - Drilling or cutting into metal walls in order to facilitate the repair. ELPASOTEL technicians will work with the customer to complete the repair in a safe manner.
  - Installation of new jacks and new wiring or rewiring (except for DSL service-related home run wiring and jack or simple inside wire repair or replacement that is covered under the Plan).
  - Cable or wiring that runs between or among separate buildings, apartments or dwelling units, in a multi-tenant property.
  - Complete rewiring for jacks and wiring not installed or existing in accordance with accepted industry standards for telephone wiring. We will repair and rewire if necessary the jack or outlet that is not working and offer to complete other rewiring, if requested, at our regular installation charges.
  - Distribution panels or other non-wire parts of so-called structured wire systems, and no part of any wiring arrangement that provides customer with a service or offering of another firm or provider.
  - Wire or cable serving other electronic systems such as entertainment systems or providing service for anything except ELPASOTEL® DSL/wireless broadband service.



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**OBSOLETE CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS**

**113.3 ELPASOTEL CHARGE GUARD® (A.K.A. INSIDE WIRE PROTECTION) (Cont'd)**

**B. Terms and Conditions (Cont'd)**

9. The Company may suspend or discontinue the Plan without notice if any misuse or abuse of the Plan occurs, or if a hazard or danger to person or property exists which could prevent our technicians from performing the work in a safe manner.
10. **Limitation of Liability:** The Company is agreeing to provide trouble location and to repair of customer's simple inside telephone wire and one jack to enable an ELPASOTEL® DSL/wireless broadband service connection, all consistent with Company usual practices. If that is not done correctly, the Company will repair it. THIS IS CUSTOMER'S SOLE REMEDY FOR ERRORS, OMISSIONS AND OUT-OF-SERVICE CONDITIONS, EVEN IF IT IS THE COMPANY'S FAULT. IN OTHER WORDS, THE COMPANY'S ONLY LIABILITY TO THE CUSTOMER IS TO LOCATE TROUBLE AS PROVIDED HEREIN AND REPAIR CUSTOMER'S SIMPLE INSIDE TELEPHONE WIRE AND ONE JACK IN THE COMPANY'S USUAL MANNER, AND THE COMPANY IS NOT LIABLE FOR ANY OTHER DAMAGES, REGARDLESS OF THE THEORY, WHETHER DIRECT, INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL. Notwithstanding the foregoing, as part of the trouble location process ELPASOTEL® may access the Customer's computer hardware and software and DSL-related equipment. ELPASOTEL® does not represent or warrant that its technicians have any special expertise regarding the Customer's computer or DSL-related equipment. An ELPASOTEL® technician will access the Customer's computer and/or DSL-related equipment, as a courtesy to them, solely to locate trouble with their ELPASOTEL® DSL service. ELPASOTEL® liability for any damage arising from reckless or negligent acts of ELPASOTEL® technicians in accessing the Customer's computer or DSL-related equipment is limited to \$2,000 and ELPASOTEL® is not liable for any other damages, regardless of the theory, whether direct, indirect, incidental, special or consequential.

**C. Charges**

	<u>Per Month</u>	
	<u>Residence</u>	<u>Business</u>
• Basic Charge Guard	<b>\$23.00 (I)</b>	<b>\$23.00 (I)</b>
• Charge Guard bundled with Inside Wire Maintenance (113.2.C.)	<b>23.00 (I)</b>	<b>23.00 (I)</b>

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INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL <sup>[1]</sup>

(C)

A. Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, image and facsimile by two standard methods of access: a Basic Rate Service (BRS) or a Primary Rate Service (PRS). These are business serving arrangements conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT).

B. Terms and Conditions

1. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
2. Single Line Service does not provide for service furnished in a system configuration that provides common access to system features and controlled/blocked access to the public switched network or by a remote switch located on the customer's premises.
3. The Company shall terminate Single Line Service at the Company Standard Network Interface (SNI). The SNI shall be the location, as established by State Commission Order, where applicable, or by mutual agreement between the parties, where the Company's protected network facilities and services end, and inside wire or a customer's network begins.
4. Single Line Service does not offer B-channel packet or digital modem service capabilities.
5. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign the services, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should the service fail due to inside wiring (including riser cable) not owned by the Company, or CPE, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
6. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of service.

