REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES

APPLYING TO SERVICES

BETWEEN ONE OR MORE POINTS

WITHIN

THE STATE OF MINNESOTA
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<tr>
<td>Voice Business Continuity</td>
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</tbody>
</table>
GENERAL RULES AND REGULATIONS

1. ADVANCE PAYMENTS AND DEPOSITS

A. Advance Payments

1. Applicants for telephone service are usually required to pay in advance at the time the application is made any Service Connection Charges or installation charges applicable and to pay the charges for one billing period for exchange service and facilities ordered.

2. Where it is necessary to safeguard the collection of its revenue, the Company may require an advance payment in excess of one billing period.

3. Advance payments are not required for service and equipment furnished federal, state, county and municipal governments. Advance payments are not required from those already receiving service who apply for additional service or for changes in their existing service, unless their credit rating is unsatisfactory.

4. Where charges for construction apply, such charges are collected in advance if circumstances make that advisable in order to safeguard the Company’s revenue. In such cases, and in cases where installation charges are based on the cost of labor and material required, any advance payments are estimated and any adjustments which may be necessary are made when the work is completed.

5. Advance payments or prepayments shall not be construed as being a deposit.

B. Deposits

1. Applicants for service unable to establish a satisfactory credit rating with the Company or existing customers whose credit rating has become impaired will be required to make a suitable cash deposit to be held as security for the payment of bills for telephone service received.

2. The amount of the customer deposit shall not exceed the estimated billing for toll and local service charges for a two month period.

   a. Lifeline subscribers, who voluntarily elect to receive Toll Restriction, are not required to pay a service deposit.
GENERAL RULES AND REGULATIONS

1. ADVANCE PAYMENTS AND DEPOSITS (Continued)

B. Deposits (Continued)

3. Interest shall be paid on all deposits in excess of $20.00 at the rate set by the Commissioner of the Department of Commerce as required by Minnesota Statutes §325E.02. The interest rate may be found on the Department of Commerce website at: www.commerce.state.mn.us. Interest on deposits shall be payable from the date of deposit to the date of refund or disconnection. The Company may, at its option, pay the interest at intervals it chooses but at least annually, either by direct mail, or as a credit on bills.

4. At the time the deposit is made, the Company shall furnish the customer a written receipt specifying the conditions, if any, the deposit will be diminished upon return.

5. Upon termination of service cash deposits will be refunded within forty-five days, less any deductions made in accordance with paragraph four above.

6. The fact a deposit has been made shall in no way relieve the customer of the obligation to pay the monthly bill for telephone service by the date specified.

7. The Company reserves the right to return such cash deposit at any time prior to termination of service if, in the opinion of the Company, the customer has established a proper credit rating.

2. APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE

The determination as to whether telephone service should be classified as business or residence is based on the character of the use to be made of the service. Service is classified as business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a social or domestic nature, service is classified as residence service if installed in a residence.
GENERAL RULES AND REGULATIONS

2. APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE (Continued)

A. Business Rates Apply at the Following Locations, Among Others

1. In offices, stores, and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, church offices, hospitals, and other business establishments.

2. In residence locations where the place of residence is in immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes and in residence locations where an extension is located at a place where business rates would apply.

3. In the residence of a practicing physician, dentist, veterinary surgeon, or other medical practitioner who has no service at business rates at another location.

4. In any residence location where there is substantial business use of the service and the customer has no service elsewhere at business rates.

B. Residence Rates Apply at the Following Locations, Among Others

1. In private residences, in the residential portion of hotels, apartment houses, boarding houses, churches (pastor’s study), or institutions when the use of the service is confined to the domestic use of the customer and listings of a business character are not furnished.

2. Residence rates apply at the following locations, among others:

   In the residence of a practicing physician, dentist, veterinary surgeon, or other medical practitioner provided the customer has service charged for at business rates at another location.

3. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT

Customer-provided terminal equipment may be used and customer-provided communications systems may be connected with the facilities furnished by the Company on the customer’s side of the demarcation point for telecommunications services. In all such cases, the customer-provided terminal equipment or communications systems will be so constructed, maintained and operated as to work satisfactorily with the facilities of the Company. The customer or property owner shall be responsible for the provision and maintenance of cable and wire facilities on the customer’s side of the demarcation point.

(M) Material now found on this page previously appeared in this section on Page No. 2, Release No. 1.
3. CONNECTION OF CUSTOMER-PROVIDED EQUIPMENT (Continued)

Unless otherwise specified in the Company Catalog, the Company will provide facilities for telephone services up to the demarcation point on the property where the customer is served. The customer or property owner is responsible for all facilities located on the customer side of the demarcation point.

4. DEFINITIONS

Accessories

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

Alternating Current Supply

Electrical energy which is used for power purposes, protection of equipment in humid areas, and for the operation of bells and signal devices.

Base Rate Area

A specific section of an exchange area within which primary class of service are available.

Class of Service

A description of telephone service furnished a customer in terms such as:

For Exchange Service:

Type of Rate: Flat rate or measured rate.
Character of Use: Business or residence.
Dialing Method: Touch-Tone or rotary.
4. DEFINITIONS (Continued)

Communicating Device

A device consisting of a transmitter, receiver, network control signaling unit, and associated apparatus and so connected as to permit the sending and receiving of telecommunication messages through the exchange and long distance network.

Communications Systems

Channels and other facilities which are capable, when not connected to telecommunication service, of 2-way communication between customer-provided terminal equipment or Company stations.

Company

Whenever used in this Catalog, "Company" refers to Embarq Minnesota, Inc. unless the context clearly indicates otherwise.

Complex Inside Wire

See system premises (inside) wiring.

Connecting Arrangement

The term “connecting arrangement” denotes the protective equipment provided by the Company to accomplish the direct electrical connection of customer-provided facilities of the Company, when such customer-provided equipment does not conform to Part 68 of the FCC Rules and Regulations for direct connection of customer-provided terminal equipment.

Connecting Company

A corporation, association, firm or individual owning and operating a toll line or one or more central offices and with whom traffic is interchanged.

Customer-Subscriber

The individual, partnership, associate, corporation, or governmental agency who is furnished telephone service by the Company and is responsible for the payment of charges and compliance with the rules and regulations of the Company.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Customer Premise Inside Wire (CPIW)

Wiring, including connectors and blocks within a customer's premise, that extends between the demarcation point of the exchange access line and those standard jack locations within the customer's premise to which terminal equipment can be connected for access to the network. CPIW can be categorized as either system or non-system premise inside wire.

Customer-Provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which are connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

Data Access Arrangement

The term "data access arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria specified in Part 68 at the FCC Rules and Regulations.

Data Set

A device designed to accept from and/or impart to customer-provided data transmitting and/or receiving terminal equipment, material in the form produced and/or accepted by the customer-provided terminal equipment into a form acceptable for transmission over Company facilities.

Demarcation Point

The point of connection, provided and maintained by the Company, at which the Company and customer facilities are connected. The demarcation point is normally located near the point where the Company facilities enter the building or property, on the customer's side of the Company's protector, or its equivalent, as provided under the Company's standard operating practices. If a network interface device is present, the Company's facilities end at the customer's side of the device. The property owner or customer is responsible for all cable, inside wire and other facilities located on the customer's side of the demarcation point.

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).

Direct Current Supply

Electrical energy for talking and signaling purposes, other than ringing.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Direct Connection

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling. A physical connection of the electrical conductors in the communications path.

Disconnection of Service

An arrangement made at the request of the customer, or initiated by the Company for violation of Catalog regulations by the customer, for a permanent interruption of telephone service.

Exchange Classification

The classification of an exchange is based on the location within the state and service offered. The Metro Rate Group consists of those exchanges which have the availability of service through certain facilities (EAS) into the metropolitan complex of Minneapolis-St. Paul. The outstate group will consist of all other exchanges not having facilities into the metropolitan complex described above, except for the exchanges of Cologne and Waconia which have EAS to the metropolitan complex. Extended Area Service (EAS) rate additives, where applicable, for each exchange are set forth in Section 1.

The classes of service available are listed on Page 4. Business and residence customers will be provided one-party service.

Exchange Line

Any line (circuit) directly or indirectly connecting an exchange station with a central office, Exchange lines are subdivided as follows:

1. Central Office Line (or Trunk): A circuit connecting an individual line, private branch exchange system, or key telephone system with a central office.

2. Extension Line: A circuit characteristically similar to an extension station line.

3. Extension Station Line: The circuit portion of an extension station; the extension line extends from the extension service location to the main service location or a central connecting point of the main station.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Exchange Line (Continued)

4. Main Station Line: The circuit portion of a main station; the main station line extends from the main service location to the central office.

5. PBX Station Line: The circuit portion of a PBX station; the PBX station line extends from the PBX station service location to the PBX switchboard or dial switching equipment.

6. Tie Line: A circuit connecting private branch exchange, and/or other types of communication systems.

7. Key Trunk: An exchange line connected to a key telephone system.

Exchange Service

General telephone service is rendered in accordance with the Catalog in this provision. Exchange service is a general term describing as a whole, the facilities for local intercommunications, together with the right to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions in this Catalog.

1. Extension Service: A classification of exchange service furnished to a customer, that is connected on the same central office access line as a main station.

2. Flat Rate Service: A classification of exchange service furnished a customer under Catalog provisions, for which a stipulated charge is made, regardless of the amount of use.

3. Foreign Central Office Service: A classification of exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which service would normally be furnished.

4. Foreign Exchange Service: A classification of exchange service furnished to a customer from an exchange other than the one from which he would normally be served.

5. Individual Line Service (a.k.a. One-Party Line): An exchange access line designed for the connection of one main station.

(T) (T)
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Exchange Service (Continued)

6. Local Measured Service (measured rate): A classification of non-coin box exchange service which is charged for on the basis of amount of use.

7. Payphone line service is a class of service furnished to individuals, firms or corporations which permits connection of a customer-provided instrument that is activated by the deposit of coins, cards, tokens or the entry of a customer account number, to the lines of the Company.

8. Touch-Tone Calling Service: A classification of exchange service whereby calls are originated through the use of pushbuttons in lieu of a rotary dial.

Exchange Service Area

The area within which the Company furnishes complete local telephone service at the exchange rates applicable within that area.

Extended Area Service

A type of telephone service furnished under Catalog provisions whereby customers of a given exchange may complete calls to and/or may receive calls from one or more exchanges without the application of long distance message telecommunications charges.

Harm

Electrical hazards to Company personnel, damage to Company facilities, malfunctions of Company billing equipment, and degradation of service to persons other than the user of the service, as well as the calling or called party.

Home Phone Warranty

Home Phone Warranty is an optional extended maintenance plan that provides residential customers with repair or replacement services for residential telephone equipment.

Individual Line a.k.a One-Party Line

“See Exchange Service”

Initial Service Period

The minimum period of time for which service and facilities are provided.

Interface

See Demarcation Point.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

**Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI)**

ISDN-BRI is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI supports the simultaneous transmission of circuit switched voice and circuit switched data over a single exchange access line. ISDN-BRI Service provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel.

**Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI)**

ISDN-PRI provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmissions channels on the same line. ISDN-PRI Service consists of twenty-three 64 Kbps B-channels and one 64 Kbps D-channel.

**Jack**

See Wired Outlet.

**Joint User Service**

A classification of exchange service furnished to a joint user in connection with customer's exchange service in accordance with Catalog provisions, but who would not otherwise be entitled to the use of the service.

**Key Telephone Systems (Multi-line Telephone Systems)**

An arrangement of equipment in combination with telephone sets and associated keys, to connect the associated telephone to any one of a limited number of exchange, PBX, inter-communicating or private lines. Line indicating, signaling, holding features, etc., are, or may be, incorporated.

**Lifeline**

A program sponsored by the Federal Communications Commission which provides a reduction in the price of basic local residential exchange access service to qualifying low-income subscribers.

**LineGuard / Data LineGuard**

LineGuard/Data LineGuard is a cost-effective way to maintain and repair inside wiring, telephone jacks, and splitters and filters (Data LineGuard), as well as provide trouble isolation for customer owner equipment.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Local Service Area

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under extended area service arrangements.

Maintenance of Service Charge

The charge applicable for each visit to a customer’s premises where a difficulty or trouble report is caused by or results from customer provided equipment and facilities located on the customer’s side of the demarcation point.

N11 Services

Abbreviated three (3)-digit dialing codes which allow the caller to connect to a location in the local telephone network that otherwise would be accessible only through a seven (7)- or ten (10)-digit telephone number. The local telephone network must be preprogrammed to translate the three-digit code into the appropriate seven- or ten-digit telephone number and route the call accordingly. Among abbreviated dialing arrangements, “N11” codes are three-digit codes of which the first digit can be any digit other than 0 or 1, and the last two digits are both 1. 0 and 1 are unavailable because those digits are used for switching and routing. The following N11 codes have been designated by the FCC or by the telephone industry for the purpose listed below:

<table>
<thead>
<tr>
<th>N11 Code</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>211</td>
<td>Allows access to community information and referral services. Designated by the FCC.</td>
</tr>
<tr>
<td>311</td>
<td>Allows access to non-emergency police and government services. Designated by the FCC.</td>
</tr>
<tr>
<td>411</td>
<td>Traditionally allows access to local directory assistance services of local telephone companies. Not designated by the FCC.</td>
</tr>
<tr>
<td>511</td>
<td>Allows access to traveler information services. Designated by the FCC.</td>
</tr>
<tr>
<td>611/811</td>
<td>Traditionally allows access to local telephone company repair and business offices. Not designated by the FCC.</td>
</tr>
<tr>
<td>711</td>
<td>Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Designated by the FCC.</td>
</tr>
<tr>
<td>911</td>
<td>Federally mandated as the National Emergency Number and allows access to emergency services. Designated by the FCC and ordered by the United States Congress.</td>
</tr>
<tr>
<td>011/111</td>
<td>Not available. “0” and “1” are used for switching and routing purposes.</td>
</tr>
</tbody>
</table>
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Network Control Signaling

The transmission of signals used in the Company's exchange facilities which perform functions such as supervision (control, status, and charging signals), address signaling (dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

Network Control Signaling Unit

The term "Network Control Signaling Unit" denotes the terminal equipment furnished for the provision of network control signaling.

Network Interface Device (NID)

A device which readily permits the disconnection of customer-provided customer premise inside wiring from the Company network through an industry registered jack of a type provided for in FCC Rules and Regulations Part 68, for testing purposes, and is provided as part of the exchange access line.

Network Terminating Wire

Wire associated with a network service, which is installed upon customer request between the predetermined demarcation point and the customer's chosen demarcation point and which is used to connect the access line to the network interface.

Non-Published Telephone Number

A telephone number associated with an exchange station which at the request of the customer is not listed in the telephone directory and is not made available to the general public by the Company. Company employees will not complete nor place calls to non-published telephone numbers unless the number is furnished by the calling party.

Non-System Premises Wiring

Wiring which is used with one and two-line business and residence services, located at the customer's premises on the customer's side of the demarcation point. Non-system premise wiring, also referred to as "simple inside wiring," is any inside wiring other than system premise (inside) wiring.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Non-System Premises Wiring (Continued)

Fully protected non-system premises wiring: Non-system premises wiring which is electrically behind registered (or grandfathered) equipment or protective circuitry which assures that electrical contact between the wiring and commercial power wiring or earth ground will not result in hazardous voltages at the telephone network interface.

Unprotected non-system premises wiring: All other non-system premises wiring.

One-Party Line

See “Individual Line”

Plug

A contact member of the end of an electrical cord which terminates the cord conductors. It can be inserted into a fixed jack, connector, or receptacle to make temporary connections with the conductors they terminate.

Premises

The term premise denotes the portions occupied by a customer in a building or group of buildings on the same continuous property. Customer designated premise denotes the premises specified by the customer for the provision of access service.

Premises Cable

All telephone cable beyond the demarcation point on the same continuous property that runs between buildings and between floors in buildings. Premises cable is sometimes referred to as house riser cable.

Rate Center

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between Exchange Service Areas.

Registered Protective Circuitry

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of the FCC Rules and Regulations.

Registered Terminal Equipment

Terminal equipment which is registered in accordance with Part 68 of the FCC Rules and Regulations.
4. DEFINITIONS (Continued)

Service Connection Charge

A non-recurring charge applying to the establishment of service for a customer and certain subsequent additions to that service.

Simple Inside Wire

See non-system premise wiring.

Single Ended Terminal Device

A terminal device which terminates only one line or channel at a given time (example - headset).

Special Design Service

See Design Service

Station

The network control signaling unit and any other equipment provided at a customer's premise location which enables the sending and/or receiving of communications.

1. Main Station: A station, directly connected by means of an individual line or party line with a central office.

2. Extension Station: An additional station connected on the same circuit as the main station and subsidiary thereto.

3. Private Branch Exchange Station: A station connected with a private branch exchange switchboard or dial switching equipment.

4. Private Branch Exchange Extension Station: A telephone set which is bridged to the same line as the PBX station.

5. Private Branch Exchange Interior Station: A station that cannot originate or receive local or long distance calls either directly or through an attendant.


Standard Jacks

See Wired Outlet.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Suspension of Service

An arrangement made at the request of the customer, or initiated by the Company for violation of Catalog regulations by the customer, for temporarily interrupting service. During the period of suspension, the Company's equipment remains at the customer's location; the service is rendered inoperable. Facilities are reserved in anticipation that normal service will be resumed at some future date.

System Premises (Inside) Wiring

Wiring located on the customer's side of a demarcation point associated with private branch exchange and key telephone equipment where three or more central office access lines are used in association with the interior wiring between associated equipment. System premise inside wiring includes all cable and wire and its associated components which connect station components to one another or to the common equipment of a PBX or a key system. System premise inside wiring is also referred to as complex inside wire. Three systems are deregulated as determined in Part 68 of the FCC Rules and Regulations. The three types of system premises (inside) wiring are:

1. Fully protected system premises wiring,
2. Protected system premises wiring requiring acceptance testing for imbalance,
3. Unprotected system premises wiring.

Telecommunications Service

The services offered by the Company accessing the exchange switching network, including, but not limited to those services covered by the General Exchange, Local Exchange, Message Toll, Wide Area Telephone Service, Private Line and Mobile Telephone Service Catalogs.

Telecommunications Service Priority (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. The TSP System’s applicability is limited to telecommunication services which the Company can discretely identify for priority provisioning and/or restoration. See Section 13 of the Access Service Catalog for regulations, rates and charges.
GENERAL RULES AND REGULATIONS

4. DEFINITIONS (Continued)

Telephone Number

A designation assigned to a main station, central office line, or trunk for convenience in placing calls and for identification in the assessment of message charges, etc.

Tribal Link Up

Tribal Link Up is a federal program designed to provide a discount on connection charges for qualified residents living on federally recognized Tribal Lands. Tribal Lands include any federally recognized Indian tribe’s reservation, pueblo, or colony.

Wired Outlet

Data or voice jacks required under Part 68 of the F.C.C. Rules and Regulations for all connections of registered terminal equipment to the telephone network. Also includes connecting blocks or other material necessary to connect a telephone instrument or auxiliary device to the telephone line, located on the customer's side of the demarcation point.

5. DESIGNATION OF TELEPHONE NUMBER/CENTRAL OFFICE

The customer has no property right in the telephone number or any right to continuance of service through any certain central office and the Company may change the telephone number or the central office designation whenever it deems it desirable in the conduct of its business.

6. DISCONTINUANCE OF SERVICE DUE TO NON-PAYMENT

When service has been discontinued for non-payment, the contract is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new contract. Should service be suspended for non-payment of charges, restoration of service will be made only as prescribed under “Restoration of Service.”

7. EQUIPMENT AND LINES FURNISHED BY THE COMPANY

Equipment and lines furnished by the Company, on the premises of a customer or authorized users, are the property of the Company, and are provided upon the condition that such equipment and lines, except as expressly provided for in this Catalog, must be installed, relocated and maintained by the Company and that the Company employees, and agents, may enter said premises at any reasonable hour to make collections from coin boxes, to install, inspect or repair any part of the Company's equipment and lines. Such equipment shall not be used for any toll or consideration to be paid by any other person other than the customer, nor for the performing of any part of the work of transmitting, delivering or collecting any message, where any toll or consideration has been or is to be paid any party other than the Company, without the written consent of the Company.
GENERAL RULES AND REGULATIONS

8. EXCHANGE TELEPHONE SERVICE

Exchange telephone service is the furnishing of facilities for telecommunications within an exchange in accordance with the regulations and system of charges specified in this Catalog.

9. EXCLUSIVE USE OF TELEPHONE SERVICE

Telephone service is furnished for the exclusive use of the customer, employees, agents or representatives of the customer or members of the customer's domestic establishment except for joint user service, pay telephone service or as otherwise specified in this Catalog. The Company will not install or permit exchange service to remain at locations where the use of such service will be by the general public. Customers will discourage the use of their telephone by others and repeated violations of its intended use may be sufficient cause to terminate the contract.

10. EXPLANATION OF SYMBOLS

(C) Change in Regulation or Practice

(D) Discontinued Rate, Regulation or Practice

(I) Increase in Rate

(L) Material relocated from or to another part of catalog with no change in text, rate, regulation or practice.

(N) New Rate, Regulation or Practice

(R) Reduction in Rate

(T) Changed Text

(Z) To signify a correction
GENERAL RULES AND REGULATIONS

11. INITIAL SERVICE PERIODS

The minimum initial service period for all service and equipment is one month except as hereinafter provided.

A. Special Construction

Where special construction is necessary and when it is reasonable to assume that the facilities so provided cannot be reassigned to another customer upon the termination of such service, the Company may at its option quote initial service periods.

B. Directory Listings And Joint User

The initial service period for extra listings and joint user service, where the listings appear in the directory, is for the directory period except as follows:

1. When the main service is terminated.

2. When the listed party subscribes to a class of main station service under his name.

3. In case the listed party or joint user moves to a new location where he is not readily accessible to the subscriber’s station.

4. When the listing is on the information records only and not in a published directory, the initial service period shall be one month.

12. INSTALLATION GUARANTEES

The credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of Company employees.

A. Install - Simple Primary

If the Company fails to provide Simple Primary Service in two (2) business days or the customer requested date with facilities available; thirty (30) calendar days or the customer requested date without facilities available, the Company will provide to the affected customer on day three (3) or thirty-one (31), which ever is applicable, or on the day following the customer requested installation date, whichever is later:
12. INSTALLATION GUARANTEES (Continued)

A. Install - Simple Primary (Continued)

1. a $5 per day credit, up to a maximum of $105 per month, for each day the service is not installed. On and after the 8th day, the customer has a choice of whether to receive a $10 per day credit or receive use of a cellular phone at no charge. (When the 8th day falls on a Saturday, Sunday, or a state holiday, the cellular phone need not be delivered until the next business day.) The maximum total credit shall be $105.

2. remote call forwarding to a cellular or other phone number designated by the customer, or to a voice mailbox where technically feasible to be provided by the Company at no charge.

3. a directory assistance listing for the new telephone number subject to the delayed installation, provided by the Company at no charge.

4. credit for the installation charges associated with the Primary Service at the time of installation.

B. Install - Medical Needs

For persons with a medical need the options detailed under Install - Simple Primary, including the cellular phone, or equivalent local service, will be provided without charge after two (2) business days whether or not facilities exist, until such time the installation is accomplished. Such service will include unlimited local calling, but may have blocked toll and roaming. The Company may require a doctor’s notice as evidence of a medical need.

C. Install - Simple Additional

For customers ordering Simple Additional Service, if the Company fails to provide service in a timely manner [with facilities - three (3) business days, or date requested by the customer, which ever is later; without facilities - thirty (30) calendar days or date requested by the customer] the Company will provide:

1. credit for installation charges at the time of installation; and

2. remote call forwarding to cellular or other local telephone number or to a voice mailbox where technically feasible to be provided by the Company at no charge; and

3. a directory assistance listing for the phone number subject to the delayed installation, provided by the Company at no charge.

D. Install - Complex

For customers ordering Complex Service, if the due date as specified in the Company’s tariff or as negotiated between the Company and the customer is missed, the installation fee associated with the requested Regulated Service will be waived.
GENERAL RULES AND REGULATIONS

13. LIABILITY OF THE COMPANY

A. In view of the possibility of errors and difficulties in the transmission of messages by telephone and the impossibility of fixing in all cases the causes thereof, the customer assumes all risks connected with the service, as the Company cannot guarantee uninterrupted working of its lines and instruments. In case service is interrupted in excess of 24 hours, other than by the negligence or willful act of the customer or interruptions caused by customer-provided facilities, a prorata allowance is made, computed on the basis of the minimum monthly rate for telephone service, equipment, and facilities furnished as are rendered useless or inoperative. Such allowance is made for the period of interruption after notice in writing is received by the Company. No other liability shall in any case be attached to the Company, except as identified in H. following.

B. In the adjustment of charges for over-billing by the Company, a refund will be made of the full amount of excess charges when such amount can be determined from available records. When the period during which over-billing has been effective cannot be fixed from available records, the maximum refund will not exceed an amount equal to such over-billing for a three-year period.

C. No liability shall be attached to the Company by reason of any defacement or damage to the customer’s premise resulting from the existence of facilities furnished by the Company on the premises, or the installation or removal of such facilities, when defacement or damage is not the result of negligence on the part of the Company or its employees.

D. When suitable arrangements can be made, lines of other telephone companies may be used in conjunction with the Company's lines in establishing wire connections to points not reached by the Company's lines. In establishing connections with the lines of other companies, the Company will not be responsible or liable for any action of the connecting company.

E. The Company will not transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections. Employees of the Company are forbidden to accept either oral or written messages to be transmitted over the lines of the Company.

F. The Company reserves the right to cancel any contract for service with, and to discontinue service to, any person who uses or permits the use of profane, obscene or grossly abusive language over or by means of the Company's facilities, and who, after reasonable notice, fails, neglects, or refuses to cease or refrain from such practice or to prevent the same, and to disconnect its property from the premises of such person.

G. If at any future time a municipality acquires the legal right to impose an occupation tax, license tax, permit fee, franchise fee or other similar charge upon the Company, and imposes the same by ordinance or otherwise, such taxes, fees or charges shall be billed to the telephone customers receiving service within the territorial limits of such municipality. Such billing shall allocate the tax, fee or charge among customers uniformly on the basis of each customers monthly charges for the types of service made subject to such tax, fee or charge.
GENERAL RULES AND REGULATIONS

13. LIABILITY OF THE COMPANY (Continued)

H. The Company issues directories to assist in furnishing prompt and convenient service, but it does not guarantee correct listings therein. The Company, except as provided herein, shall not be liable for damages arising out of errors in or omissions from its directories. The liability of the Company for damages caused to customers by errors in or omissions from its directories shall be limited to one-half the charges for the service affected for the period between the issuance of the directory in which such error or omission occurred and the publication of a new directory containing the proper listing.

I. The Company will make reasonable efforts to cure any material failure to provide service caused by year 2000 defects in the Company hardware, software or systems. In light of the interdependence among telecommunications providers and the interrelationship with non-Company processes, equipment and systems, the Company will make reasonable efforts to work with customers and other telecommunications providers to avoid year 2000 failures. The Company is not responsible for losses caused by failures which the Company has taken reasonable steps to avoid.

J. Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's equipment, data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment. Customer is responsible for any Company service or usage charges resulting from any such unauthorized access, unless a tariff, schedule or other written agreement expressly states otherwise.

14. OBLIGATIONS OF THE COMPANY

A. The Company's obligation to furnish telephone service is dependent upon its ability to procure and retain suitable facilities and rights for the construction and maintenance of the necessary circuits. Whenever suitable facilities are insufficient to furnish service to all who may apply, facilities will first be made available in accordance with regulations set forth in Section 13 of the Access Service Tariff concerning Telecommunications Service Priority (TSP).

B. Company provided protective circuitry will be directly connected in accordance with Part 68 of the FCC Rules and Regulations which requires the installation of a standard plug and jack arrangement.

15. OBLIGATIONS OF THE CUSTOMER

A. The customer shall pay monthly in advance or on demand all charges for exchange service and equipment and shall pay on demand all charges for toll service. The customer assumes responsibility for all charges for exchange service and toll messages originating at the customer's station, and for messages received at the customer's station on which the charges have been reversed with the consent of the person called.
GENERAL RULES AND REGULATIONS

15. OBLIGATIONS OF THE CUSTOMER (Continued)

B. All charges due by the customer are payable by the customer at the Company's Commercial Office or at any other agency duly authorized to receive such payments. If objection in writing is not received by the Company within 18 days after the bill is rendered, the amount shall be deemed correct and binding upon the customer.

A late pay charge of 2.5% or $6.00, whichever is greater, will apply to the entire unpaid balance when a customer’s bill has an unpaid balance carried forward; this excludes any amount billed as taxes which the Company collects on behalf of local governments.

C. Equipment furnished by the Company shall upon termination of service, from any cause whatsoever, be in good condition, reasonable wear and tear thereof excepted. The customer is billed the cost of each piece of apparatus injured or destroyed otherwise than by unavoidable accident.

D. Devices provided by the customer to obtain quietness or privacy may be used in conjunction with the telephone instrument provided any such device does not involve direct electrical connection to the equipment of the Company, except in accordance with Part 68 of the FCC Rules and Regulations.

E. The customer may use devices which service his convenience in his use of the facilities of the Company in the service for which they are furnished under this Catalog, provided any such device so used, in the opinion of the Company, would not endanger the safety of Company employees or the public; damage, require change in or alteration of, or involve direct electrical connection to (except as provided for elsewhere in this Catalog) the equipment or other facilities of the Company; or interfere with the proper functioning of such equipment or facilities; or impair the operation of the telephone system or otherwise injure the public in its use of the Company's services.

F. Suitable commercial power, power wiring and outlets, housing, heat, light and ventilation and conduit as required for the operation of telephone equipment used by a customer in or on his premises and grounds shall be provided, i.e. furnished, installed and maintained, by and at the expense of the customer.

G. Any Customer subscribing to Business services under this Catalog (a “Business Customer”) is responsible for all collections costs, including but not limited to attorney's fees, incurred by the Company in recovering any amounts due and owing to the Company by the Business Customer. In the event of the Business Customer's bankruptcy, the Company may assert its claim for collections costs and attorneys’ fees under this Catalog as a claim against the Business Customer's bankruptcy estate.
GENERAL RULES AND REGULATIONS

16. REPAIR GUARANTEES

The credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of Company employees.

A. Repeat Trouble Reports

If more than two (2) substantiated Trouble Reports are found on a customer’s access line, Simple Primary Service, Simple Additional Service or Complex Service, in any six month period, the Company will credit that customer with one month of free basic local service for the lines affected.

B. Out-Of-Service Repair

If the Company fails to repair any residential access line for Simple Primary Service or Simple Additional Service within forty-eight (48) hours of notification, the Company will provide the affected customer a $5/day credit for each additional day out of service, until the 8th day. On and after the 8th day, the customer has a choice of whether to receive a $10 per day credit or receive use of a cellular phone at no charge. (When the 8th day falls on a Saturday, Sunday, or a state holiday, the cellular phone need not be delivered until the next business day.) The maximum total credit shall be $105. The Company will also provide, at no charge, remote call forwarding to another number or company provided voice mailbox where technically feasible, as desired by the customer.

If the Company fails to repair any business access line for Simple Primary Service or Simple Additional Service within twenty-four (24) hours of notification, 25% of that month’s fee for the service affected will be credited to the customer’s account. If the Company fails to repair any business access line for Simple Primary Service within twenty-four (24) hours of notification, the Company will provide a minimum alternative service at no charge until the service interruption is restored. Minimum alternative service shall include, but is not limited to, the use of a cellular phone, remote call forwarding to another number or company-provided voice mailbox where technically feasible, as agreed to by the Company and the customer. These provisions can be superseded by agreement of the Company and the customer.

If the Company fails to repair any access line for Complex Service within twenty-four (24) hours of notification, the Company will provide the customer a 25% credit for that month’s fee for the Regulated Services affected. In addition, if the primary number listed in the telephone directory is Out-of-Service for this period, the Company will provide a minimum alternative service at no charge until the service interruption is restored. This alternative service may include, but not limited to remote call forwarding to another number or a company-provided voice mailbox where technically feasible, as agreed to by the Company and the customer. These provisions can be superseded by agreement of the Company and the customer.
GENERAL RULES AND REGULATIONS

16. REPAIR GUARANTEES (Continued)

B. Out-Of-Service Repair (Continued)

Simple Primary Service customers remaining out of service after seven (7) days, will be provided the option of a cellular phone or equivalent local service or continuing the $5 per day credit referenced above where applicable on day eight (8). The cellular or equivalent local service option will not be made available if the customer has local telephone service through an additional line.

Under current Commission rules, the Company is obligated to provide customers with a pro rata daily adjustment for each day service is out beyond twenty-four hours. Therefore, the Company will provide a customer with a pro rata adjustment for the first and second days of a service interruption. On the third day, the Company will provide the customer with either a $5 a day credit, if applicable, or a pro rata adjustment, whichever is greater.

C. Medical Needs-Repair

For persons with a medical need a cellular phone or equivalent service will be provided on the next business day until such time that the repair is made. Such service is in addition to other remedies, and will include unlimited local calling but may have blocked toll and roaming. The Company may require a doctor's notice as evidence of a medical need.

D. Customer Commitments-Repair

As compensation for missing a dispatched repair commitment for a Regulated Service, the Company will provide one (1) month of free basic local service.

17. SCOPE OF TELECOMMUNICATION SERVICES CATALOG

The Telecommunication Services Catalog, hereby referred to as the Catalog, applies to all exchanges except as otherwise provided by this Catalog or by any supplement thereto. The rules and regulations specified herein are in addition to the rules and regulations contained in other sections of the Company's Catalog.

18. SPECIAL TERMINAL EQUIPMENT FUNDING

A. The Special Terminal Equipment Funding Program will be available for the use of disabled persons who have been certified to the Company as having an impairment which necessitates that they communicate by special terminal equipment.

B. Funding up to $1,200.00 will be available for the purchase of the equipment used with residence service provided to a customer of Embarq Minnesota Inc.
18. SPECIAL TERMINAL EQUIPMENT FUNDING (Continued)

C. The contracted funding may be with a disabled customer, parent or legal guardian of a disabled person or customer furnishing service for use by a disabled person residing in the customer's household.

D. The Company check for purchase of terminal equipment shall be made payable to the seller of subject equipment.

E. Customers shall have sole and exclusive responsibility for the installation, operation and maintenance of any special terminal equipment. The Company shall have no responsibility for repairing or maintaining the terminal equipment.

F. The Company will have the right to deny funding if it is determined the equipment will be excessively costly for the customer to maintain, will cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, degradation of service to persons other than the user of the subject terminal equipment, or where the Company equipment or facilities, or both, required to provide service are not available, and their provision entirely at the expense of the Company would not, in the opinion of the Company, constitute a prudent investment.

G. The Company shall not be liable to the customer or anyone else for any consequential or actual loss, damage or expense directly or indirectly caused by the equipment or arising from the customer's ownership, use of or inability to use the equipment, except in cases of the Company's willful and intentional act.

H. The Company excludes any express or implied warranties on the terminal equipment being purchased including any warranties of merchantability or fitness for a particular purpose.

I. Payment method is as follows:

1. Funding, including interest, shall be repaid in equal monthly installments not to exceed 60 months. Minimum monthly installments will be $5.00.

2. The customer, parent or legal guardian will have the option to prepay the entire unpaid balance at any time.

3. If a customer, parent or legal guardian fails to pay any of the installments when due, the Company shall not disconnect main line service.

4. Upon default of the loan, the Company shall retain any monthly installments paid.

5. If the main line residence service, used by the disabled person, is terminated, at the option of the Company the entire unpaid balance under the funding plan may be declared due and payable.
19. SUSPENSION OF SERVICE OR TERMINATION OF CUSTOMER CONTRACT

The Company may either suspend service or terminate the customer contract without suspension of service or, following a suspension of service, sever the connection and remove any of its equipment from the customer's premises upon:

A. Abandonment of the service.

B. Failure of a customer to make suitable deposit required by the Company as authorized by this Catalog.

C. Impersonation of another with fraudulent intent.

D. Use of service in such a way as to impair or interfere with the service of other customers; such improper use includes, but is not limited to, the making of nuisance calls and the use of telephone service by a customer, or with his permission, in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such customer at or about the same time resulting in preventing, obstructing, or delaying the telephone service of others.

E. Any other violation of the Company's rules and regulations applying to customer's contracts or to the furnishing of service.

F. Violation of Part 68 of the FCC Rules and Regulations pertaining to connection of FCC registered terminal equipment. Such violations may cause a temporary discontinuance of service.

20. UNAUTHORIZED ATTACHMENT/CONNECTION OF EQUIPMENT

No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with the facilities furnished by the Company, whether physically, by induction or otherwise, except as provided in this Catalog. In case such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same; or to suspend the service during the continuance of said attachments or connections; or to terminate the service.

21. USE OF COMPANY FACILITIES WITH ANNOUNCEMENT SERVICES

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder-coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

A. For purposes of identification, customers to telephone service who transmit recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service and the address at which those responsible for the transmitted recorded announcement may be contacted.

B. Customer transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.
GENERAL RULES AND REGULATIONS

21. USE OF COMPANY FACILITIES WITH ANNOUNCEMENT SERVICES (Continued)

C. Non-published telephone service will not be furnished for use with recorded public announcements.

D. Failure to comply with the provisions of this Catalog shall be cause for termination of the service.

22. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate)

A. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten — Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of Company services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

B. Application for Support

1. E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

2. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.
22. UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate) (Continued)

C. Receipt of Support

1. E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company’s receipt of notification from the Funding Source acknowledging the Customer’s receipt of Service. Upon notification, the Company will apply discounts to the Customer’s invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer’s account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

2. Other Funding Sources

The Customer will pay, in full, all invoices issued by the Company prior to the Company’s receipt of notification from the Funding Source acknowledging the Customer’s receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer’s account or with a check corresponding to the appropriate amount of Support based on Service received.

D. Failure to Obtain Support

1. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer’s behalf. Customer will not be responsible for Support withdrawn due to the Company’s material failure to provide Service.

2. The Company is not responsible for the Customer’s compliance with FCC, SLD or Funding Source rules and regulations, the Customer’s applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.

3. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.
GENERAL RULES AND REGULATIONS

23. SPECIAL PRICING

A. General

A customer may be charged a price other than a price in the Tariff when differences in the cost of providing a service or service elements justify a different price for a particular customer, or when uniform prices should not be required because of market conditions.

B. List of Services

Special Pricing may be applied to price regulated and flexibility-priced services, which are identified in the Classification section of this Catalog and described elsewhere in this Catalog.

24. Trade names, Trademarks and Service Marks

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Catalog. These trademarks and/or service marks are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by Embarq Minnesota, Inc. d/b/a CenturyLink, with express permission. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

<table>
<thead>
<tr>
<th>Trade Mark Designation</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CENTURYLINK</td>
<td>(N)</td>
</tr>
<tr>
<td>CENTURYLINK™</td>
<td>(N)</td>
</tr>
<tr>
<td>CENTURYLINK℠</td>
<td>(N)</td>
</tr>
<tr>
<td>CORE CONNECT®</td>
<td>(N)</td>
</tr>
</tbody>
</table>

25. Residence Service for Company Employees

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.

26. Natural Disaster Relief for Customers

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

1. BASIC ACCESS LINE RATES

A. Flat Rated Local Service

1. The rates listed in the schedule below include Touch-Tone service; however, do not include Extended Area Service additives, Station Instruments or other miscellaneous charges.

<table>
<thead>
<tr>
<th>Class of Service</th>
<th>Outstate Monthly Rate</th>
<th>Metro Monthly Rate</th>
<th>Installation Charge (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence(3) (1-PTY)</td>
<td>$14.59</td>
<td>$14.59</td>
<td>$19.00 (T)</td>
</tr>
<tr>
<td>Business(1,4) (1-PTY)</td>
<td>29.18</td>
<td>29.18</td>
<td>43.00 (T)</td>
</tr>
<tr>
<td>Payphone Access Line(1)</td>
<td>29.18</td>
<td>29.18</td>
<td>43.00</td>
</tr>
<tr>
<td>Trunk(1)</td>
<td>33.92</td>
<td>33.92</td>
<td>43.00</td>
</tr>
<tr>
<td>School Classroom Service</td>
<td>22.48</td>
<td>22.48</td>
<td>43.00</td>
</tr>
</tbody>
</table>

2. School classroom service is one party flat rate local exchange access line service offered to public schools that conduct classes within the range of kindergarten through 12th grade pursuant to Minnesota Statute Section 237.065. This additional service is available to ensure access to telephone service from each classroom and other areas within the school, as determined by the school board. Existing service provided to all areas of the school prior to the effective date of this Catalog will be billed at current rates. Upon approval by the school board, this service must be installed in all remaining classrooms within the school and other areas within the school, as determined by the school board, within the time period specified by the Company. This service is not available in areas within the school where telephone service is used for business administrative purposes of the school.

B. Exchange Classification

<table>
<thead>
<tr>
<th>Metro Exchanges</th>
<th>Outstate Exchanges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chaska</td>
<td>Aitkin Deerwood Millville</td>
</tr>
<tr>
<td>Cokato</td>
<td>Alexandria Elgin New Richland</td>
</tr>
<tr>
<td>Cologne</td>
<td>Altura Eyota Plainview</td>
</tr>
<tr>
<td>Hastings</td>
<td>Bennetville Glencoe Plato</td>
</tr>
<tr>
<td>Howard Lake</td>
<td>Benson Granite Falls Rollingstone</td>
</tr>
<tr>
<td>Norwood</td>
<td>Browerville Grove City Silver Lake</td>
</tr>
<tr>
<td>Osseo</td>
<td>Brownston Holmes City St. James</td>
</tr>
<tr>
<td>Rogers</td>
<td>Buffalo Lake Lake City Stewart</td>
</tr>
<tr>
<td>St. Michael</td>
<td>Carlos Lester Prairie Villard</td>
</tr>
<tr>
<td>Victoria</td>
<td>Crosby Lewiston Waldorf</td>
</tr>
<tr>
<td>Waconia</td>
<td>Dassel Long Prairie Zumbro Falls</td>
</tr>
</tbody>
</table>

(1) The applicable Flat Rated Local Service and EAS monthly rates will appear as a single item on the customer's bill.
(2) Installation Intervals Guarantees are found in Section GRR, page 18.
(3) The applicable Flat Rated Local Service and EAS monthly rates will appear as separate items on the customer's bill.
(4) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
LOCAL EXCHANGE AND EAS RATES

1. BASIC ACCESS LINE RATES (Continued)

C. Optional Local Measured Service

The rates listed in the schedule below are for Optional Local Measured Service only. They include Touch-Tone Service and applicable Extended Area Service rates. The usage charges for same exchange or EAS calls follow.