<sup>[1]</sup> **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

(N)  
|  
(N)

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INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL <sup>[1]</sup> (Cont'd)

B. Terms and Conditions (Cont'd)

7. Should any such error, mistake, omission, interruption, failure, delay, or defect or malfunction of equipment or facilities result in an interruption or failure of service, an adjustment will be applied as follows: a credit allowance, equal to 1/30 of the monthly rate for all services and facilities furnished by the Company affected by such interruption or failure, shall apply for the loss of service for 8 hours or more in each continuous 24 hour period, after notice by the customer to the Company. Credit allowances in any billing period shall not exceed the total charges for that period for the services and facilities that are affected by the interruption.
8. A customer may cancel an order for the installation of service at any time prior to notification by the Company that service is available for the customer's use. Refer to Section 3.1.8.A. of this *Local Terms of Service* for the terms, conditions and charges that apply for cancellation of orders.

Service date intervals are associated with the provisioning of an order. Certain critical dates are used by the Company to monitor the service order provisioning progress. Cancellation charges are based on the estimated costs incurred by the Company at the time the order is cancelled. The Company monitors which critical date was last scheduled and determines what percentage of the Company's provisioning costs have been incurred as of that critical date. A cancellation charge will not apply if the scheduled Service Date has not been provided to the customer.

Costs incurred in conjunction with the provision of an order start on the Application Date. The Application Date is the date the customer provides a firm commitment and sufficient information to the Company for order placement. The Application Date is the date the Company enters the order into the Company's order distribution system(s). This is sometimes referred to as the order date. When a customer cancels an order prior to the Application Date, no charges shall apply. When a customer cancels an order or part of an order, on or after the Application Date, a cancellation charge will apply as described in Section 3.1.8.B. of this *Local Terms of Service*.

9. When requested, the Company will provide a list of areas served by offices that are ISDN equipped or disclosed as compatible.

<sup>[1]</sup> **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL <sup>[1]</sup> (Cont'd)

(C)

C. Availability

1. The rates and charges specified for Single Line ISDN Service are applicable to customers whose serving central office has been identified by the Company as having ISDN available.
2. Single Line ISDN Service may be provided to customers from a central office other than their normal serving office as determined by the Company.
3. Service is offered where ISDN compatible facilities and equipment are available. Service is generally considered "available" for loops 18 kilo feet or less in length (40 dB loss). Loops greater than 18 kilo feet in length must meet ISDN extension technology design requirements. Service will be considered available if ISDN compatible pair gain systems or Single Line loop extension equipment are in place, or planned to serve the area.
4. Some services are not available and/or compatible with ISDN Service.

D. Indemnification

1. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this Local Terms of Service section. Indemnification shall include, but is not limited to, costs and attorney's fees.
2. Customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications result in any claim or legal action brought by any nonparty, customer shall indemnify and hold the Company harmless.

E. Local Calling Areas and Telephone Numbers

1. If a customer is provided service from a designated central office that is not the customer's normal serving office, the local calling area for the customer's Single Line ISDN Service will that of the designated ISDN-equipped central office.
2. Calling areas are subject to change as additional central offices become capable of directly providing ISDN services to the customer's own and nearby serving areas. Changes to calling areas and customer telephone numbers will be determined by the Company.

<sup>[1]</sup> **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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INTEGRATED SERVICES DIGITAL NETWORK

14.1 GENERAL <sup>[1]</sup> (Cont'd)

(C)

F. Protection of the Network

1. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company-provided facilities or other companies' facilities used in conjunction with provision of ISDN capabilities, such as customer-provided equipment.
2. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.
3. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses that might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

14.2 RESERVED

<sup>[1]</sup> **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE

A. Terms and Conditions

See LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") for the terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service:

Termination Liability Charges as described in the aforementioned *Local Terms of Service* will apply if a Customer disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP.