<table>
<thead>
<tr>
<th></th>
<th>Residence</th>
<th>Business(1)</th>
<th>Trunk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metro</td>
<td>$9.00</td>
<td>$16.11</td>
<td>$17.90</td>
</tr>
<tr>
<td>Outstate</td>
<td>9.00</td>
<td>16.11</td>
<td>17.90</td>
</tr>
<tr>
<td>Installation Charge</td>
<td>19.00</td>
<td>43.00</td>
<td>43.00</td>
</tr>
</tbody>
</table>

Usage charges which consider frequency, duration, distance, and time-of-day are in addition to the basic access line charge. The usage charges for calls within the existing non-toll calling area are listed below.

<table>
<thead>
<tr>
<th>Usage</th>
<th>1st MOU*</th>
<th>Add'l MOU*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Same Exchange</td>
<td>$.04</td>
<td>$.01</td>
</tr>
<tr>
<td>EAS</td>
<td>.05</td>
<td>.02</td>
</tr>
</tbody>
</table>

* Time of Day Discounts

For calls placed in the below listed time periods, discounted charges will apply as described:

<table>
<thead>
<tr>
<th>Time</th>
<th>Percent Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Night (10 P.M. - 8 A.M.)</td>
<td>60%</td>
</tr>
</tbody>
</table>

Additional Charges

Local Operator Assistance and/or Directory Assistance calls are charged at the established rates set forth in this Catalog.

Detailed billing showing all calls placed from the customer’s telephone.

Per Call $ .03

(1) Business Rates apply to Payphone Service Providers.
LOCAL EXCHANGE AND EAS RATES

2. EXTENDED AREA SERVICE (EAS) RATES

Customers moving from one exchange to another may keep the same telephone number provided both exchanges are in the same rate center and they both have the same area code. The customer will pay the EAS rate applicable to the new exchange. The rates listed in the schedule below are in addition to the Flat Rated Local Service monthly rates.

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Business</th>
<th>Residential</th>
<th>Trunk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aitkin</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Alexandria</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Altura</td>
<td>15.21</td>
<td>7.63</td>
<td>17.66</td>
</tr>
<tr>
<td>Bennettsville</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Benson</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Browerville</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Brownton</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Buffalo Lake</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Carlos</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Chaska</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Cokato</td>
<td>8.48</td>
<td>4.19</td>
<td>9.88</td>
</tr>
<tr>
<td>Cologne</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Crosby</td>
<td>1.10</td>
<td>0.50</td>
<td>1.30</td>
</tr>
<tr>
<td>Dassel</td>
<td>1.10</td>
<td>0.50</td>
<td>1.30</td>
</tr>
<tr>
<td>Deerwood</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Elgin</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Eyota</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Glencoe</td>
<td>1.10</td>
<td>0.50</td>
<td>1.30</td>
</tr>
<tr>
<td>Granite Falls</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Grove City</td>
<td>1.10</td>
<td>0.50</td>
<td>1.30</td>
</tr>
<tr>
<td>Hastings</td>
<td>4.17</td>
<td>2.08</td>
<td>4.52</td>
</tr>
<tr>
<td>Holmes City</td>
<td>3.20</td>
<td>1.60</td>
<td>3.50</td>
</tr>
<tr>
<td>Howard Lake</td>
<td>19.48</td>
<td>9.70</td>
<td>22.61</td>
</tr>
<tr>
<td>Lake City</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Lester Prairie</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Lewiston</td>
<td>15.15</td>
<td>7.52</td>
<td>17.65</td>
</tr>
<tr>
<td>Long Prairie</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Milville</td>
<td>9.90</td>
<td>4.50</td>
<td>11.90</td>
</tr>
<tr>
<td>New Richland</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>Norwood</td>
<td>16.51</td>
<td>8.16</td>
<td>19.30</td>
</tr>
<tr>
<td>Osseo</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
</tbody>
</table>

(1) The applicable Flat Rated Local Service and EAS monthly rates will appear as a single item on the customer's bill.

(2) Business Rates apply to Payphone Service Providers

(3) The applicable Flat Rated Local Service and EAS monthly rates will appear as separate items on the customer's bill.
## LOCAL EXCHANGE AND EAS RATES

### 2. EXTENDED AREA SERVICE (EAS) RATES (Continued)

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Business(^{(1)}) (^{(2)})</th>
<th>Residential(^{(3)})</th>
<th>Trunk(^{(1)})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plainview</td>
<td>9.90</td>
<td>4.50</td>
<td>11.90</td>
</tr>
<tr>
<td>Plato</td>
<td>3.20</td>
<td>1.60</td>
<td>3.50</td>
</tr>
<tr>
<td>Rogers</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Rollingstone</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>St. James</td>
<td>$ 0.00</td>
<td>$ 0.00</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>St. Michael</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Silver Lake</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Stewart</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Victoria</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Villard</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
<tr>
<td>Waconia</td>
<td>7.51</td>
<td>3.75</td>
<td>8.68</td>
</tr>
<tr>
<td>Waldorf</td>
<td>1.10</td>
<td>0.78</td>
<td>1.30</td>
</tr>
<tr>
<td>Zumbro Falls</td>
<td>1.50</td>
<td>0.78</td>
<td>1.70</td>
</tr>
</tbody>
</table>

### 3. JOINT USER SERVICE

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADRJUSR*</td>
<td>$10.07</td>
</tr>
</tbody>
</table>

* Limited to existing customers.

---

\(^{(1)}\) The applicable Flat Rated Local Service and EAS monthly rates will appear as a single item on the customer’s bill.

\(^{(2)}\) Business Rates apply to Payphone Service Providers

\(^{(3)}\) The applicable Flat Rated Local Service and EAS monthly rates will appear as separate items on the customer’s bill.
### LOCAL EXCHANGE AND EAS RATES

#### 4. RATE CENTERS

<table>
<thead>
<tr>
<th>Rate Center</th>
<th>Exchange</th>
<th>Rate Center</th>
<th>Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aitkin</td>
<td>Aitkin</td>
<td>Holmes City</td>
<td>Holmes City</td>
</tr>
<tr>
<td>Alexandria</td>
<td>Alexandria</td>
<td>Howard Lake</td>
<td>Howard Lake</td>
</tr>
<tr>
<td>Altura</td>
<td>Altura</td>
<td>Lake City</td>
<td>Lake City</td>
</tr>
<tr>
<td>Bennettville</td>
<td>Bennettville</td>
<td>Lester Prairie</td>
<td>Lester Prairie</td>
</tr>
<tr>
<td>Benson</td>
<td>Benson</td>
<td>Lewiston</td>
<td>Lewiston</td>
</tr>
<tr>
<td>Browerville</td>
<td>Browerville</td>
<td>Long Prairie</td>
<td>Long Prairie</td>
</tr>
<tr>
<td>Brownton</td>
<td>Brownton</td>
<td>Millville</td>
<td>Millville</td>
</tr>
<tr>
<td>Buffalo Lake</td>
<td>Buffalo Lake</td>
<td>New Richland</td>
<td>New Richland</td>
</tr>
<tr>
<td>Carlos [1]</td>
<td>Carlos</td>
<td>Norwood</td>
<td>Norwood</td>
</tr>
<tr>
<td>Cokato</td>
<td>Cokato</td>
<td>Plainview</td>
<td>Plainview</td>
</tr>
<tr>
<td>Crosby</td>
<td>Crosby</td>
<td>Plato</td>
<td>Plato</td>
</tr>
<tr>
<td>Dassel</td>
<td>Dassel</td>
<td>Rollingstone</td>
<td>Rollingstone</td>
</tr>
<tr>
<td>Deerwood</td>
<td>Deerwood</td>
<td>St. James</td>
<td>St. James</td>
</tr>
<tr>
<td>Elgin</td>
<td>Elgin</td>
<td>Silver Lake</td>
<td>Silver Lake</td>
</tr>
<tr>
<td>Eyota</td>
<td>Eyota</td>
<td>Stewart</td>
<td>Stewart</td>
</tr>
<tr>
<td>Glencoe</td>
<td>Glencoe</td>
<td>Villard</td>
<td>Villard</td>
</tr>
<tr>
<td>Granite Falls</td>
<td>Granite Falls</td>
<td>Waldorf</td>
<td>Waldorf</td>
</tr>
<tr>
<td>Grove City</td>
<td>Grove City</td>
<td>Zumbro Falls</td>
<td>Zumbro Falls</td>
</tr>
<tr>
<td>Hastings</td>
<td>Hastings</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

[1] Effective October 26, 2012, Chaska, Cologne, Victoria and Waconia became part of the Twin Cities Rate Center, served by Qwest Corporation d/b/a CenturyLink QC

[2] Effective November 5, 2013, Osseo (including Maple Grove), Rogers and St. Michael became part of the Twin Cities Rate Center, served by Qwest Corporation d/b/a CenturyLink QC.
LOCAL EXCHANGE AND EAS RATES

5. TERM DISCOUNT PLAN (TDP)

A. General

1. A Term Discount Plan (TDP) provides business customers, who have five (5) or more lines/trunks at the same location and billed under a single bill or who have five (5) or more lines/trunks at different locations and billed under a single bill, with discounted rates for Flat Rated Local Service Lines and Trunks. Fewer than five (5) lines/trunks billing under a single bill are not eligible for the TDP rates, regardless of whether the customer in total subscribes to five (5) or more lines/trunks. The discount on the Local Exchange Access Line rate component includes the EAS rate component.

2. Flat Rated Local Service Business Lines and Trunks may be ordered under a TDP for fixed periods of two (2) years and three (3) years.

3. The customer must specify the length of the initial service period at the time the service is ordered.

4. At the end of the TDP commitment period the customer may subscribe to a new TDP at discounts on the prevailing rates as set forth in 5.C. following. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the minimum commitment period with no penalty or obligation to continue the service.

5. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

6. The customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of three years. The number of remaining months in the original term plan will apply toward the new term plan selected.
LOCAL EXCHANGE AND EAS RATES

5. TERM DISCOUNT PLAN (TDP) (Cont’d)

B. Termination Liability Charges

1. If a business customer under a Term Discount Plan (TDP) disconnects any portion of the Flat Rated Local Service Lines and Trunks TDP service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments for the remainder of the TDP. Should a customer drop below the line/trunk minimum requirement, the customer will no longer qualify for the TDP, and the remaining lines/trunks will default to the standard month-to-month rates effective with the disconnect date.

C. Discounts

<table>
<thead>
<tr>
<th></th>
<th>Two Years</th>
<th>Three Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Business Flat Rated Local Service Lines</td>
<td>10%</td>
<td>15%</td>
</tr>
<tr>
<td>2. Business Flat Rated Local Service Trunks</td>
<td>10%</td>
<td>15%</td>
</tr>
</tbody>
</table>
LOCAL EXCHANGE SERVICE

1. ADJACENT EXCHANGE SERVICE\(^{(1)}\)

A. General

1. Adjacent Exchange Service is a form of rural telephone service offered to meet certain customer requirements for rural telephone service from a contiguous exchange in addition to service from the exchange in which the customer is located. Adjacent Exchange service is not provided within exchanges which have access to the Metropolitan Calling Area.

2. Adjacent Exchange Service will be furnished between any of this Company's exchanges and an adjacent exchange in the state of Minnesota, whether the customer is located in an exchange of this Company or in an exchange of another company. However, the other company must have a comparable Catalog filed or concur in this Catalog.

3. Installation, maintenance and ownership of telephone plant shall be the responsibility of the company in whose exchange area such plant is located.

4. Adjacent Exchange Service is provided to meet a customer's local calling needs and is not provided if Extended Area Service is available between the two exchanges.

5. Adjacent Exchange Service will only be provided to rural customers of this Company who are located within two airline miles of the Adjacent Exchange boundary line from which service is desired.

6. Primary exchange service may not be discontinued without also discontinuing Adjacent Exchange Service.

B. Application of Charges

1. Where a portion of this service is provided by another company, the rates and regulations of that company apply to the portion of the service that it provides.

2. Application of charges will be on the basis of the access line rate of the exchange providing the service as found in Section 1, plus applicable mileage charges measured along the route of the circuit, from the exchange boundary to the applicants location, as found in Section 7.

3. Rates for supplemental services not associated with the customer's primary exchange service shall be as specified in the adjacent exchange company's tariffs.

C. Construction Charges

Any construction required to provide such extensions of rural access lines will be paid for by the applicant, as specified in Section 4 of this Catalog. Title of any such plant will remain the property of the company in whose territory it is located.

\(^{(1)}\) Limited to existing customers at existing locations as of February 8, 2000.
LOCAL EXCHANGE SERVICE

2. COMBINED MAIN STATION SERVICE

A. To the extent that facilities and equipment for the purpose are available, two flat rate individual line main stations with identical outgoing service privileges may be combined; i.e., permanently bridged, in a manner permitting answering of calls for either at the other station. Where so combined, the station bell at each main station will ring when either of the stations is called, except where it is practicable to associate an extension bell or other auxiliary signal with and on the same premises as such a main station, to indicate incoming calls directed to the other.

B. If two main stations thus combined are located within the same central office area, and serviced by a central office of such central office area, the flat rate for individual line business service applies to each business main station and the flat rate for individual line residence service applies to each residence main station.

C. Combined main station service is ordinarily provided only when both main stations are contracted for by the same subscriber, or when one subscriber is in business with, or is an employee or agent of, the other subscriber concerned.
### LOCAL EXCHANGE SERVICE

#### 3. EXTENDED AREA SERVICE (EAS)

<table>
<thead>
<tr>
<th>From Exchange</th>
<th>To Exchanges</th>
<th>From Exchange</th>
<th>To Exchanges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aitkin</td>
<td>Bennetville</td>
<td>Cologne</td>
<td>Minneapolis/St. Paul Metro&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>Kimberly&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td></td>
<td>Metro Exchanges</td>
</tr>
<tr>
<td></td>
<td>Palisade&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alexandria</td>
<td>Carlos</td>
<td>Crosby</td>
<td>Bennetville</td>
</tr>
<tr>
<td>(Inc. Lake)</td>
<td>Garfield&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td></td>
<td>Deerwood</td>
</tr>
<tr>
<td></td>
<td>Holmes City</td>
<td></td>
<td>Emily&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>Altura</td>
<td>Lewiston</td>
<td>Deerwood</td>
<td>Bennetville</td>
</tr>
<tr>
<td></td>
<td>Rollingstone</td>
<td></td>
<td>Crosby</td>
</tr>
<tr>
<td></td>
<td>Winona&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Rochester&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>St. Charles&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Elgin</td>
<td>Eyota</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Millville</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Plainview</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Rochester&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>Bennetville</td>
<td>Aitkin</td>
<td>Eyota</td>
<td>Elgin</td>
</tr>
<tr>
<td></td>
<td>Crosby</td>
<td></td>
<td>Rochester</td>
</tr>
<tr>
<td></td>
<td>Deerwood</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Benson</td>
<td>Danvers&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Glencoe</td>
<td>Brownton</td>
</tr>
<tr>
<td>(Inc. Swift Falls)</td>
<td></td>
<td></td>
<td>Lester Prairie</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Plato</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Silver Lake</td>
</tr>
<tr>
<td>Browerville</td>
<td>Clarissa&lt;sup&gt;(1)&lt;/sup&gt;</td>
<td>Grove City</td>
<td>Litchfield</td>
</tr>
<tr>
<td></td>
<td>Long Prairie</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brownton</td>
<td>Glencoe</td>
<td>Hastings</td>
<td>Minneapolis/St. Paul Metro&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>Stewart</td>
<td></td>
<td>Metro Exchanges</td>
</tr>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>Buffalo Lake</td>
<td>Stewart</td>
<td>Howard Lake</td>
<td>Minneapolis/St. Paul Metro&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>Hector&lt;sup&gt;(1)&lt;/sup&gt;</td>
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<td>Metro Exchanges</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Carlos</td>
<td>Alexandria</td>
<td>Holmes City</td>
<td>Alexandria</td>
</tr>
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<sup>(1)</sup> Non-EMBARQ MINNESOTA, Inc. Exchanges
## LOCAL EXCHANGE SERVICE

### 3. EXTENDED AREA SERVICE (EAS)

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(1) Non-EMBARQ MINNESOTA, Inc. Exchanges
LOCAL EXCHANGE SERVICE

4. FOREIGN CENTRAL OFFICE SERVICE

A. General

Foreign central office service is exchange service furnished to a customer in a multi-office exchange from a central office other than the one from which he would normally be served.

B. Definitions

Foreign Central Office - a central office other than the normal central office for a given subscriber location, but which is a part of the same multi-central office exchange.

C. Regulations

1. Foreign Central Office Service will be provided in connection with business or residence individual line or private branch exchange trunk service. The scope of, and service rates, for Foreign Central Office Service shall be the same as those within the service area from which service is actually furnished.

2. Such service is not in accord with the general plan of furnishing telephone service, and it will be furnished only under special conditions where the service is warranted by the circumstances involved. The Company does not obligate itself to furnish this service, particularly when it involves undue expenses or impairment of the service furnished the general public.

D. Rates

1. The charge for foreign central office service is the established monthly access line rate from which service is actually furnished.

2. Private and leased line mileage charges as specified in Section 7 of this Catalog, are applicable in addition to the monthly access line rate. Mileage charges are applicable for the channel between the central office normally serving the area in which the customer is located and the foreign central office, based on air line measurement.
LOCAL EXCHANGE SERVICE

5. FOREIGN EXCHANGE SERVICE (BUSINESS ONLY) (1)

A. General

Foreign Exchange Service is interexchange service provided at a location in an exchange other than that in which the central office is located and from which the customer would normally be served. The rates and charges contained herein are in addition to all other applicable rates and charges located in other parts of this Catalog.

B. Definitions

1. Normal Exchange - the exchange in which the customer's premise is located and in which service is provided. (Closed end).

2. Serving/Foreign Exchange - the exchange in which the serving central office is located. (Open end).

C. Regulations

1. A customer to Foreign Exchange Service is considered to be a customer of the local exchange for all contracts, e.g., initiation of service orders, billing, collections, customer payments and other related functions.

2. Foreign Exchange Service may be provided in connection with business individual Line Service or PBX trunks, when facilities for its provision are available.

3. Foreign Exchange Service may be furnished from rate centers within (or having extended area service to) the Minneapolis-St. Paul Metropolitan Exchange where the mileage distance between the rate centers is 40 miles or less. The mileage is measured to the closest rate center unless the customer requests a specific central office in which case the mileage will be measured to the rate center of the requested central office. The service will normally be provided from any central office the Company may elect. All toll under 40 miles in distance placed on this service will be rated from the rate center of the serving central office. A customer will be entitled to access to Extended Area Service exchanges associated with the serving central office. The individual line or private branch exchange trunk rate will be that of the rate center used in determining the mileage charge.

4. One directory listing will be provided, without added charge in the alphabetical directory covering the serving exchange for each business service. In addition, each business customer will be entitled to a regular listing in the classified directory covering the serving exchange without additional charge.

5. Customers to Foreign Exchange Service are required to subscribe to Access Line Service of the exchange from which service would normally be rendered. Any suspension or termination of the primary Local Exchange Service will require suspension or termination of the Foreign Exchange Service.

(1) Effective November 1, 2008, Foreign Exchange Service is grandfathered for residential subscribers.
LOCAL EXCHANGE SERVICE

5. FOREIGN EXCHANGE SERVICE (BUSINESS ONLY) *(1)* (Continued)

C. Regulations (Continued)

6. Where the foreign exchange is operated by another telephone company, foreign exchange service will be provided only when satisfactory arrangements can be negotiated with such company to furnish a portion of the necessary facilities.

7. The use of the foreign exchange service is limited to the subscriber and his employees for business purposes. Calls beyond the local calling area of the serving exchange will not be permitted. Local calling area is considered to be the telephones served by the serving exchange, plus any extended area service which may be provided from the serving exchange. If any subscriber to this service is found to be transferring or transmitting messages for parties other than authorized above, in the normal exchange area, and/or making toll calls through the foreign exchange, such subscriber shall be notified that the practice must be discontinued or the foreign exchange service may be terminated.

D. Rates

1. The charge for foreign exchange service is the established monthly access line rate, and non-recurring service connection charge of the foreign exchange, for the grade of service (individual line business or PBX trunks) with which the foreign exchange service is to be associated. Access lines rates may be found in Section 1.

2. Interexchange mileage charges are applicable in addition to the established monthly access line rate of the serving exchange. Interexchange mileage is measured through the use of the V and H coordinates between rate centers of the exchanges involved.

3. The appropriate Interexchange Mileage Charges (both fixed and V and H mileage) and the Service Termination Charge apply. These charges are located in the Embarq Minnesota, Inc.d/b/a CenturyLink Access Service Catalog, Section 7.5.3., “Voice Grade Service.”

4. Where all or a portion of the interexchange channel facilities are furnished by another company, charges shall apply to such interexchange channel facilities as specified in the regulations of such participating company, for the portion of the interexchange channel provided.

*(1)* Effective November 1, 2008, Foreign Exchange Service is grandfathered for residential subscribers.
LOCAL EXCHANGE SERVICE

6. JOINT USER SERVICE (1)

A. Joint user service authorizes the use of a subscriber service by certain persons or firms not otherwise entitled to use, or be listed in connection with, such mainstation or PBX service under the Rules and Regulations entitled “Use of Equipment and Service.”

B. Joint user service is furnished only in those cases where there is a limited requirement for exchange service which does not warrant the installation of separate services and where the joint user will be located in the same premise as the subscriber. Joint user service is not established or continued in those cases where it is evident that the principal purpose of the subscriber in obtaining facilities is to furnish telephone service to others, or where probable of existing service needs are in excess of the capacity of the subscribers service, or where the subscriber and the other person or firm involved are not located in the same premise, as defined in Section 7 of the Catalog.

C. Arrangement for joint user service, including acceptance of billing and responsibility for charges for service and equipment used by the joint user, must be made by the subscriber to the main station or PBX service with which the joint user service is associated.

D. Provision of joint user service in connection with payphone line service has no effect upon the message allowances or guarantees for such service.

E. Rates

The monthly rate is found in Section 1.

(1) Limited to existing customers.
LOCAL EXCHANGE SERVICE

7. RESERVED FOR FUTURE USE

(M) Material moved to Page No. 23 of this section.
7. RESERVED FOR FUTURE USE (Continued)
LOCAL EXCHANGE SERVICE

8. LOCAL ACCESS SERVICE

Local Access Service entitles the customer in any given exchange to service, without other additional charge, to all stations connected with that exchange. The rates specified in Section 1 of this Catalog or in any supplement hereto are net monthly rates and are payable in advance except as otherwise provided.

9. RESERVED FOR FUTURE USE

(M) Material moved to Page No. 23 of this section.
LOCAL EXCHANGE SERVICE

9. **RESERVED FOR FUTURE USE** (Continued)

(M) Material moved to Page No. 23 of this section.
10. OPTIONAL LOCAL MEASURED SERVICE (OLMS)

A. General

1. With the effective date as indicated for each exchange, customers will have under this Catalog offering, the option of subscribing to Local Measured Service. Local measured service provides for measured calling to all points within the existing non-toll calling area.

2. Business, payphone and residence customers will have the option of maintaining their current telephone service or changing to local measured service.

3. All customer lines at a given location must be arranged for local measured service and equipped for outward calling. Group billing will be provided on rotary and PBX trunks.

4. Local measured service will not be provided for Foreign Exchange.

5. Detail billing showing all calls placed from the customer telephone is available.

6. The LMS plan is to continue until canceled, revised or otherwise changed.
10. OPTIONAL LOCAL MEASURED SERVICE (OLMS) (Continued)

**B. Charges**

1. Normal service connection charges for existing customers will not apply for one customer conversion to and/or from the local measured service offering within any twelve month period when no activity other than this service change takes place. Changes in excess of this allowance will be billed the regular Catalog charges as appropriate.

2. Local usage charges will not apply to calls to the Company Business Office or Repair Service, Directory Assistance, Long Distance Carrier Access Trunks or for Emergency Service as found in the local exchange telephone directory.

3. Normally, local measured service calls will be on a direct dial basis, however, at the customer's option, these calls may be billed to a credit card, third number or on sent collect basis. Operator handling charges as specified under in Section 6 will apply to these type calls in addition to the normal usage charge.

4. The basic access line rate and usage charges may be found in Section 1.

**C. Where Offered**

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LOCAL EXCHANGE SERVICE

11. PRIVATE BRANCH EXCHANGE SERVICE

A. The access line rate for a private branch exchange trunk is listed in Section 1.

B. Mileage charges in Section 7 apply to circuits for stations located in the same exchange but not in the same premise as the associated switching equipment.

12. PAYPHONE LINE SERVICE

A. Payphone Service Provider

1. General

a. Payphone line service is a class of service furnished to individuals, firms or corporations which permits connection of a customer-provided instrument that is activated by the deposit of coins, cards, tokens or the entry of a customer account number, to the lines of the Company.

b. Payphone line service is available on a metered basis in those central offices which are equipped to provide measuring capabilities.

c. Directory listings may be provided under the regulations governing the furnishing of listings for business main line subscribers. However, listings (not indicating a business or profession) provided in connection with Payphone Line Service furnished at boarding or rooming houses or at other locations where the party desiring the additional listings resides, are furnished under the regulations covering the furnishing of listings in connection with residence main line service.

d. The subscriber to payphone line service may not charge users of their telephones more for a particular local message than the Company is authorized to charge for the placement of a similar message through its coin telephone service provided at non-special circumstance (standard service) locations, $.25 and at special circumstance locations, $.10.

e. Coin control service is available as an optional service for use in conjunction with payphone line service. Coin control service is based on a central office platform which offers features for use with coinless or coin operated (payphone) telephone service. Coin control service uses a software-driven system to provide features and capabilities similar to those provided by micro-processor based, "smart", payphone sets.
LOCAL EXCHANGE SERVICE

12. PAYPHONE LINE SERVICE

A. Payphone Service Provider (Continued)

1. General (Continued)

   f. Answer Supervision provides the capability of delivering “off-hook” supervisory signals from the subscriber’s serving central office to a line interface at the customer premises for local and 1+ intraLATA toll calls processed and completed by the Company. These supervisory signals indicate that the called party has answered the incoming call (gone “off-hook”).

   (1) Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.

   (2) This feature is only available with line side terminated PBX trunks and pay telephone access lines. It is not available with residence or business lines, digital facilities, or trunk side terminated facilities, such as DID trunks, or trunk side access facilities.

2. Responsibility of the Customer

   a. The customer shall be responsible for the installation, operation and maintenance of any payphone service provider telephones used in connection with this service.

   b. The customer shall be responsible for the payment of a Maintenance of Service Charge as provided in Section 3 for visits by a Company employee to the customer’s premises when a service difficulty or trouble report results from the use of payphone service provider telephones.

   c. The customer shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service.

   d. Payphone service provider telephones must be registered in compliance with Part 68 of the FCC's Registration Program or connected behind FCC registered coupler.

   e. Such payphone service provider telephones must have the following operational characteristics:

      (1) Must be able to access the Company operator.

      (2) Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.

      (3) Must be able to access all interexchange carriers.
LOCAL EXCHANGE SERVICE

12. PAYPHONE LINE SERVICE (Continued)

A. Payphone Service Provider (Continued)

2. Responsibility of the Customer (Continued)

   e. Such payphone service…(Continued)

      (4) Must comply with all applicable federal, state and local laws and regulations
      concerning the use of these telephones by disabled persons and the hearing impaired.

      (5) Must allow the completion of both local and long distance calls.

   f. The customer shall cause to be prominently displayed on each payphone service provider
      telephone used in connection with this service the name of the owner of such instrument,
      the procedure for reporting service difficulties and obtaining customer refunds, and the
      percentage by which the cost to the customer of long distance calls is increased to the
      user of such equipment.

   g. The customer shall not program or cause to be programmed any such telephone used in
      connection with this service to limit the duration of a local message.

   h. The customer shall provide an executed copy of the Application for Authority to provide
      payphone telephone services in the state of Minnesota before service will be provided.

   i. Customers who elect not to subscribe to Billed Number Screening, as described in Section
      8, will be fully responsible for all collect calls and third number billed calls which are billed
      to customer’s payphone access line. The Company shall have no responsibility to adjust
      any such charges and/or release customer from paying such charges. Customer will hold
      the Company harmless from and against any liability or loss resulting from all such collect
      calls and third number billed calls.

   j. Selective Class of Call Screening is available with Payphone Line Service where facilities
      permit and are available. Selective Class of Call Screening provides the customer, the
      option of restricting the classes of toll calls originating over their line. By means of
      Company operator, only those toll calls will be allowed which are charged to the telephone
      number, a third number, or a Company calling card. All local calls and calls to Company
      numbers such as repair service, directory assistance service, and public emergency
      service numbers, such as 911, will be permitted. Customers who elect not to subscribe
      to Selective Class of Call Screening will be fully responsible for all calls billed to customer’s
      payphone access line. The Company shall have no responsibility to adjust any such
      charges and/or release customer from paying any such charges. Customer will hold
      the Company harmless from and against any liability or loss resulting from all calls billed to
      customer's exchange access line.
LOCAL EXCHANGE SERVICE

12. PAYPHONE LINE SERVICE (Continued)

A. Payphone Service Provider (Continued)

3. Violation of Regulations

   a. Where any payphone service provider telephone is in violation of this Catalog, the
      Company will promptly notify the customer of the violation and will take immediate action,
      including the disconnection of service, as is necessary for the protection of the
      telecommunications network and Company employees.

   b. The customer shall discontinue use of the payphone service provider telephone or correct
      the violation and notify the Company in writing within 5 days after receipt of such notice
      that the violation has been corrected.

   c. Failure of the customer to discontinue such use or to correct the violation will result in the
      suspension of the customer’s service until such time as the customer complies with the
      provisions of this Catalog.

B. Rates

   1. The monthly rate is found in Section 1.

   2. The applicable exchange business EAS rate will apply for each payphone line service.

   3. Coin Control, each line
      (in addition to the payphone line) $4.00

   4. The subscriber will be responsible for paying the multi-line subscriber line charge.

   5. All other applicable charges (e.g., toll charges, mileage charges, etc.) are the responsibility of
      the payphone line service subscriber.

   6. Answer Supervision, each line
      (in addition to pay telephone service) $4.00

   7. Selective Class of Call Screening
      Nonrecurring charge, per establishment, addition
      or change of existing line or trunk $35.00
      Monthly rate, per access line equipped $2.00
13. RURAL LINE EXTENSION

A. General (Continued)

1. Rural service is any class of service furnished outside the base rate area in rural sections or farming communities by means of lines and apparatus which are provided and maintained by the Company.

2. Where additional construction is required for furnishing rural service and such additional construction is not warranted by the revenue to be received, applicants may be required to pay, as advance payment, an amount as outlined in B. under Primary Service and Regrade.

3. The Company reserves the right to connect business and residence stations to the same line.

4. See Section 1 for proper monthly rate for class of service.

B. Primary Service and Regrade

The Company will extend its lines beyond the base rate area in accordance with the following, except where it if evident that the service is temporary or where the initial engineering survey discloses unusual construction problems.

1. One mile of new facilities will be built or two miles of circuit or equivalent will be placed on existing facilities free of charge.

2. For distances exceeding those listed in one preceding, the Company will require, as advance payment, $50.00 per 1/10 of a mile not to exceed $1,500.00. All costs beyond that will be absorbed by the Company.

3. Local service, toll, miscellaneous and tax charges will be credited to the advance payment balance. Non-recurring charges can not be credited to the advance payment.

4. All advance payment money will be non-refundable to the customer. The Company will not enter into negotiations with an existing customer and/or his successor regarding the balance of the advance payment that was made. A successor taking the same grade of service, or higher, within 90 days of discontinuance of original service will be credited with any unused advance payment. Any unpaid or delinquent account of the successor will be applied against any unused advance payment.

5. If a line extension involves several customers, the above conditions will apply to each applicant’s section of the extension.
LOCAL EXCHANGE SERVICE

14. SEASONAL SERVICE

A. General

1. Seasonal Service is only applicable to the exchange access line portion of a customer’s service. Seasonal Service Rate will reduce the monthly charges by 50% of the exchange access line rate (including EAS). Seasonal Service Rate is available to Business and Residence exchange access lines only.

2. Temporary suspension of service can be for a minimum of one month but cannot exceed a maximum of nine (9) months.

3. No incoming or outgoing service is provided during the period of suspension.

4. Temporary suspension of service may begin and terminate on any day of the month, provided notice is given sufficiently in advance for arrangements to be made.

5. Bills are rendered at the seasonal service rate on normal billing dates and arrangements must be made to insure full payment of these charges by the payment request date during the period of suspension.

6. After service has been restored, there will be a minimum charge for one month’s service at the regular rate before the rate for seasonal service will again be applied.

B. Rates

1. The reduction in rate for the period of suspension is equal to 50 percent of the exchange access line rate (including EAS).

   Charge\(^{(1)}\)

2. Activation per line $13.30

\(^{(1)}\) Does not apply to restore service.
15. TELECOMMUNICATIONS ACCESS MINNESOTA (TAM)

A. General

TAM provides for a surcharge to establish and administer a program to distribute communication devices to eligible communication-impaired persons and to create and maintain a message relay service.

"Communication impaired" means certified as deaf, severely hearing impaired, hard of hearing, speech impaired, or deaf and blind. Certification may be provided by licensed physicians, audiologists, speech language pathologists, or the staff of Deaf Services, Division of Department of Human Services.

B. Eligibility for Communications Devices

To be eligible to obtain a communication device a person must be:

1. At least five years of age;

2. Communication impaired;

3. A resident of the state;

4. A resident in a household that has a median income at or below the applicable median household income in the state, except a deaf and blind person applying for a telebraille unit may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

5. A resident in a household that has telephone service or that has made application for service and has been assigned a telephone number.
LOCAL EXCHANGE SERVICE

15. TELECOMMUNICATIONS ACCESS MINNESOTA (TAM) (Continued)

C. Eligibility for Wiring Installation

If a communication-impaired person does not have telephone service and is subject to economic hardship as determined by the TAM board, the company providing local service shall at direction of the administrator of the program install necessary outside wiring without charge to the customer.

D. Regulations

Service Connection Charges shall not apply to eligible persons to establish this program on existing service.

E. Funding

This program shall be funded through the assessment of a monthly surcharge on residence and business access lines in the same manner as the 911 and Telephone Assistance Plan (TAP) surcharges.

F. Surcharge

TAM Surcharge can be found through the Department of Commerce.

(M) Material moved to Page No. 23 of this section.
16. LIFELINE ASSISTANCE PROGRAMS

A. FEDERAL LIFELINE PROGRAM

Embarq Minnesota, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.A. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program.

B. MINNESOTA TELEPHONE ASSISTANCE PROGRAM (TAP).

Embarq Minnesota, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.B. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Minnesota Telephone Assistance Program.

C. TRIBAL LANDS LIFELINE PROGRAM

Embarq Minnesota, Inc. d/b/a CenturyLink concurs in Sections 5.2.6.C. of the Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Tariff No. 1, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program.

D. TRIBAL LINK-UP PROGRAM

As of April 1, 2012, non-Tribal Lifeline customers are not eligible for Link-Up support. Eligible residents of federal Tribal Lands may receive Link-Up support to cover 100% of the customary charges up to $100.00 in connection with commencing telecommunications service to the qualifying customer’s principal place of residence on Tribal Lands. Tribal Link Up applies to qualifying low-income residence customers of the Company who apply for basic residential service and who meet the eligibility criteria established by the Federal Communications Commission. The customer may defer payment on up to $200.00 of the above charges without interest for a period not to exceed one year. The deferred charges do not include the deposit if required.

An eligible resident of Tribal Lands may receive the benefit of the Tribal Link Up program for a second or subsequent time only for otherwise qualifying commencement of telecommunications service at a principal place of residence with an address different from the address for which Tribal Link Up assistance was provided previously.

(M) Material previously appeared on Page No. 9, Release No. 2 of this section.
LOCAL EXCHANGE SERVICE

16. LIFELINE ASSISTANCE PROGRAMS (Continued)

THIS PAGE IS RESERVED FOR FUTURE USE
LOCAL EXCHANGE SERVICE

16. LIFELINE ASSISTANCE PROGRAMS (Continued)

THIS PAGE IS RESERVED FOR FUTURE USE
17. CENTURYLINK LINE VOLUME PLAN (CLVP)

A. General

1. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.

2. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.

3. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

B. Regulations

1. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:

   • Flat rate business individual lines – local exchange service terminating into a single line instrument.

   • Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

2. CLVP Feature Package, consisting of Customer’s choice of any of the following features (where offered), is available in conjunction with any qualifying service:

- Caller ID (includes Anonymous Call Rejection, where available)
- Call Forwarding
- Call Forward Busy
- Call Forward No Answer
- Remote Call Forwarding (not currently available)
- Enhanced Call Waiting
- Three-Way Calling
- Three-Way Calling with Transfer
- Call Return
- Distinctive Ring
- Message Waiting Indicator [1]
- Voicemail [1]

3. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.

4. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in 5. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.

5. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer’s request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in 10. following, in which instance a new tier will be established and will apply for all service locations.

[1] This service is not regulated under this tariff.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

B. Regulations (Continued)

6. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer’s name, mark, or commercial symbol. When, at the Company’s discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.

7. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in B.1. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.

8. Customers may select a CLVP tier lower than their actual quantity of contributory services.

9. Customers subscribed to a Term Discount Plan (TDP) described in a Tariff or Local Terms of Service may migrate lines and/or key trunks to CLVP without incurring early termination liability charges. All other lines and/or key trunks receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.

10. Additional business lines may be added at any time during Customer’s term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.

11. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

C. Early Termination Liability

1. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of $15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $15.00 x 50 x 3 = $2,250.00.

2. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of $60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

3. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.

4. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates

1. Touch-Tone service and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.

2. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.

3. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.

4. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.

5. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink’s tariffs, guidebooks, schedules, and/or other local terms of service documents.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

D. Application of Rates

6. If, at any time during an auto-renewal period(s), Customer’s total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.

7. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer’s bill.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

E. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month [1]

<table>
<thead>
<tr>
<th>Exchange</th>
<th>Tier/Minimum Line Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altura</td>
<td>10 – 49 Lines</td>
</tr>
<tr>
<td>Altura</td>
<td>$44.39</td>
</tr>
<tr>
<td>Aitkin, Alexandria, Benson, Granite Falls, Lake City, Long Prairie, New Richland, Saint James</td>
<td>29.18</td>
</tr>
<tr>
<td>Bennetttville, Browerville, Brownton, Buffalo Lake, Carlos, Deerwood, Elgin, Eyota, Lester Prairie, Rollingstone, Silver Lake, Stewart, Villard, Zumbro Falls</td>
<td>30.68</td>
</tr>
<tr>
<td>Chaska, Cologne, Osseo (includes Maple Grove), Rogers, Saint Michael, Victoria, Waconia</td>
<td>36.69</td>
</tr>
<tr>
<td>Cokato</td>
<td>37.66</td>
</tr>
<tr>
<td>Crosby, Dassel, Glenco, Grove City, Waldorf</td>
<td>30.28</td>
</tr>
<tr>
<td>Hastings</td>
<td>33.35</td>
</tr>
<tr>
<td>Holmes City, Plato</td>
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<tr>
<td>Howard Lake</td>
<td>48.66</td>
</tr>
<tr>
<td>Lewiston</td>
<td>44.33</td>
</tr>
<tr>
<td>Millville, Plainview</td>
<td>39.08</td>
</tr>
<tr>
<td>Norwood</td>
<td>45.69</td>
</tr>
</tbody>
</table>

[1] Touch-Tone service, Rotary Line Hunting and Extended Area Service, where applicable, are included in these rates.
LOCAL EXCHANGE SERVICE

17. CENTURYLINK LINE VOLUME PLAN (CLVP) (Continued)

E. Rates (Continued)

2. Optional Services

LVP Feature Package, per line/ trunk, per month

<table>
<thead>
<tr>
<th>Number of Lines (Tier)/Minimum Line Requirement</th>
<th>Two Year Term</th>
<th>Three - Five Year Terms</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 - 49</td>
<td>$5.00</td>
<td>$5.00</td>
</tr>
<tr>
<td>50 - 499</td>
<td>5.00</td>
<td>5.00</td>
</tr>
<tr>
<td>500 - 999</td>
<td>5.00</td>
<td>5.00</td>
</tr>
<tr>
<td>1000 - 3000</td>
<td>5.00</td>
<td>5.00</td>
</tr>
</tbody>
</table>
LOCAL EXCHANGE SERVICE

18. RESIDENTIAL EMERGENCY LINE SERVICE

A. Description

Residential Emergency Line Service provides 711/911 abbreviated touchtone dialing only and allows unlimited incoming calls.

B. Terms and Conditions

1. Residential Emergency Line Service is offered in exchanges where operating conditions and facilities permit.

2. Abbreviated dialing to 9-1-1 (Emergency Reporting Services) and 7-1-1 (Service for Telecommunications Relay Services) is allowed. All other outbound dialing is blocked. Incoming calls are unrestricted.

3. Pay-per-use features and all other calling features and services are prohibited with this service, except as specifically described within this section.

4. A primary listing is included with this service. Customers may subscribe to Non-published Number or Non-listed Number Service at the rates as specified in Section 5 of this Catalog.

5. This service is not eligible for benefits offered under generally available promotional offerings unless specifically provided for in a promotional offering.

6. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service, including a change to Voice over Internet Protocol technology. If the Company’s network technology changes in such a way that this tariff will no longer apply to this Residential Emergency Line Service, the following monthly rates will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

C. Application of Rates

1. Normally applicable Service Charges apply for establishment of or changes to this service.

2. Extended Area Service (EAS) and Touchtone charges do not apply.

3. Additional fees and surcharges (e.g. Subscriber Line Charge, Access Recovery Charge, Facilities Relocation Charge) apply in addition to the monthly rate.

D. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential, per line</td>
</tr>
</tbody>
</table>
MISCELLANEOUS SERVICES

1. **BAD CHECK CHARGE (a.k.a. Returned Payment Charge or Returned Check Charge)**

   Each check issued for deposit or payment of account which is returned to the Company because of non-sufficient funds or a closed account will be assessed a service charge:

   Service charge, per check returned $30.00

   This charge shall be in addition to any other charges found in this or any other section of this Catalog.