B. Rates

The rates, charges, terms and conditions for a 1.544 Mbps service interoffice channel, as specified in the El Paso County Telephone Company d/b/a CenturyLink Private Line Transport Services Catalog No. 2, apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement.

1. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B+D and 24-B Channels)

Term Period	Monthly Rate	Nonrecurring Charge (Initial)	Nonrecurring Charge (Additional) *
Month-to-month **	\$995.00	\$650.00	\$0.00
One Year	950.00	450.00	0.00
Two Years	950.00	250.00	0.00
Three Years	900.00	250.00	0.00
Five Years	875.00	250.00	0.00

\* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

\*\* Month-to-month customers must subscribe to ISDN-PRI Business Service for a minimum service period of six months.

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INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE

B. Rates (Cont'd)

2. Optional Features	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. 2 B-Channel Transfer <sup>(1)</sup> Per Primary Rate Interface	\$ 75.00	\$100.00
b. Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	\$50.00	\$35.00
c. Circular Hunt <sup>(1)</sup> Per Primary Rate Interface	25.00	0.00
d. D-Channel Backup <sup>(2)</sup> each channel	50.00	20.00
e. E911 Call Screening <sup>(1)</sup> Per Primary Rate Interface (up to 100 station numbers)	125.00	0.00
f. Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
g. Main Number ID Capability	0.00	0.00
h. National ISDN-2 Protocol <sup>(1)</sup> Per Primary Rate Interface	0.00	0.00
i. Network Ring Again <sup>(1)</sup> Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	160.00	0.00

<sup>(1)</sup> Certain equipment restrictions apply.

<sup>(2)</sup> Available only to customers subscribing to more than one Primary Rate Interface.

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INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)

B. Rates (Cont'd)

3. Optional Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Premium Package, per Primary Rate Interface <sup>(1)</sup>	\$195.00	\$150.00

Includes:

National ISDN-2 Protocol <sup>(2)</sup>

E911 Call Screening <sup>(2)</sup>

Incoming Call Identification (Caller ID Name and Number)

Call-by-Call/Integrated Service Access Feature Capability

2 B-Channel Transfer <sup>(2)</sup>

4. Service Charges

- a. Service Establishment Charges apply when a customer requests establishment of a new ISDN-PRI Business Service arrangement(s). Service Establishment Charges apply for each ISDN-PRI Business Service Arrangement that is separately ordered and/or installed. Service Establishment Charges consist of:

(1) A Service Order Charge as described in Section 3 applies for each order placed, for receiving and recording information, and processing the necessary data in connection with a customer's request for service establishment; and

(2) The applicable Nonrecurring Charge for an ISDN-PRI Business Service Arrangement. This charge covers engineering design, common centralized testing and coordination. Nonrecurring charges do not apply for additional ISDN-PRI Business Service Arrangements installed at the same customer designated premises on the same trip and placed on the same service order.

<sup>(1)</sup> Only available to customers subscribed to a Two-Way ISDN-PRI Business Service arrangement under a Term Discount Plan.

<sup>(2)</sup> Certain equipment restrictions apply.



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INTEGRATED SERVICES DIGITAL NETWORK

14.3 PRIMARY RATE SERVICE OFFERINGS

14.3.1 INTEGRATED SERVICES DIGITAL NETWORK PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (Cont'd)

B. Rates (Cont'd)

4. Service Charges (Cont'd)

- b. Premises Visit Charges are applicable per ISDN-PRI Business Service arrangement, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

Premises Visit Charge, per ISDN-PRI Business Service Arrangement	\$125.00
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- c. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).

(1) For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement	\$165.00
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(2) For termination change at the same premises, Programming, per ISDN-PRI Business Service arrangement	35.00
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- d. Move Charges apply for each ISDN-PRI Business Service arrangement moved to a new location in the same building or to a different location within the same central office serving area. The Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

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PROMOTIONS

- 16.1 See [CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS](#) for currently available promotions.