2. **MAINTENANCE OF SERVICE (a.k.a. Trouble Isolation Charge)**

   The customer shall be responsible for the payment of Company charges for visits by the Company to the customer’s premises where a service difficulty or trouble report is caused by or results from customer provided equipment and facilities.

   Per Maintenance of Service Call
   - All Other $85.00
   - All Other $85.00

3. **RESTORATION OF SERVICE**

   A. **Temporary Suspension of Service**

      If the service furnished a customer is temporarily suspended for non-payment of charges due or for any other violation of the regulations of the Company, as described under General Rules and Regulations, but the service has not been terminated or the order to remove the service has not been completed, such service will be restored at the same location for the following charge:

      Charge
      - Restoration per line $20.50

      Exceptions for Lifeline subscribers are set forth in Section 2 of this tariff.
3. RESTORATION OF SERVICE (Continued)

B. Discontinued Service

In cases where the exchange service has been discontinued because of the non-payment of charges due or for any other violation of the regulations of the Company as described under General Rules and Regulations, service is re-established only upon payment of the charges that would apply for a complete new installation for a new customer. Such charges are in addition to any charges due for services and facilities furnished up to the date of suspension of service.

4. TELEPHONE NUMBER CHANGE

NRC

Per Customer Request $13.30
Per Number Changed $ 7.20

5. CHANGE IN RESPONSIBILITY

When service changes from one customer to another customer, except as defined in Section 12.4.G.7, and there is no change in telephone number and no access line or on-premise work performed, the following charge applies:

NRC

Service Change Charge $ 8.15
MISCELLANEOUS SERVICES

6. **Reserved for Future Use**
MISCELLANEOUS SERVICES

7. CALL LINE IDENTIFIER

DESCRIPTION

Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Trace feature, as specified in Part V of this tariff, differs from Call Line Identifier service in that Call Trace is activated and chargeable on a per call basis.

TERMS AND CONDITIONS

1. Subscribers must initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.

2. Requests for Call Line Identifier service will be evaluated by the Company’s Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of the Company, subject to the availability of facilities and line identification equipment.

3. Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.

4. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.

5. In the event a customer requested call trace is unsuccessful, the customer will be given the option of change the telephone number at no charge.

6. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company’s failure to maintain proper standards of maintenance and operation or by the Company’s failure to exercise reasonable supervision (i.e., willful neglect).
MISCELLANEOUS SERVICES

7. CALL LINE IDENTIFIER (Continued)

TERMS AND CONDITIONS (Continued)

7. The regulations for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.

8. Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

RATES

<table>
<thead>
<tr>
<th>Nonrecurring Charge, Per Line</th>
<th>30-Day Period</th>
<th>12-Month Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>$46.00</td>
<td>$108.00</td>
</tr>
<tr>
<td>Renewal, Each</td>
<td>20.00</td>
<td>41.00</td>
</tr>
</tbody>
</table>
8. SATISFACTION GUARANTEE PROGRAM

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

   Individual Business Line        Key Trunk
   PBX Trunk                      Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.

3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.

4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.

5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).

6. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.
MISCELLANEOUS SERVICES

8. SATISFACTION GUARANTEE PROGRAM (Continued)

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company’s tariffed services required special construction or special configurations.

2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

3. Each customer will be entitled to the credit one time per service.

4. The Satisfaction Guarantee Program only applies to services provided under the regulations and rates specified in this Tariff and does not apply to services offered under a separately negotiated contract.

5. The Telephone Company is not liable for any outage, damages or inconvenience encountered by the customer when switching to an alternative local service provider.
MISCELLANEOUS SERVICES

9. VOICE BUSINESS CONTINUITY

A. GENERAL

1. Voice Business Continuity allows the subscriber to establish predetermined alternate routing plans for incoming voice traffic. Voice Business Continuity can be used as a disaster recovery service. The alternate routing plan, referred to hereafter as “Routing Plan,” is created by the subscriber working with a Company representative when Voice Business Continuity is established. The Routing Plan is then loaded into the central office which serves the customer location, where it remains dormant until activated. This service is available with T1 based voice channel service such as ISDN-PRI and Digital Trunking Service.

2. The subscriber must establish a Routing Plan for each location included in the serving arrangement for which traffic is to be rerouted. The Voice Business Continuity subscriber must then contact the Company to activate the Routing Plan(s). This will route traffic to number(s) pre-selected by the Voice Business Continuity subscriber. In order to restore the original call routing, the subscriber must contact the Company to deactivate the alternate routing plan.

3. Voice Business Continuity is designed to be a disaster recovery service and is not available for routine call routing such as after hours call forwarding. The Company reserves the right to deny activation if this service is used for non-emergency situations.

B. DEFINITIONS

ARRANGEMENT

Consists of one or more Routing Plans that have been identified by the subscriber.

BACKUP NUMBER

The number that calls are rerouted to when the Routing Plan is activated.

REDIRECTED NUMBER

Any subscriber number at the customer location included in the Routing Plan for which incoming calls will be rerouted when the plan is activated.

ROUTING PLAN (1)

The alternate call routing plan established by the subscriber that can be activated at the subscriber’s request. The Routing Plan handles a maximum of five telephone numbers at one customer location. Additional Routing Plans are required for each additional customer location.

(1) Routing Plans provisioned with more than five telephone numbers at one customer location are limited to existing locations, effective December 21, 2009.
MISCELLANEOUS SERVICES

9. VOICE BUSINESS CONTINUITY (Continued)

C. REGULATIONS

1. Voice Business Continuity is available where facilities or arrangements permit. The Company has the right to deny a request due to other operational priorities or the nature of the request.

2. The Voice Business Continuity subscriber must specify one or more primary points of contact and password which will be used by the Company representative to verify a request to activate, deactivate, or modify a subscriber’s Routing Plan.

3. If the subscriber requests a Routing Plan with three or more Backup Numbers, requests assignment of a Redirected Number with more than one Backup Number, or requires that the Routing Plan handle more than twelve simultaneous calls to the Redirected Number, the Route Complexity Charge will apply. A Route Complexity Charge may also apply for other complex scenarios as identified by the Company. Provisioning of such requests is subject to approval of the Company and acceptance of the subscriber of the additional charge prior to provisioning by the Company.

4. A subscriber must identify one Backup Number for each Redirected Number in the Routing Plan or one Backup Number for multiple Redirected Numbers in the Routing Plan.

5. Upon request of the Voice Business Continuity subscriber, the Company will work with the subscriber to test the operation of the Routing Plan after initial establishment. Also upon request by the subscriber, the Company will test normal service before initiating recovery from an activated Routing Plan.

6. After initial establishment of the Routing Plan the subscriber may change the plan for a given location up to five times per contract year, at no charge. A Plan Update Charge will apply for all subsequent changes. Changes include, but are not limited to, adding or dropping a number or changing a Backup Number(s).

7. The Voice Business Continuity subscriber is responsible for payment of usage charges (toll, expanded local, or other) for each call routed to a subscriber location not included in the same local calling area as the original subscriber location.

8. Unless the Voice Business Continuity subscriber identifies a different Interexchange Carrier (IC) for any traffic routed to an out of LATA location, the Routing Plan will use their existing IC.

9. This service is not eligible for Seasonal Service as specified in Section 2 of this Tariff.

MISCELLANEOUS SERVICES

9. VOICE BUSINESS CONTINUITY (Continued)

C. REGULATIONS (Continued)

11. The Voice Business Continuity subscriber is responsible in ensuring that the Backup Number(s) have adequate facilities to support the increase in call volume.

12. The activated Routing Plan will remain active until the Voice Business Continuity subscriber requests to have original call routing restored.

D. LIMITATION OF LIABILITY

The following provisions apply in addition to the Limitation of Liability provisions specified in the General Rules and Regulations Section of this Tariff.

1. Voice Business Continuity is intended to allow a subscriber to reroute incoming calls. It may provide help during some network affecting problems, such as a cut cable between the end office and the subscriber's location by rerouting incoming calls to an alternate location. However, the Company does not guarantee the availability or reliability of Voice Business Continuity in the event of a network affecting disaster. In the event of a network affecting disaster, Voice Business Continuity may function normally, may not function at all, or it may function unpredictably depending on what part of the network is affected and how serious the affect is.

2. Activation of subscriber plans will be performed on a first come, first served basis. When the subscriber requests that Voice Business Continuity be activated, every effort will be made to activate the service as rapidly as possible. However, the length of the delay between the time that the subscriber requests activation and the time that activation actually occurs depends on a number of factors including the number of other Voice Business Continuity activations being processed when a particular request is received as well as the network load at the time the Voice Business Continuity activation command is received. In the case of an area-wide crisis, if many subscribers call at the same time to request service activation, those calling last may have a considerably longer waiting period for activation to be completed. As a result, no representation is made as to the length of time it will take to implement a particular activation request.

3. In no event shall the Company, nor its agents, be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. Neither the Company, nor its agents, shall be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber.

4. Neither the Company, nor its agents, assume liability for any loss of revenues, increased costs, expenses, liabilities, or inconvenience experienced by the subscriber due to any unsatisfactory performance of Voice Business Continuity. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect, or incidental damages.
MISCELLANEOUS SERVICES

9. VOICE BUSINESS CONTINUITY (Continued)

E. RESTRICTIONS

A Voice Business Continuity alternate routing number cannot be a subscriber Redirected Number in another active routing plan within the LATA.

F. RATES AND CHARGES

1. Application of Rates

a. The Voice Business Continuity Nonrecurring Charge and Monthly Rate apply for each Routing Plan established by the subscriber.

b. The Route Complexity Charge may apply as deemed by the Company and is dependent upon the complexity of the Routing Plan. Charges will be communicated to and accepted by the customer prior to establishing the Routing Plan.

c. A Voice Business Continuity monthly rate will apply per subscriber location based on the length of customer commitment will be 12, 24, 36, and 60 months. Subscribers who terminate prior to the expiration of the commitment period will incur termination charges. Termination charges will be calculated by multiplying the number of months remaining in the commitment period times 50 percent of the applicable monthly rate for each Routing Plan prematurely disconnected.

d. The Plan Update Charge applies for subscriber-initiated changes to a Routing Plan in excess of the five changes allowed per contract year. Also, a subscriber may incur additional charges if requested changes to the Routing Plan warrant a Route Complexity Charge.

e. Customers who request activation of a Routing Plan within three business days of establishing the service will incur a Priority Setup Request Charge, although there is no guarantee that the Company will meet the requested date.

f. Service Connection Charges as specified in Section 12 of this Catalog will not apply.
MISCELLANEOUS SERVICES

9. VOICE BUSINESS CONTINUITY (Continued)

F. RATES AND CHARGES (Continued)

2. Rates\(^{(1)}\)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 month rate</td>
<td>$65.00</td>
</tr>
<tr>
<td>24 month rate</td>
<td>60.00</td>
</tr>
<tr>
<td>36 month rate</td>
<td>50.00</td>
</tr>
<tr>
<td>60 month rate</td>
<td>40.00</td>
</tr>
</tbody>
</table>

b. Priority Setup Request Charge

Nonrecurring Charge

$300.00

c. Route Complexity Charge

Nonrecurring Charge

$100.00

d. Plan Update Charge

Nonrecurring Charge

$100.00

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\(^{(1)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
MISCELLANEOUS SERVICES

10. SOHO/SMALL BUSINESS ANNIVERSARY PROGRAM

A. GENERAL

1. The Small Business Anniversary Program is available to all business customers with 99 lines/trunks or fewer. A direct mailing will be sent to eligible customers immediately after the service anniversary date.

2. Customers who respond to this offer within 90 days after receiving the direct mailing will receive a $10 invoice credit. The credit will appear on the customer’s bill within two billing cycles after contacting the Company. When customers respond to this offer, the Company representative will review the customer’s account and offer to discuss the customer’s existing services and service needs, as well as the customer’s overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business.

3. For customers with multiple accounts, only one $10 invoice credit is available, with such tied to the customer’s oldest account.

11. RESIDENCE CUSTOMER REFERRAL PROGRAM

A. Existing residence customers may be eligible for a one-time $50 bill credit when they submit a referral via the Company’s Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. This one-time $50 bill credit will be applied to the referring customer’s account within sixty days after the Company has confirmed that the referred customer has established a new customer account for service that included a residential access line. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of $600 in referral credits per calendar year.

B. New residence customers may be eligible for a $10 bill credit for six consecutive months. To be eligible, the Company has to confirm that the referred customer has established a new customer account for service that includes residential local exchange service. The $10 bill credits will be applied to the referred customer’s account during each of the referred customer’s first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.
MISCELLANEOUS SERVICES

12. RESERVED

13. PURE BUNDLE THANK YOU PROGRAM

A. Business customers who have retained local service with the Company without a break in service for at least three years up to five years, and who currently subscribe to Pure Bundle and the Company’s High-speed Internet (HSI), are eligible to receive an invoice credit equal to the monthly recurring charges for Pure Bundle.

Eligible customers who are contacted by the Company or contact the Company to request this program, will receive the invoice credit when they respond to this program during their service anniversary month (the month during which they established local exchange service and retained their account with the Company without a break in service) to discuss their account with a Company representative. The representative will review the customer’s account and offer to discuss the customer’s services and service needs, as well as the customer’s overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Customers with three years of uninterrupted service will receive a one-time invoice credit for their Pure Bundle. Customers with four years or five years of continued service will receive two consecutive invoice credits, with each credit equal to the monthly recurring charges for Pure Bundle. The credit does not apply to taxes, surcharges, and other fees.

For customers with multiple service locations, the credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer’s invoice within two billing cycles after the date on which customers discuss their account with a Company representative.

This program is not available in conjunction with any promotional offer.
MISCELLANEOUS SERVICES

14. SOHO/SMALL BUSINESS ANNIVERSARY PROGRAM

A. The Small Business Anniversary Program is available to all business customers with 99 lines/trunks or fewer. A direct mailing will be sent to eligible customers immediately after the service anniversary date.

B. Business customers who are not currently subscribed to the Company's High Speed Internet Service and have retained local regulated service with the Company for one year or for two years are eligible for a one-time invoice credit of up to $10. Eligible customers who are contacted by the Company or contact the Company to request this offer, will receive the invoice credit when they respond to this offer during their service anniversary month (the month during which service was initially established and retained without a break in service) and discuss their account with a Company representative. The representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs.

Business customers who have retained service for three years, four years, or five years, are eligible to receive an upgrade to 1.544 Mbps High Speed Internet at no additional charge for three months, when they respond to the offer during their service anniversary month. If 1.544 Mbps High Speed Internet is not available, customers with three years of continued service will receive a one-time invoice credit of up to $25 and customers with four or five years of continued service will receive a one-time invoice credit of up to $30.

Customers with six years or longer of continued service with the Company will receive a one-time invoice credit of up to $35 when they respond to this offer during their service anniversary month.

The actual amounts of the invoice credits issued will be the sum of the customer's monthly recurring charges (excluding long distance, taxes, surcharges, and other fees) or the credit amounts stated herein, whichever is less.

C. For customers with multiple service locations, the invoice credit is available in conjunction with the service anniversary date associated with the oldest account for services at a given customer location. A single credit per location is allowed. The invoice credit will be applied to the customer's invoice within two billing cycles after the date on which customers discuss their account with a Company representative.
MISCELLANEOUS SERVICES

15. COMPETITIVE RESPONSE PROGRAMS

A. BUSINESS

1) $5/$10 Bill Credit Offer

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.
15. COMPETITIVE RESPONSE PROGRAMS (Continued)

   A. BUSINESS (Continued)

      2) Core Connect 2 Nonrecurring Waiver Offer

      Business Core Connect 2 and Core Connect 2 LITE customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order additional Core Connect 2 or Core Connect 2 LITE packages.

      To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect 2 or Core Connect 2 LITE package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.
MISCELLANEOUS SERVICES

15. COMPETITIVE RESPONSE PROGRAMS

B. RESIDENCE

1) $5 for 6 Save Offer
   Existing residence customers may be eligible for a $5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer’s account must have and maintain a B, C or D Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company. The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service under this offer prior to the end of the six month period, no additional credits will be applied. This offer may not be combined with any other competitive response program. In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero.

2) Access Line Service Charge Waiver Offer
   When new residence customers who are contacted by the Company or who contact the Company and request this offer establish a new account that includes an access line, the Company will waive the service charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this offer will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.

3) Simple Choice Unlimited $10 for 12 Offer
   Existing Simple Choice Unlimited customers who contact the Company to disconnect service and instead agree to retain with the Company Simple Choice Unlimited will be eligible for a $10 bill credit for 12 months when they agree to retain the Company’s Simple Choice Unlimited for a minimum of 12 months. To be eligible, the customer must agree to subscribe to the Company’s Simple Choice Unlimited Bundle and Embarq Communication, Inc.’s Simple Choice Unlimited Long Distance plan for a minimum of 12 months. The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues the Company’s Simple Choice Unlimited Bundle and Embarq Communication, Inc.’s Simple Choice Unlimited Long Distance plan prior to the end of the 12 month period, no additional credits will be applied. In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero.
MISCELLANEOUS SERVICES

15. COMPETITIVE RESPONSE PROGRAMS

B. RESIDENCE

4) Pure Bundle $5 for 12 or 24 Offer – GRANDFATHERED\[1\]

New and existing residence customers who are contacted by the Company or who contact the Company and request this promotion and subscribe to the Company’s Pure Bundle package and the Company’s non-regulated High-Speed Internet may be eligible for a $5 bill credit for 12 or 24 months.

To be eligible, the customer must agree to subscribe to the Company’s Pure Bundle and the Company’s non-regulated High-Speed Internet for either a 12 or 24 month term commitment. The customer must also agree to subscribe to one of the following qualifying services for either a 12 or 24 month term commitment: 1) a Company affiliated Verizon Wireless calling plan; 2) a Company affiliated DIRECTV programming package; 3) the Company’s non-regulated PRISM video service; and/or 4) the Company’s non-regulated home security Smart Home protection plan.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for the remainder of the term commitment thereafter. If a customer discontinues Pure Bundle, the Company’s High Speed Internet, or any of the four qualifying optional services prior to the end of the 12 or 24 month period, no additional credits will be applied.

In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero.

\[1\] Effective June 11, 2017, this competitive response program is grandfathered. Availability to current customers is limited to lines in service at existing locations.
SPECIAL CONSTRUCTION

1. ABNORMAL CONSTRUCTION

When abnormal construction due to terrain, location or distance is required to provide service to a customer, the customer will be billed for excess construction costs. Those excess costs will be the difference between the estimated cost to establish service for that customer and the estimated cost to do a similar job without the abnormal conditions. These costs will be computed by Outside Plant Engineering using material costs, labor rates and overheads in effect at that time.

2. GENERAL

A. All rates, charges and initial service periods, as specified in the Company’s Catalogs, contemplate the furnishing of service to the extent available or to the extent that such service can be made available, without incurring disproportionately high costs or risks; and the providing of the service in such a manner as the Company may elect.

B. Where the facilities required to provide a requested service are not available, and their provision would not, in the opinion of the Company constitute a prudent investment, construction or termination charges may apply in addition to regular applicable charges to the extent of the excessive investment that is required. These charges are applicable to any portion of telephone service from the Company’s facilities up to the demarcation point.

C. Costs as used in this section are to be interpreted to mean the labor and material plus the same proportions of the Company’s general operating and supervisory expenses as it applied in the Company’s accounts.

D. Where acceptable to the Company, the subscriber may furnish labor or material, or both, as part of whole payment, in kind, of construction charges, provided the labor and material thus furnished are in conformity with the Company’s specifications.

E. Except as otherwise provided hereinafter, all construction is owned and maintained by the Company.

3. PLANNED DWELLINGS

A. Requests from customers, promoters and/or developers to extend the distribution plant to non-existent or planned dwellings at a cost of more than $1,000 may not warrant the financial risk of the plant extensions, when compared to the Company’s forecast for the area. For such requests, the Company may provide a statement to the customers, promoters and/or developers that itemizes construction costs and those amounts subject to advance construction charges relating to their service application. The customers, promoters and/or developers are liable for payment of construction charges.

In cities where joint trench ordinances are in effect or in any situation where the Company has no option but to construct facilities, the Company has the right to pass all associated construction costs through to the customers, promoters, and/or developers when constructing facilities to provide service. These costs will be computed by Outside Plant Engineering using material costs, labor rates and overheads in effect at that time.
3. PLANNED DWELLINGS (Continued)

   B. The customers, promoters and/or developers may arrange for distribution plant extensions into a
development by depositing with the Company, prior to the start of construction, the estimated cost
determined by the Company, less allowances for known established telephone customers and/or
for providing the properly sized telephone distribution facilities, either aerial or underground, to
service the requested or contracted number of lots or customer locations in the development.

   C. Deposits will be refunded semi-annually for a period of up to five (5) years to customers, promoters
and/or developers who make such deposits. The refunds are determined by multiplying the
estimated average cost per lot or per customer location for placing telephone distribution facilities by
the ultimate number of lots or customer locations in the development which have the Company’s
telephone service established on them since the last allowances or last refunds were made. Only
one (1) allowance or refund per lot or customer location will be made. At the end of the five (5) year
period, the portion of the deposit remaining after all due allowances and refunds have been made,
shall be forfeited by the promoters and/or developers and shall become the property of the Company.

4. RIGHT-OF-WAY COSTS

   If, to serve the customers, promoters, and/or developers, it is necessary to use right-of-way on public
roads or on private property, the customers, promoters, and/or developers shall pay the cost of any
licenses, fees, or permits necessary to construct the facilities necessary to provide the requested service.

5. SPECIAL ASSEMBLIES

   A. Special assemblies of equipment or speculative projects for which provision is not otherwise made
in this Catalog, may be furnished wherever practicable if not detrimental to any of the services
furnished by the Company, at charges based on the costs involved.

   B. Such charges in general, are made up of (a) a non recurring charge estimated to compensate for
the labor cost of installation (including engineering, supervision, and payroll taxes), the immediate
depreciation on material, the cost of removing, contingencies and return -- plus (b) a monthly charge
estimated to compensate for the subsequent depreciation, less net salvage and return on the
investment not covered by the non- recurring charge and for the expenses of maintenance, insurance, taxes, administration and contingencies.

   C. The charge may be in the form of a non recurring charge, a monthly charge, a termination charge,
or any combination thereof.
SPECIAL CONSTRUCTION

6. SPECIAL ATTACHMENTS

When attachments are made to poles of other companies in lieu of providing pole line construction for which the subscriber would be charged, the monthly cost, to the Company, of such attachments may be billed to the subscriber in addition to any applicable mileage or other charges.

7. SPECIAL EQUIPMENT

Where a customer specifies special types of equipment, a construction charge equal to the additional cost of the special equipment and engineering costs involved will be charged.

8. SPECIAL TYPES OF OUTSIDE CONSTRUCTION

A. If a special type of construction is desired by a subscriber, as when underground service connections are desired in places where aerial drop wires would ordinarily be used to reach subscribers’ premises, or if the unusual requirements of a subscriber make the cost of an installation higher than it would be if the usual type of construction were used, the subscriber is required to bear the difference in cost between the special type construction and the average cost of the usual type of construction.

Examples of unusual requirements include but are not limited to:

- When the Company has no other requirement for the facilities requested.
- When the Company provides service using a type of facility, or via a route, other than that which the Company would normally utilize in order to provide services for the customer.
- When the Company provides a greater quantity of facilities than that which the Company would otherwise provide.
- When it is requested that construction be expedited resulting in added cost to the Company.
- When the Company provides facilities which involve excessive or unreasonable costs (encountering natural or other barriers such as, but not limited to, lakes, rivers, rocky terrain, gas and oil fields, limited highways, bridges, dams or concrete/asphalt).

B. If the subscriber elects to provide conduit, the underground circuit will be placed without additional charge, and where a trench is provided for the underground service, the charge will be determined in accordance with paragraph 1 above.

9. TEMPORARY CONSTRUCTION

Where construction is necessary to provide temporary service, the customer will be required to pay a construction charge not to exceed the estimated net cost of installing and removing the temporary construction.
1. GENERAL

A. The alphabetical directory is an alphabetical list of customers, joint users and others for whom directory listings are provided and is designed solely for the purpose of informing calling parties of the telephone numbers of customers and others listed therein who are entitled to use a customer's service.

B. The directory for each exchange is published at intervals determined by the Company.

C. Special arrangement of names is not permitted, nor any form of listing which does not facilitate directory service, or is otherwise objectionable or unnecessary for purposes of identification. The listing of a service, commodity or trade name as such will, in no case, be permitted except when it is the name or an integral part of the name under which the listed party is doing business.

D. The length of any listing is contracted by the use of abbreviations where the clearness of the listing or the identification of the listed party is not impaired thereby. Where more than one line is required to list a party properly, no additional charge is made.

E. Listings are regularly provided in connection with all classes of main station exchange service.

F. The classified section of the directory is a listing of business users by general business headings. Each business customer will receive one free such listing under the business heading of his choice.

G. Non-Listed and Non-Published listings will be provided, upon request, without charge to participants in the Safe at Home program (address confidentiality program) administered by the Office of the Minnesota Secretary of State.

2. NON-LISTED LISTINGS

A. Non-listed listings or telephone numbers will not appear in the Company's regular published directory.

B. Non-listed listings will be available through directory information or the commercial office during regular business hours.

C. Charges for non-listed listings will apply beginning the day the operator information records are posted.

<table>
<thead>
<tr>
<th>NRC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Each Non-Listed Listing</td>
<td>$8.15</td>
</tr>
</tbody>
</table>

(1) When established in conjunction with a number change, the NRC for Telephone Number Change in Section 3 applies only.

(2) NRC applies when changing from a non-listed or non-published number to a listed or published number.

MN 15-11 (EQ)
DIRECTORY LISTINGS

3. NON-PUBLISHED LISTINGS

A. Non-published listings or numbers will not appear in either the Company's regular published directory or in the operator information records.

B. The only place that such listings or numbers will be available will be in the commercial office during business hours and then only to the customer or his immediate family.

C. Non-published listings are a special grade of customer service and will be provided only at the following monthly charge:

<table>
<thead>
<tr>
<th>Monthly NRC</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$8.15</td>
</tr>
</tbody>
</table>

D. Utilization 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 of the agency.

4. PRIMARY LISTING

A. One listing without charge, termed the primary listing, is provided for each separate customer account, and for each joint user.

B. The primary listing is ordinarily:

1. The name and address of a person or firm contracting for the telephone service.

2. The name and address of a joint user.

(1) When established in conjunction with a number change, the NRC for Telephone Number Change in Section 3 applies only.

(2) NRC applies when changing from a non-listed or non-published number to a listed or published number.
4. PRIMARY LISTING (Continued)

B. The primary listing is ordinarily: (Continued)

3. The name and address of a person or firm for whom the telephone service was contracted for by another.

4. The name under which a firm regularly conducts business.

5. The same surname (last name) with no more than two individual given names. For purposes of this Catalog, each given name could be any combination of the following, not to exceed two:

   a. First Name
   b. Middle Name
   c. Initial
   d. Nickname
   e. Maiden Name

C. When two or more lines serving a customer are grouped for trunk “hunting” operation, each group of lines is considered one customer account and is entitled to only one primary listing. One primary listing per system is provided for each PABX and CENTREX.

D. The primary listing of a joint user may include any one of the telephone numbers serving the associated customer.

E. If a customer or joint user has both business and residence service, his primary residence listing may be indented under the business listing without repeating the name.
5. VANITY LISTINGS

A. Where available, a subscriber may request to have the assigned telephone number published in the telephone directory in upper case alpha form, i.e., “333-THIS”, rather than 333-8447. Use of Vanity Listings is not exclusive to any single subscriber. The letters “Q” and “Z” are not available nor may the “#” or “*” symbols be used with this service. The numbers “0” or “1” may not be used to represent the letters “O” or “I”, respectively, in a Vanity Listing.

B. Prior to establishing a Vanity Listing, the Company reserves the right to require, when necessary in its sole discretion, satisfactory evidence from the subscriber that the subscriber is authorized to use any trade name, business name, or any other name or term, requested by the subscriber, which is copyrighted or otherwise reserved.

C. Provisioning of a Vanity Listing is based upon the current availability of that telephone number. The Company reserves the right to exclude certain numbers or blocks of numbers from assignment, and will determine the availability criteria in its sole discretion. No customer waiting lists will be maintained. The Company reserves the right to reject any listing or number, which in its sole discretion, may be considered objectionable or would tend to delay or impede the use of the directory.

D. The Company will not be a party to any controversy or conflict between customers as a result of the Vanity Listing.

E. The customer shall have no property right in the Vanity Listing, and the number shall remain the property of the Company. The Company reserves the right to change the Vanity Listing in its sole discretion. The Company is not liable for any kind of monetary or damage claims due to errors, omissions, or customer problems associated with Vanity Listings.

F. Vanity Listings may be listed in the Company directories white pages at the rates provided in this Section. Customers wanting the Vanity Listing will be charged the Vanity Listing rate in addition to the applicable nonrecurring rates. Customers wanting the numeric equivalent of the Vanity Listing to also be listed as their primary listing will not be charged an additional monthly recurring charge but will be assessed the appropriate nonrecurring rate if the numeric equivalent is added by a subsequent order. When listed, the numeric equivalent of the Vanity Listing will immediately follow the alpha listing in the directory. Only the numerical listing shall be available from Directory Assistance.

G. Rates and Charges

<table>
<thead>
<tr>
<th>NRC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Vanity Listing, Residence</td>
<td>N/A</td>
</tr>
<tr>
<td>Per Vanity Listing, Business</td>
<td>N/A</td>
</tr>
</tbody>
</table>
6. ADDITIONAL LISTINGS

A. In connection with business or residence service, regular additional listings are available only to employees, agents, or representatives of the subscriber, or persons residing in the subscriber’s premises.

NOTE: Apartments in the same building are not considered as the “same Premises”.

B. The subscriber assumes responsibility for all charges for additional listings associated with his service. Additional (paid) directory listings are accepted for an initial service period of the life of the directory issue in which the listing first appears. In case the additional listing does not appear in the directory, the initial service period is for one month. Listing charges date from the day the information records are posted. Information records are posted at the time the application for the listing is made, or at any time up to and including the closing date of the directory, as desired by the customer.

C. Charges for additional listings, including foreign listings, are automatically discontinued upon termination of the exchange service line or when the party with the listing subscribes to exchange service of similar classification to that under which he/she is already listed, or in the case of the death of the listed party. Listing charges may also be discontinued at the end of any directory period, provided notice is received from the subscriber before the closing date of the directory. In this case the minimum listing charge to be collected is that for one directory period.

D. Rates and Charges

<table>
<thead>
<tr>
<th>Per Additional Listing, Residence</th>
<th>NRC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$8.15</td>
<td>$3.00</td>
</tr>
<tr>
<td>Per Additional Listing, Business</td>
<td>8.15</td>
<td>3.00</td>
</tr>
</tbody>
</table>
LOCAL OPERATOR SERVICES

1. RESERVED FOR FUTURE USE
LOCAL OPERATOR SERVICES

2. LOCAL OPERATOR ASSISTANCE

A. General

1. Local Telecommunications service is that of furnishing telephone communications within local service areas.

2. Local Operator Assistance is furnished to customers upon request in order to complete local calls.

3. For purposes of rate application, Local Operator Assistance charges are categorized as follows: Customer Dialed Calling Card, Operator Station, and Person-to-Person.

   a. Customer Dialed Calling Card calls - The Customer Dialed Calling Card rate is applicable when the person originating the call:
      (1) Dials the digit zero, plus the telephone number, plus a calling card number (where equipment is available) to complete the call without operator assistance. (0 + number + calling card number), or
      (2) Dials the digit zero plus the telephone number to complete the call, with operator assistance limited to recording the calling card number for billing purposes (0+number), or
      (3) Dials the operator and places a Calling Card call when equipment precludes any of the foregoing.

   b. Operator Station calls - The Operator Station rate is applicable to all operator handled calls except as specified for the Customer Dialed Calling Card or Person-to-Person calls. This includes the following:
      (1) Customer dials (0-) where the call is completed with the assistance of an operator.
      (2) Customer dials (0-) where the operator completes the call and arranges billing. The call can be billed to the originating telephone number, a calling card, the called number (collect), or to a third number.
      (3) Customer dials (0-) for connection to Directory Assistance where normal Directory Assistance is available.

   c. Person-to-Person calls - The Person-to-Person rate applies to customer dialed "0-" calls where the operator completes the call to a designated person or extension. The call can be billed to the originating telephone number, calling card, the called number (collect), or a third number.
LOCAL OPERATOR SERVICES

2. LOCAL OPERATOR ASSISTANCE (Continued)

A. General (Continued)

4. Certified handicapped customers are exempt from Local Operator Assistance charges. Certification is provided upon the customer’s written application to the Company and the Company’s acceptance of that application.

5. Customers who verbally identify themselves as being unable to dial a call because of their disability will not be required to pay the operator assisted surcharge.

B. Charges

<table>
<thead>
<tr>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. For Customer Dialed Calling Card local calls, per call.........................</td>
</tr>
<tr>
<td>2. For all other Operator Station local calls, per call..........................</td>
</tr>
<tr>
<td>3. For Person-to-Person local calls, per call..</td>
</tr>
</tbody>
</table>

4. Charges for Local Operator Assistance apply in addition to the charges for local messages originated from a payphone and any other applicable charges as specified in the Catalog.

5. Local Operator Assistance charges do not apply to calls placed to the Company Business Office, Company Repair Service or to emergency agencies such as 911, police, fire, rescue or ambulance.

6. Local Operator Assistance charges will not be subject to any discount.
EXTENSION SERVICES

1. GENERAL

A. Extension lines may be connected to all classes of service.

B. Extension lines may be installed only at locations where their use will be limited to the customer or others entitled to use the telephone service under the rules and regulations governing the use of such service.

C. Extension lines may be installed at a location not on the customers’ premises only when there is other telephone service at the other location which is adequate, in the opinion of the Company, to meet exchange and toll service needs at such other location.

D. In applying the rates quoted for extension lines, the term same premises as used herein means the continuous or contiguous portions of a building which are occupied by the customer, and the term building means a structure under one roof plus any contiguous wings of or additions to such structure to the extent that such structure and its wings or additions are generally recognized to be, and are operated as, parts of a single building.

E. In compliance with MPUC Docket No. P-999/CI-86-747, the Company will not be responsible on a regulated basis, for providing, repairing, or maintaining new or existing utility cable located within or between buildings on the same premise beyond the demarcation point except as stated elsewhere in this Catalog.

F. Customers whose extension is located within or between buildings on the same premise and is connected through Company owned network facilities will remain regulated and will be charged applicable mileage rates outlined in this section.

G. Where the outside plant facilities required to provide an extension line outside of the building in which the associated main station is located are not available, installation or basic termination charges, or both, based on the costs involved, may apply in addition to any other charges applicable.
EXTENSION SERVICES

1. GENERAL (Continued)

   H. Off-premise extension service may be furnished at any reasonable location in connection with one-party exchange service or PBX stations only, subject to the following conditions:

      1. The off-premise location must be within the same exchange and/or wire center area.

      2. The offering is subject to the availability of facilities. If construction is necessary, the related provisions of Section 4 of this Catalog shall apply.

      3. Off-premise mileage charges shall apply as specified below.

      4. There must be a separate business or residence primary service at the off-premise location, when the off-premise location belongs to another customer.

         a. If a residence extension service is installed at a business location, the residence main service and extension service must be changed to the business rates.

         b. Business extension service installed in a residence would not require a change in the residence service rates.

      5. When located on other than the subscriber's premises, the use of the extension service must be restricted to answering incoming calls only.

   I. On-premise business extension service may be installed in the living quarters of the operator of a business, without having separate primary local exchange service, under the following conditions:

      1. If such quarters are in the back room of the business establishment or upstairs, mileage charges shall not apply.

      2. If the quarters are in a separate building or mobile home on the same continuous property, mileage charges shall apply as specified below following.

      3. On Premise extensions refer to those extensions located on the same continuous property which are connected through Company owned network facilities. Extensions not connected through Company owned facilities are the responsibility of the customer or property owner.
EXTENSION SERVICES

1. GENERAL (Continued)

J. Intercommunication between main and extension station instruments is not contemplated except as specifically provided with Key Telephone and PBX systems.

K. Extension service provided in connection with Payphone Line Service will be restricted to answering incoming calls only.

L. Mileage charges apply to extension lines connected through Company owned facilities as outlined in this Section.

M. Leased lines are circuits rented from the Company which are not provided as an integral part of the facilities associated with a class of service offered by the Company.

N. Leased lines, including private telephone lines and off premise extensions, are furnished only for the use of the lessee, and are not to be sublet by him or used by any other unauthorized person.

O. All apparatus connected to leased lines and any current used over such lines must be in accord with specifications approved for such use by the Company.

P. Leased lines include private lines, off premise extensions, burglar alarm control, data, fire alarm, metering, telephone answering, mobile radio, and music loops.

Q. Leased lines are offered at the rates shown below, subject to the availability of the suitable facilities. Where it is necessary to install special equipment, such as loading coils, repeaters, special relay circuits, etc., in order to insure satisfactory working of the line or for protective purposes, an additional initial or monthly charge, or both, may be made, based upon the cost of the equipment so installed.

R. Special construction in connection with leased lines is furnished only as specified in Section 4.

S. Service connection charges for business main stations apply to each terminal or premise of private and leased lines.

T. Leased lines furnished hereunder shall not be used for the interconnection of the teletypewriter equipment.
EXTENSION SERVICES

1. GENERAL (Continued)

   U. The initial service period for private or leased lines shall be one month.

   V. When use of a private or leased line furnished hereunder is interrupted for a period of twenty-four hours or more due to any cause other than negligence of the Company, or failure of facilities or station equipment provided by the Company, credit will be given, as defined in Section GRR.

   W. In compliance with MPUC Docket No. P-999/CI-86-747, the Company will not be responsible, on a regulated basis, for providing, repairing, or maintaining new or existing cable located within or between buildings on the same premise. Extensions installed within the same premise which, due to the network configuration, are connected through Company owned network facilities will be charged the appropriate mileage charges.

2. APPLICATION OF RATES

   A. Private and Leased Lines

      1. Lines Connected Through the Central Office

         Mileage rates are based on the air line mileage from the originating building to the central office building plus the air line mileage from the central office building to the terminating building.

      2. Lines Not Connected Through the Central Office.

         Mileage rates are based on the air line mileage from the originating building to the terminating building.

   B. Extension Lines

      1. All mileage rates are based on air line mileage from the building in which the main service is located, to the station or service except that, in those cases where the leased line is bridged to the main line in the central office, mileage charges are computed on the air line measurement from the central office building where bridged or from the building in which the main station is located to the building where the service is located, whichever distance is the lesser. (See diagram 1 and 2).
EXTENSION SERVICES

2. APPLICATION OF RATES (Continued)

B. Extension Lines (Continued)

2. Mileage charges are computed as in paragraph one preceding, except that: a) When service from a PABX is provided the mileage from the station to the PBX is used for rating purposes (see diagram 4); b) When stations are activated by a key at the main service location, the mileage is computed from the main service to the premise service for rating purposes (see diagram 3).

<table>
<thead>
<tr>
<th>Facilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate Distance</td>
</tr>
</tbody>
</table>

DIAGRAMS 1 THROUGH 4
### EXTENSION SERVICES

#### 3. RATES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>NRC(^{(1)})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Extension Service ordered</td>
<td>$58.29</td>
</tr>
</tbody>
</table>

**Mileage**

**1. Private and Leased Lines:**

First quarter mile or fraction thereof
MBBAG (84), MAXPG (84), MCRCQ (84) $5.46

Each add'l quarter mile or fraction thereof MBBAL (84), MAXPL (84), MCRCL (84) 4.21

**2. For a channel located in different premises in the same building, per premise PBAATTJ BDG**

2.33

**3. For extensions less than 150 feet, MAXCY1**

1.07

**4. For off premise stations of a dial intercommunicating system:**

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>S&amp;E Assembly Code</th>
<th>S&amp;E Assembly Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Within the same building</td>
<td>MAXBY $0.69</td>
<td>MAXBY 7 $4.71</td>
</tr>
<tr>
<td>b. In another building</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) Within 150 feet</td>
<td>MAXCY 5 9.43</td>
<td>MAXCY 8 18.71</td>
</tr>
<tr>
<td>(2) Over 150 feet but less than 500 feet</td>
<td>MAXCY 6 14.72</td>
<td>MAXCY 9 24.11</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Special Construction Charges may apply.
EXTENSION SERVICES

3. RATES

Mileage (Continued)

5. Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Monthly NRC</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office Mounted Ringdown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circuit Card PBBASBP</td>
<td>$190.00</td>
<td>$20.44</td>
</tr>
</tbody>
</table>

a. Equalization of Leased Lines.

The Company will provide, at the rates listed below standard arrangements of equipment to provide amplification and equalization of loops used in the transmission of frequencies at the 5HZ (AM), 8KHZ (television audio) and 15KHZ (FM) levels.

b. Equalization, per loop

PBFFCCJ                                 $195.00 $30.88

c. Generator tap, per premise

PBBASAA                               (1) $2.95 (2)

(1) Special Construction Charges may apply.

(2) Plus channel charge for generator supply where service of generator is not available in the same building.
BLOCKING SERVICES

1. 900 SERVICE ACCESS RESTRICTION

A. General

900 Service Access Restriction is furnished to customers upon request to prevent access to the 900 network. A call will be diverted to a Company-provided intercept announcement when customers dial a 900 number from a restricted line.

900 Service Access Restriction is provided in digital central offices where facilities exist and are available. This restriction service enables customers to prohibit dialing of calls to 1+900. Calls which are placed using alternative dialing patterns cannot be restricted. The customer requesting 900 Service Access Restriction agrees to indemnify and save harmless the Company from any and all claims, losses or damages caused by restriction of 900 service access.

Basic local exchange service will not be discontinued for non-payment of 900 charges.

B. Rates and Charges

There are no recurring or non-recurring charges applicable for establishing 900 Service Access Restriction.

Note: If at any future time, 960 and 976 service blocking (optional with or without 900 blocking) becomes available, the criteria, as stated above will apply.

2. BILLED NUMBER SCREENING

A. General

Billed Number Screening provides customers with the capability of restricting collect and/or third number billing to their telephone number. Callers attempting to place a billed to third number or collect call to a BNS equipped line will be advised by the operator that such billing is unauthorized. The customer's telephone number will be included in a data base made available to companies that provide validation services. Inclusion in the data base indicates incoming collect and third number billed calls will not be allowed for billing to the customer's line.
BLOCKING SERVICES

2. BILLED NUMBER SCREENING (Continued)

A. General (Continued)

BNS is limited to calls handled by Local Exchange Companies or Interexchange Carriers that access the validation data base and cannot guarantee operator screening of incoming collect, international collect and third number billed calls to their subscribers. Charges for any such calls will be the responsibility of the customer.

B. Rates and Charges

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAABNSG</td>
<td>$0.00</td>
<td>$8.15</td>
</tr>
</tbody>
</table>

Per Order

3. CALLER ID BLOCKING

A. Caller ID blocking allows the customer the ability to prevent the delivery of their name and/or telephone number on a per call basis (per call blocking) or per line basis (per line blocking). When Caller ID Blocking is activated, the name and/or telephone number will not be transmitted to the called party. Called parties with Caller ID will receive an "anonymous call" indicator. This "anonymous call" indicator notifies the called party that the calling party has elected to block the delivery of the telephone number.

Per call blocking will block the delivery of the customer's name and/or telephone number for one call only and may be activated by pressing *67 (1167 on a rotary telephone) immediately prior to placing a call. The activation code will initiate per call blocking, which is available at no charge.

Per line blocking will automatically block delivery of the customer's name and/or telephone number on all calls. There is no activation code required for per line blocking. Per line blocking may be unblocked on a per call basis by dialing a deactivation code *82 (1182 on a rotary telephone) prior to placing a call.

B. Caller ID Blocking - Per Call is available, at all times, on all lines where technically feasible, without subscribing to ExpressTouch features.

Caller ID Blocking - Per Line is available to the following:

1. Residential customers.

2. Law enforcement agencies.

(1) Applies for Addition or deletion of this service.
BLOCKING SERVICES

3. CALLER ID BLOCKING (Continued)

B. Caller ID Blocking - Per Call is available, at all times, ... (Continued)

Caller ID Blocking - Per Line is available to the following: (Continued)


5. Other business customers which demonstrate in writing to the company that name or number disclosure could endanger the caller, other persons or property. If the Company finds the need for per-line block was not demonstrated, the customer may appeal in writing to the Minnesota Public Utilities Commission.

Per call unblocking is available on all line blocked lines, at all times, at no charge.

C. Caller ID Blocking - Per Line is available to customer groups listed in 3.B., preceding, at no charge.

4. TOLL RESTRICTION

A. Toll Restriction service is furnished to provide outgoing toll call restriction for a requested individual line or trunk. This service is provided in digital central offices where facilities exist and are available.

1. Lifeline subscribers may receive Toll Restriction Service without paying a monthly or non-recurring charge.

The customer shall understand that no outgoing calls may be made to an operator or any part of the long distance network when this service is in effect, including emergency assistance. The customer indemnifies and saves harmless the Company from any and all claims, losses or damages caused by restriction of access to operator services or the long distance network. Incoming calls from the long distance network shall be allowed.

B. Rates and Charges

Rates and charges are in addition to the established monthly and non-recurring charges applicable to services or equipment associated with Toll Restriction.

1. Non-recurring Charge $0.00

2. Monthly Rate (FCE1TLL) $0.00

Per line or Trunk

(1) Limited to existing customers at existing locations as of May 1, 2009.
BLOCKING SERVICES

5. TOLL AND CASUAL DIALING RESTRICTION SERVICE

A. Description

Where central office facilities permit, Toll and Casual Dialing Restriction prevents the completion of certain types of calls. Toll and Casual Dialing Restriction may be provided with individual line residence and business exchange services in exchanges equipped to program Toll and Casual Dialing Restriction without alteration of the central office equipment.

B. Terms and Conditions

1. Toll and Casual Dialing Restriction Options 1 and 2 restrict access to 1+, 0+ 0-, and 00-, and restrict access to 01/011+ numbers outside of the North American Numbering Plan. Access to 900, 976, 500 and 700 numbers is also restricted in addition to Directory Assistance and the casual dialing of toll calls (by preceding the telephone number with 101XXXX+). Option 1 additionally restricts access to Toll Free Code numbers.

2. Restriction of access to operator services prevents the customer from dialing an operator for all purposes, including emergencies, assistance and the placing of toll calls. Operator Services will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2. The customer indemnifies and saves harmless the Company from any and all claims, losses, or damages caused by restriction of access to operator services.

3. Directory Assistance (411, 1411, 555-1212, 1-555-1212, or 1-NPA-555-1212) and Directory Assistance Call Completion (DACC) will not be accessible from a line with Toll and Casual Dialing Restriction Option 1 or 2.

4. All local calls and non-chargeable calls to Company numbers (such as repair service) will be permitted.

5. Where facilities allow, N11 (except 411) will only be restricted with Option 1 and 2 if the call terminates outside the local calling area or to a non-toll-free number.

6. Toll and Casual Dialing Restriction does not restrict calls to 911 emergency reporting service or to 1+710 Government Emergency Telecommunications Service Calls.

7. Customers are responsible for calls charged to their number via third number billing, collect or credit card.
5. TOLL AND CASUAL DIALING RESTRICTION SERVICE (Continued)

B. Terms and Conditions (Continued)

8. Lifeline subscribers may receive Toll and Casual Dialing Restriction without paying a monthly or non-recurring charge.

9. Listed following are the Toll and Casual Dialing Restriction options as determined by the Company. These options may be changed or new options added as determined appropriate by the Company. A customer may select one of the following Toll and Casual Dialing Restriction options:

Option #1  1+ DDD
0-, 0+, 00-
01/011+DDD to numbers outside the North American Numbering Plan
Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1-NPA-555-1212)
101XXXX access to toll numbers
Toll Free Code numbers (1 + 800, 1 + 888, etc.)
N11*, 500, 700, 900, 976
(Allows 1+710 and 911 calls)

Option #2  1+ DDD
0-, 0+, 00-
01/011+DDD to numbers outside the North American Numbering Plan
Directory Assistance (411, 1411, 555-1212, 1-555-1212, 1-NPA-555-1212)
101XXXX access to toll numbers
N11*, 500, 700, 900, 976
(Allows toll free, 1+710 and 911 calls)

C. Rates

Rates and charges are in addition to the established monthly and non-recurring charges applicable to services or equipment associated with Toll Restriction.

<table>
<thead>
<tr>
<th></th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option #1</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Option #2</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

* Where facilities allow, N11 (except 411) will be restricted if the call terminates outside the local calling area or to a non-toll free number.
N11 SERVICE

1. 911 SERVICE

A. General

"911" is a universal telephone number for public use in reporting emergencies and in requesting emergency assistance. Subject to availability of facilities, the Company will provide this service when requested by state or local government authorities. The basic "911" system is a one-way trunk which accesses a public safety answering point (PSAP). The basic system provides forced disconnect and call hold features. The re-ring feature is an option which is provided upon request at an additional charge. The re-ring feature will only provide re-ring capability to telephones equipped with straight line ringers and it is not provided with enhanced 911 systems. The public safety agencies may require other exchange telephone services as provided in other sections of this Catalog.

B. Liability and Indemnification

1. 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 this Catalog.

2. The Company shall not be liable for civil damages caused by an act or omission of the Company, its employees or agents in the design, development, installation, operation, maintenance or provisioning of 911 emergency communication systems or services. The provisions of this section shall apply unless the act or omission constitutes willful and wanton conduct.

3. The 911 customer agrees to release, indemnify, defend, and save harmless the Company from claims, suits, actions, damages, costs, judgments, actions of every name and description arising out of or due to acts or omissions of the 911 customer, its agents and its employees while answering and dispatching 911 calls.

4. The 911 customer agrees to indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of person or persons, caused or claimed to be caused by the acts or omissions of the 911 customer and their operation or use of the 911 service.

C. Rates

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. First 911 Trunk (FCET911)</td>
<td>$564.00</td>
<td>$53.41</td>
</tr>
<tr>
<td>2. Each Additional 911 Trunk (FCET912)</td>
<td>165.00</td>
<td>19.76</td>
</tr>
<tr>
<td>3. First 911 Trunk with Re-ring Feature (FCET911 RER)</td>
<td>650.00(1)</td>
<td>30.00(1)</td>
</tr>
<tr>
<td>4. Each Additional 911 Trunk with Re-ring Feature (FCDT912 RER)</td>
<td>(2)</td>
<td>10.00(1)</td>
</tr>
</tbody>
</table>

(1) These rates are for adding the re-ring feature to non-digital offices with existing 911 service. All digital offices and all new 911 trunks installed with the re-ring feature will be rated on an individual case basis as per the Special Assemblies (Section 4 of this Catalog).

(2) There is no additional installation charge for the additional re-ring features when installed at the same time as the first feature.
N11 SERVICE

1. 911 SERVICE (Continued)

D. Wireless E911 Phase 2

1. Description of Service

Wireless E911 Phase 2 is only available in combination with E911 as specified in this section of the Catalog and is subject to the regulations specified herein.

In accordance with the FCC’s Report and Order 94-102, Wireless E911 Phase 2 provides PSAPs with the wireless E911 caller’s location and callback number (CBN) information, as specified by the FCC. The FCC has adopted specific handset-based and network-based location accuracy and reliability solutions standards for the Wireless Service Providers (WSPs).

2. General Regulations

a. The Company is not responsible for the location determination technology, the accuracy of the location determination technology, or the investigation or maintenance of said technologies. Only the data required and specified by the FCC in its Report and Order 94-102 will be delivered by the Company to the PSAP. This required data includes the cell site or sector location, the callback number, and the latitude/longitude of the caller. Each customer agrees that delivery, or lack of delivery, of additional data elements which may be provided by the WSP will not be the responsibility of the Company and the Company assumes no responsibility or liability for such information.

b. PSAPs must have all required elements of Wireless E911 Phase 1, utilizing p-ANI routing and cell site/sector location based information, in place before implementing Phase 2. This is necessary to accommodate loading of the respective p-ANIs also known as Emergency Service Routing Key/Emergency Service Routing Digit into the Company’s Data Base Management System. In addition, the following requirements must be met for Phase 2 implementation:

(1) PSAPs must order both the Company’s Extended ALI Display Format and the ALI Database for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in Section 9.1.D.6. following.

(2) WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.

(3) WSPs or their designated database provider must have obtained an interface to the Company’s ALI database that complies with the Company’s existing operating standard. This interface will be used by the WSP to provide the Phase 2 data.
N11 SERVICE

1. 911 SERVICE (Continued)

D. Wireless E911 Phase 2 (Continued)

3. Definition of Terms

a. **Callback Number (CBN)**
   
The wireless caller’s 10-digit handset telephone number. The CBN is used by the PSAP to reestablish a call in the event the call was prematurely disconnected.

b. **Interface**
   
   A reference point for a data path that exists between an MPC/GMLC and an ESME (the ALI database). The data that traverses the interface is made up of an Emergency Services Position Request and the response. The interface is not provided by and is not the responsibility of the Company.

c. **Emergency Services Message Entity (ESME)**
   
   An entity in the emergency services network which serves as the point of interface to an MSC for common channel emergency services messaging. ESME is another term for the ALI database.

d. **Enhanced MF Signaling (EMFS)**
   
   A signaling protocol for sending 10 or 20 digits of ANI from the 911 Tandem to the PSAP. EMF signaling is required when an interconnecting WSP selects Phase 2 NCAS mode without WLS911.

e. **Mobile Position Center (MPC)**
   
   The interface between the wireless network and the Company’s ALI database. The MPC serves as the wireless network entity which retrieves, forwards, stores, and controls position data within the wireless location network. The MPC is not provided by and is not the responsibility of the Company. Global System for Mobile (GSM) communication Gateway Mobile Location Centers (GMLCs) will be treated as MPCs by the Company.

f. **Mobile Switching Center (MSC)**
   
   The wireless equivalent of a Central Office, which provides switching functions for wireless calls. The MSC is not provided by and is not the responsibility of the Company.
N11 SERVICE

1. 911 SERVICE (Continued)

D. Wireless E911 Phase 2 (Continued)

3. Definition of Terms (Continued)

  g. **Phase 2 NCAS**

   In this mode the p-ANI and the CBN both are sent to the Selective Router. The trunk between the Selective Router and the PSAP must support transport of at least two 10-digit numbers.

  h. **Position Determining Entity (PDE)**

   The PDE determines the geographic location of a wireless handset when the wireless caller places a 911 call or while the call is in process. The PDE is not provided by and is not the responsibility of the Company.

  i. **Pseudo-ANI (P-ANI)**

   A pseudo, non-dialable telephone number assigned to a cell site or a sector of a cell site to provide location identification for wireless E911 calls.

  j. **WLS911**

   The Company solution that sends either eight or ten digits of ANI to the PSAP and dynamically updates the static cell site or sector information with the CBN as provided by the WSP. This solution when used in conjunction with a WSP’s interface allows WSPs to comply with the FCC’s order without requiring PSAPs to upgrade their PSAP equipment to utilize Enhanced MF signaling.

  k. **Wireless Service Provider (WSP)**

   A person or entity that provides Commercial Mobile Radio Service (CMRS). The term wireless includes service provided by any wireless real-time, two-way voice communication device, including radio-telephone communications used in cellular telephone service, personal communication service (PCS), or functional or competitive equivalent. The term does not include service providers whose customers do not have access to 911 or 911-like services.

  l. **Wireline Compatibility Mode**

   Occurs when the WSP sends only p-ANI to the Company E911 tandem and the PSAP receives eight or ten digits of ANI.

  m. **X,Y Coordinates**

   The latitude and longitude of the 911 wireless caller’s location.
1. 911 SERVICE (Continued)

D. Wireless E911 Phase 2 (Continued)

4. Enhanced MF

Enhanced MF (EMF) is a new signaling protocol from the 911 Tandem to the PSAP. Enhanced MF accommodates either ten or 20 digits of ANI. Enhanced MF is not a requirement of Wireless Phase 2 implementation but EMF must be used by PSAPs when an interconnecting Wireless Service Provider chooses the Phase 2 NCAS Mode (as defined in J-STD-036 Annex D, Table D.1.2. and/or D.2.), without WLS911. If an interconnecting WSP chooses a Phase 2 NCAS solution without WLS911, the PSAP’s equipment must be 20-digit Enhanced MF capable. The PSAP must request the Company convert them to EMF signaling when preparing to accept Phase 2 calls from a WSP utilizing Phase 2 NCAS without WLS911. Once a PSAP has been converted to 20 digit EMF Signaling the functionality of WLS911 is disabled for all WSPs serving that PSAP.

5. Wireless E911 Phase 2 Service

This service is comprised of two components, Extended ALI Display Format and ALI Database for Wireless Phase 2. Both components are required for implementation of this service.

a. Extended ALI Display Format

The PSAP’s Automatic Location Identification (ALI) display format must be changed to the Company’s Extended ALI Display Format to accommodate the latitude and longitude, or x,y coordinates. The provision and delivery of the x,y information to the PSAP requires an interface between the ALI database and the WSP’s Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC). The provisioning of the interface is the responsibility of the WSP.

b. ALI Upgrade for Wireless Phase 2

The ALI Database for Wireless Phase 2 enables the PSAP to query and retrieve wireless caller location information from the Company’s Automatic Location Identification (ALI) database. Location information may include cell site sector location, longitude and latitude of the wireless caller’s location, and the wireless caller’s callback number (CBN). This service will enable the necessary interfaces, software, and databases to permit the wireless caller’s location information to be populated in the Company’s ALI database and/or retrieved when queried by the customer’s PSAP equipment.
### N11 SERVICE

1. 911 SERVICE (Continued)

   D. Wireless E911 Phase 2 (Continued)

6. Rates and Charges

<table>
<thead>
<tr>
<th></th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
<th>SAE Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Enhanced MF signaling, per PSAP</td>
<td>$0.00</td>
<td>$0.00</td>
<td>-</td>
</tr>
<tr>
<td>b. Extended ALI Display Format, per PSAP</td>
<td>$3,500.00</td>
<td>$0.00</td>
<td>-</td>
</tr>
<tr>
<td>c. ALI Database for Wireless Phase 2, per PSAP</td>
<td>$0.00</td>
<td>$250.00</td>
<td>AEMDATA (WLS)</td>
</tr>
</tbody>
</table>
E. Reverse Notification Telephone Number Database Service

1. Description of Service

   a. The Company offers Reverse Notification Telephone Number Database Service (Reverse Database Service) to support the ability of Public Safety Answering Points (PSAPs) to make broadcast notification calls to areas under their jurisdiction in the event of emergencies.

2. General Regulations

   a. Reverse Database Service is offered solely for the purpose of permitting PSAPs to make broadcast notifications to particular geographic areas and associated local telephone numbers in the event of emergencies. PSAPs ordering Reverse Database Service must provide the Company with written certification of their authority to make public emergency notifications.

   b. PSAPs may not use Reverse Database Service information in connection with enhanced 911.

   c. PSAPs subscribing to Reverse Database Service will receive CD-ROM downloads of information from the Company's Automatic Location Indicator (ALI) database. The Company will provide ten-digit telephone numbers and associated addresses, to the extent that information is present in the Company’s ALI database.

   d. Reverse Database Service will include ALI information obtained by the Company from other local exchange carriers serving a PSAP’s jurisdiction, when there are multiple local exchange carriers in a PSAP’s jurisdiction. Reverse Database Service will include ALI information obtained from customers who operate private switches and have requested that carriers maintain appropriate information in the carrier’s ALI database.

   e. The Company will provide Reverse Database Service only for the jurisdictional area where a PSAP is authorized to provide emergency services. PSAPs will not be able to obtain foreign listings, foreign exchange cross-listings, foreign central office subscriptions, and multiple listings through Reverse Database Service.
N11 SERVICE

1. 911 SERVICE (Continued)

   E. Reverse Notification Telephone Number Database Service (Continued)

2. General Regulations (Continued)

   f. The Company considers all information provided to a PSAP under Reverse Database Service to be confidential and proprietary. Information received through Reverse Database Service may contain the addresses and telephone numbers of individuals whose listings are not published in directories and/or are not listed in directory assistance databases. The PSAP must:

      (1) Hold all Reverse Database Service information in confidence and protect it in accordance with the security regulations by which it protects its own proprietary or confidential information;

      (2) Restrict disclosure of the information solely to those PSAP employees and/or agents with a need to know and not disclose or resell such information to any other parties;

      (3) Use the information only when delivering broadcast notifications of emergencies; and

      (4) Notify the Company immediately of any confirmed or suspected misuse of Reverse Database Service information.

   g. The PSAP represents and warrants that it will use information received through Reverse Database Service only in emergency situations. A PSAP may not access, use, import, export, copy, print, distribute or release information for any purpose other than what is necessary to make outbound telephone emergency notifications.

   h. The Company may immediately terminate a PSAP’s use of Reverse Database Service and demand the return of all Reverse Database Service information furnished to the PSAP if, in the Company’s judgment, the PSAP misuses the information provided or fails to comply with any other provision of this Catalog.

   i. A PSAP’s modification, merger or enhancement of information received through the Reverse Database Service will not relieve the PSAP from any provision of this Catalog.
N11 SERVICE

1. 911 SERVICE (Continued)

E. Reverse Notification Telephone Number Database Service (Continued)

3. Limitations

a. The Company offers no warranty or representation with respect to the accuracy or completeness of the Reverse Database Service. The Company may rely on other local exchange carriers or private switch customers for certain information used in the Reverse Database Service.

b. The Company does not warrant or represent that the Reverse Database Service will be compatible with every type of reverse notification equipment. PSAPs are responsible for acquiring their own broadcast notification equipment and for testing the compatibility of that equipment with the Reverse Database Service.

c. By offering Reverse Database Service, the Company makes no warranties or representations for the operation of customer’s broadcast notification equipment or for the availability or performance of any telephone network facilities, including the Company’s facilities, during a broadcast notification.

4. Liability of the Company

a. By subscribing to Reverse Database Service, a PSAP agrees to hold harmless and indemnify the Company, along with its employees, directors, officers, agents, and subcontractors, from and against all claims or suits arising out of or resulting from the provision of Reverse Database Service, specifically including, but not limited to, all claims or suits resulting from or allegedly resulting from errors or omissions in the file or the use of such information by the PSAP or its agents.

b. To the extent that the PSAP claims sovereign immunity or other statutory limitations against third party claims, the PSAP will extend that same protection to the Company in connection with the PSAP’s use of the Reverse Database Service.
E. Reverse Notification Telephone Number Database Service (Continued)

5. Rates and Charges

a. PSAPs can purchase Reverse Database Service in the following formats:

(1) One-time update – The customer purchases one CD-ROM update and pays a nonrecurring charge.

(2) Monthly update – The customer purchases monthly CD-ROM updates and pays a monthly recurring charge. The customer commits to purchasing the CD-ROM for a minimum of twelve consecutive months. Should the customer terminate service prior to the twelfth month, the customer will be billed for any remaining months to fulfill the twelve-month minimum.

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$500.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>0.00</td>
<td>125.00</td>
</tr>
</tbody>
</table>

b. Reverse Database Service,

(1) One-time update (CD-ROM) $500.00 $ 0.00

(2) Monthly update (CD-ROM)
   12 Month Term 0.00 125.00

F. Private Switch Automatic Location Identification (PS/ALI)

1. Description of Service

   a. Pursuant to a statewide contract, Qwest Corporation d/b/a CenturyLink QC is the sole provider of automatic location identification services within the state of Minnesota. The terms, conditions, and rates for Private Switch Automatic Location Identification are in Section 9 of Qwest Corporation d/b/a CenturyLink QC Exchange and Network Services Non-Price Regulated Price List No. 2.
2. EMERGENCY CONFERENCE SYSTEMS

A. General

1. Emergency Conference service is furnished by means of equipment located in a central office. This allows a customer, who is calling the number associated with the service, to make an announcement to several exchange stations simultaneously.

2. This service will be furnished only in connection with individual (private) line service.

3. Since failure, delays or interruptions in transmission may occur without the fault of the company, and since such service is furnished as an aid in emergency situations, the liability of the Company for any damage caused by the failure, delay or interruption in transmission, or for other damages arising out of the use of such service, shall be limited to an amount equal to the allowance for failure of service as specified in the General Rules and Regulations of this Catalog.

B. Rates

The following rates are applicable to existing customers at present locations only:

<table>
<thead>
<tr>
<th>Service Location</th>
<th>NRC</th>
<th>Monthly Rate(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFAELE1 STE (Stewart)</td>
<td>N/A</td>
<td>$20.05</td>
</tr>
<tr>
<td>AFAENE3 ALT (Altura)</td>
<td>N/A</td>
<td>41.59</td>
</tr>
<tr>
<td>AFAENE5 CHK (Chaska)</td>
<td>N/A</td>
<td>46.85</td>
</tr>
<tr>
<td>AFAAEA4 LPR (Long Prairie)</td>
<td>N/A</td>
<td>53.55</td>
</tr>
<tr>
<td>AFAENE3 VLD (Villard)</td>
<td>N/A</td>
<td>53.55</td>
</tr>
<tr>
<td>AFAENE3 WAL (Waldorf)</td>
<td>N/A</td>
<td>54.95</td>
</tr>
<tr>
<td>AFAENE4 BRV (Browerville)</td>
<td>N/A</td>
<td>58.25</td>
</tr>
<tr>
<td>AFAENE2 HLK (Howard Lake)</td>
<td>N/A</td>
<td>58.25</td>
</tr>
<tr>
<td>AFAAEA3 CKT (Cokato)</td>
<td>N/A</td>
<td>58.25</td>
</tr>
<tr>
<td>AFAENE4 PLN (Plainview)</td>
<td>N/A</td>
<td>58.25</td>
</tr>
<tr>
<td>AFAENE5 DAS (Dassel)</td>
<td>N/A</td>
<td>60.20</td>
</tr>
<tr>
<td>AFAENE4 BUF (Buffalo Lake)</td>
<td>N/A</td>
<td>61.60</td>
</tr>
<tr>
<td>AFAAEA1 HST (Hastings)</td>
<td>N/A</td>
<td>63.35</td>
</tr>
<tr>
<td>AFAENE2 ELG (Elgin)</td>
<td>N/A</td>
<td>71.61</td>
</tr>
</tbody>
</table>

(1) Limited to existing customers at present locations.
N11 SERVICE

2. EMERGENCY CONFERENCE SYSTEMS (Continued)

B. Rates (Continued)

<table>
<thead>
<tr>
<th>NRC</th>
<th>Rate(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFAENE2 ETA (Eyota)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAENE4 DER (Deerwood)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA2 ATK (Aitkin)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA1 CRS (Carlos)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA3 ZUF (Zumbro Falls)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA5 LAK (Lake City)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAENE4 LEW (Lewiston)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA4 GLN (Glencoe)</td>
<td>N/A</td>
</tr>
<tr>
<td>AFAEA7 GLN (Glencoe)</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Rates for all future emergency conference systems will be determined at the time of any inquiry for such service.

3. ALI DATABASE MANAGEMENT

A. General

The Data Base Management System (DBMS) is a system of manual procedures and computer programs used to create, store, and update the data required to provide Selective Routing and/or Automatic Location Identification for E9-1-1 systems. DBMS also provides for the initial information load for the database stored in customer provided equipment, as well as the equipment of other ALI Database Providers and for periodic updates to this information.

Automatic Location Identification (ALI) is the automatic display at the PSAP of the caller’s telephone number, the address/location of the telephone and supplementary emergency services information.

(1) Limited to existing customers at present locations.
N11 SERVICE

3. ALI DATABASE MANAGEMENT (Continued)

B. Charges

1. Data Base Management System, ALI establishment and maintenance of updates to MSAG database, per request
   
<table>
<thead>
<tr>
<th>NRC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,800.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

2. Automatic Location Information (ALI) Provision of nightly updates From DBMS database. Charge per 100 access lines.\(^1\)
   
   | N/A | $9.00 |

\(^1\) For the purpose of determining the monthly charges, access lines are rounded up to the nearest 100. (Example: 801=900, 849=900). Access line counts will be trued-up annually in January of each year.
N11 SERVICE

4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS)

A. General

1. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.

2. 711 is available from the Company within the Company's service area only. To provide access to 711 to end users in another company service area or to a Competitive Local Exchange Carrier (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.

3. This service is subject to the availability of the 711 dialing code.

4. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

5. Limitations and use of service are as stated in the General Rules and Regulations of this Catalog.

6. Directory Listings may be provided for 711 at rates and regulations as specified in Section 5 of this Catalog.

7. Access to 711 is not available to the following classes of service:

   - Hotel/Motel/Hospital Service (toll call only)
   - 1+
   - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
   - Inmate Service
   - 101XXXX
   - Cellular - Type 2A

   In addition, operator assisted calls to 711 will not be completed
N11 SERVICE

4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Continued)

   B. Obligations of the TRS Entity

   1. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.

   2. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

   3. The TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.

   4. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.

   a. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling," "controlled by," and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.
N11 SERVICE

4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Continued)

B. Obligations of the TRS Entity (Continued)

5. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions:

   a. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.

   b. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company’s general telephone service or telephone facilities.

   c. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

6. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:

   a. The TRS entity will provide announcements. The company will provide only the delivery of the call.

   b. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.

   c. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity’s premises.

   d. The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity’s premises.
N11 SERVICE

4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Continued)

C. Obligations of the Company

1. Once the 711 Dialing Code has been assigned and the subscriber has provided the Company
   the appropriate toll free number, implementation of the 711 Dialing Code will begin. The
   Company will implement the TRS entity's request within a reasonable time, given the
   complexity of the order.

   If, during or at the end of the provisioning period, the TRS entity has failed to establish service
   or decides to discontinue service establishment, the 711 code will be recalled and the number
   will be considered available for reassignment.

2. When a 711 Service call is placed by the calling party via interconnection with an
   interexchange carrier, the Company cannot guarantee the completion of said 711 Service call,
   the quality of the call or any features that otherwise may be provided with 711 dialing service.

D. Obligations of the Competitive Local Exchange Carrier (CLEC)

1. In those instances where a CLEC provides the 711 dialing code to its end user within the local
   calling area, terms and conditions for 711 dialing code are as defined in the appropriate
   Interconnection Agreement.

   a. For purposes of providing a CLEC end user access to the TRS entity within the local calling
      area, appropriate arrangements must be made by the CLEC with the TRS entity serving
      the local calling area.

   b. A CLEC may negotiate the provision of directory listing as defined in the Interconnection
      Agreement.
4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Continued)

E. Liability

1. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.

2. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

3. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

4. The Company may take all legal and practical steps to disassociate itself from the TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company’s discretion generates unacceptable levels of complaints by end users.
N11 SERVICE

4. 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Continued)

E. Liability (Continued)

5. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

F. Other Terms and Conditions

1. Only one 10-digit toll free number may be used as the lead number per basic local calling area.

2. The 711 Dialing Code is provided where facilities permit.

3. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service as described in Section 15 of this Catalog.

4. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

G. Rates and Charges

1. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.
5. NON-EMERGENCY 311 SERVICE

A. General

1. Non-Emergency 311 Service (NE311) is a local telephone exchange communications service which allows Company subscribers to reach non-emergency local government services by dialing an abbreviated telephone number. The Federal Communications Commission (FCC) reserved the abbreviated telephone number, 3-1-1, for non-emergency access to public services. NE311 Service is an optional service which may be purchased by a local municipality, state or local governmental unit to whom authority has been lawfully delegated. The NE311 Service Provider must be granted authority by the appropriate city, county, or state officials to provide the service.

2. NE311 Service allows a Company subscriber to access an approved NE311 Service Provider by dialing only the 311 abbreviated dialing code. Subject to other terms and conditions of this Catalog, Company subscribers shall be able to make and the NE311 Service Provider shall be able to receive calls using the NE311 Service as part of their local exchange services. The NE311 Service is supplemental to and is not a replacement for either party's local exchange service.

3. All NE311 Service calls must be local in nature and shall not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.

4. The NE311 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operated assisted calling and 101XXXX calling. NE311 Service is otherwise available wherever local service is accessible.

5. Only calls originating within a NE311 Service Provider's area of jurisdiction (the "NE311 Service Area") will be routed to a call center/answering point designated by the NE311 Service Provider. There can be only one NE311 Service Provider in each geographic area. NE311 Service areas may not overlap. This assures that NE311 calls from a telephone line within a NE311 Service Area can be routed to a unique NE311 call center/answering point.

6. NE311 Service is offered subject to the availability of facilities.
5. NON-EMERGENCY 311 SERVICE (Continued)

B. Obligations of the Non-Emergency 311 Service Provider

1. The NE311 Service Provider must submit a written application for NE311 Service on a Company local exchange by local exchange basis. The NE311 Service Provider may establish NE311 Service in all or part of the Company’s local exchanges. There may be only one NE311 Service Provider per exchange.

2. The NE311 Service Provider’s written application to establish NE311 Service in a Company local exchange shall include the following:

   a. The unpublished local telephone number into which the Company is to translate the dialed NE311 abbreviated code. If the NE311 Service Provider desires to change the telephone number into which the NE311 abbreviated dialing code is translated the NE311 Service Provider must pay the Number Change Charge specified in Section 9.5.F.7 following.

   b. A location description of the NE311 Service Provider call center where NE311 calls made from the Company local exchange will be routed.

   c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the NE311 Service.

   d. An acknowledgment of the possibility that the Commission’s assignment of the NE311 abbreviated dialing code may be recalled at any time.

3. Local Calling for Company Subscribers

   a. The NE311 Service Provider, in cooperation with the Company, shall assure that all NE311 Service calls are local in nature and do not generate intralATA toll, interlATA long distance or pay-per-call charges for Company subscribers.

   b. When the NE311 Service Provider applies for NE311 Service in a Company local exchange, the NE311 Service Provider shall supply the Company with an unpublished seven or ten digit telephone number that terminates within the Company local exchange’s local calling area. The Company will translate the dialed NE311 dialing code into the telephone number provided by the NE311 Service Provider.

   c. When the NE311 Service Provider applies for NE311 Service in a Company local exchange and a NE311 Service Provider call center is not located within the local exchange's local calling area, then the NE311 Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers’ NE311 Service calls do not incur toll charges.
5. NON-EMERGENCY 311 SERVICE (Continued)

B. Obligations of the Non-Emergency 311 Service Provider (Continued)

4. The NE311 Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the NE311 Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the NE311 Service Provider or others, arising out of or resulting directly or indirectly from the NE311 Service.

5. The NE311 Service Provider must develop an appropriate method for responding to NE311 calls directed to it out of confusion or in error by Company subscribers. This includes calls from customers that reside within the Company local exchange but outside the legally designated jurisdiction of the NE311 Service Provider (i.e. exchange boundaries that cross county borders).

6. The NE311 Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the NE311 Service Provider to receive calls to the NE311 Service during normal business hours.

7. NE311 Service is provided on the condition that the NE311 Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the NE311 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the NE311 Service Provider subscribes.

8. The NE311 Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 311 abbreviated dialing code in the event of a national assignment contrary to that made by the Minnesota Public Utilities Commission.

9. The NE311 Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 311 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

10. The NE311 Service Provider must respond promptly to any and all complaints lodged with any regulatory authority against the NE311 Service. If requested by the Company, the NE311 Service Provider shall assist the Company in responding to complaints made to the Company concerning the NE311 Service.

11. The NE311 Service Provider shall not promote the NE311 Service with the use of an autodialer or broadcasting of tones that dial the NE311 abbreviated dialing code.
5. NON-EMERGENCY 311 SERVICE (Continued)

B. Obligations of the Non-Emergency 311 Service Provider (Continued)

12. NE311 Service is only available to end users located in Company local exchanges. To establish NE311 calling to end users in non-Company local exchanges, the NE311 Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.

13. The NE311 Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether NE311 abbreviated dialing will be available to their end users.

14. In the event that an end user misdials and reports an emergency by dialing 311, the NE311 Service Provider agrees to release, indemnify, defend, and save harmless the Company from claims, suits, actions, damages, costs, judgments, actions of every name and description arising out of or due to acts or omissions of the NE311 Service Provider, its agents and its employees while answering and dispatching 311 calls.

C. Obligations of the Company

1. The Company will establish the NE311 Service within ninety days after receipt of the NE311 Service Provider's completed application(s) for service or of the effective date of the Catalog, whichever is later.

2. When an NE311 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said NE311 Service call, the quality of the call or any features that may otherwise be provided with NE311 Service.

3. The Company will route NE311 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing NE311 Service for calls originating from other telecommunications providers.

4. The Company does not undertake to answer and forward NE311 Service calls but furnishes the use of its facilities to enable the NE311 Service Provider to respond to such calls at NE311 Service Provider established call centers.

5. The rates charged for NE311 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The NE311 Service Provider shall make such operational tests as, in the judgment of the NE311 Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The NE311 Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.
N11 SERVICE

5. NON-EMERGENCY 311 SERVICE (Continued)

C. Obligations of the Company (Continued)

6. NE311 Service is furnished subject to all operating failures and interruptions, including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. The rates provided for this service are subject to the limitations which appear in this section and in other applicable sections of this and other tariffs. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange that NE311 Service is offered.

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing NE311 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the NE311 Service Provider for the NE311 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company has no liability for losses or damages caused by the negligence of the NE311 Service Provider.

2. The Company's entire liability to any person for interruption or failure of the NE311 Service shall be limited to the terms set forth in this section and other sections of this Catalog.

3. The Commission's local assignment and the NE311 Service Provider's use of the 311 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the NE311 Service Provider for any damages the NE311 Service Provider may incur that results from a national assignment of the 311 abbreviated dialing code.

4. The Company accepts no responsibility for obtaining subscriber record information from telephone end users.

5. The Company will make every effort to route NE311 calls to the appropriate NE311 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.
N11 SERVICE

5. NON-EMERGENCY 311 SERVICE (Continued)

E. Other Terms and Conditions

1. The NE311 Service will not provide calling number information in real time to the NE311 Service Provider. If this type of information is required, the NE311 Service Provider must subscribe to compatible Caller ID service as described in Section 15 of this Catalog. The Caller ID Service will only provide calling number information as described in Section 15 of this Catalog.

2. The NE311 Service is provided solely for the benefit of the NE311 Service Provider. The provision of the NE311 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the NE311 Service Provider.

3. A written notice will be sent to the NE311 Service Provider following oral notification when its NE311 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the NE311 Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the NE311 Service Provider is unwilling to accept the modifications, or if the NE311 Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.
5. NON-EMERGENCY 311 SERVICE (Continued)

F. Rates

1. The nonrecurring charges associated with the initial NE311 Service establishment are specified in Section 9.5.F.7. following. These are one-time charges which apply only when the NE311 Service Provider establishes or modifies NE311 Service.

2. The NE311 Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which NE311 Service is established.

   a. Some Company local exchanges are served by more than one host central office. In order to establish NE311 Service in such an exchange, the NE311 Service Provider shall pay a Central Office Charge for each host central office in the Company local exchange.

   b. Some host central offices serve more than one Company local exchange. If the NE311 Service Provider makes applications to establish NE311 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the NE311 Service Provider requests NE311 Service in all the Company local exchanges served by that host central office.

3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of NE311 Service as follows:

   a. When the NE311 Service Provider does not simultaneously establish NE311 Service in every Company local exchange served by a host central office, the NE311 Service Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.

   b. When a Company local exchange is once excluded, but the NE311 Service Provider later applies to establish NE311 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.

   c. When the NE311 Service Provider requests a different telephone number be translated to the 311 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 311 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
N11 SERVICE

5. NON-EMERGENCY 311 SERVICE (Continued)

F. Rates (Continued)

4. A nonrecurring Number Change Charge applies when the NE311 Service Provider changes
   the telephone number into which the NE311 abbreviated dialing code is translated. The
   Number Change Charge shall be applied on a per telephone number, per host central office
   basis.

5. When translating the seven or ten digit number to the 311 abbreviated dialing code, applicable
   Service Connection Charges as specified in Section 12 of this Catalog will apply as follows, in
   addition to the rates listed below.

   a. A business rate Record Order Charge per order as found in Section 12 of this Catalog.

6. The minimum service period for NE311 Service is one month.

7. Rates

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Central Office Charge (per host Central Office)</td>
</tr>
<tr>
<td>b. Exclusion Charge (per host Central Office)</td>
</tr>
<tr>
<td>c. Number Change Charge (per telephone number)</td>
</tr>
</tbody>
</table>
6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

A. General Regulations

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a tariffed, local calling area based service (the "211 Service").

2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this Catalog, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.

3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.

4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

B. Obligations of the Approved Information and Referral Service Provider

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
N11 SERVICE

6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

B. Obligations of the Approved Information and Referral Service Provider (Continued)

2. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange must include the following:

   a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section 9.6.F.6.

   b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.

   c. For network sizing and protection, an estimate of annual call volumes, the expected busy hour and holding time for each call to the 211 Service.

   d. An acknowledgment of the possibility that the Commission's assignment of the 211 abbreviated dialing code may be recalled at any time.

3. Local Calling for Company Subscribers

   a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.

   b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange’s local calling area. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.

   c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange’s local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.
6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

B. Obligations of the Approved Information and Referral Service Provider (Continued)

4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.

5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.

6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.

7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Provider subscribes.

8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.

9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.

10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.
N11 SERVICE

6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

B. Obligations of the Approved Information and Referral Service Provider (Continued)

11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.

12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.

13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. Obligations of the Company

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this Catalog, whichever is later.

2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.

3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.
N11 SERVICE

6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.

3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this Catalog.

E. Other Terms and Conditions

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in Section 15 of this Catalog. The Caller ID service will only provide calling number information as described in Section 15 of this Catalog.

2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.
N11 SERVICE

6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

E. Other Terms and Conditions (Continued)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.

4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. Rates and Charges

1. Subject to other terms and conditions of this Catalog, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.

2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:

a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.

b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.
N11 SERVICE

6. 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE (Continued)

F. Rates and Charges (Continued)

3. An Exclusion Charge Applies for the establishment of 211 Service as follows:

a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge for each Company local exchange served by the host central office where 211 Service is not established.

b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, an Exclusion Charge again applies for each local exchange that continues to be excluded.

c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating central office than the telephone number translated to the 211 abbreviated dialing code in the host central office.

4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

5. When translating the seven or ten digit number to the 211 abbreviated dialing code, applicable Service Connection Charges as specified in Section 12 of this Catalog will apply as follows, in addition to the rates listed below.

a. A business rate Record Order Charge per order, as found in Section 12 of this Catalog.

6. Rates

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<thead>
<tr>
<th>Service Charge</th>
<th>Description</th>
<th>Rate</th>
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</thead>
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<tr>
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<tr>
<td>b. Exclusion Charge</td>
<td>(per Exchange)</td>
<td>350.00</td>
</tr>
<tr>
<td>c. Number Change Charge</td>
<td>(per telephone number)</td>
<td>40.00</td>
</tr>
</tbody>
</table>
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES

A. General

1. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.

2. The three digit 511 abbreviated dialing code is assigned to the Approved Travel Information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.

3. 511 is available from Embarq Minnesota, Inc. within the Company's service area only. To provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.

4. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.

5. The 511 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.

6. 511 Service is offered subject to the availability of facilities.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

   B. Obligations of the Approved Travel Information Services Provider

      1. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.

      2. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following:

         a. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge as found in Section 9.7.F.6.

         b. A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.

         c. For network sizing and protection, an estimate of annual call volumes and holding time for calls to the 511 Service.

         d. An acknowledgment of the possibility that the Commission's assignment of the 511 abbreviated dialing code may be recalled at any time.

      3. Local Calling for Company Subscribers

         a. The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate extended area calling, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.

         b. When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange’s local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.

         c. When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange’s local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

B. Obligations of the Approved Travel Information Services Provider (Continued)

4. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.

5. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.

6. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.

7. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.

8. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event a national assignment contrary to that made by the Minnesota Public Utilities Commission.

9. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

10. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.

11. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

B. Obligations of the Approved Travel Information Services Provider (Continued)

12. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.

13. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

C. Obligations of the Company

1. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service or the effective date of this Catalog, whichever is later.

2. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.

3. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.

4. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.

5. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.

2. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.

3. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Catalog.

4. The Commission’s local assignment and the 511 Service Provider’s use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.

5. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

E. Other Terms and Conditions

1. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in Section 15 of this Catalog. The Caller ID service will only provide calling number information as described in Section 15 of this Catalog.

2. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.

3. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.

4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

F. Rates and Charges

1. A Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:
   a. When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
   b. If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.

2. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:
   a. When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
   b. When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
   c. When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.

3. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
N11 SERVICE

7. 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Continued)

F. Rates and Charges (Continued)

4. When translating the seven or ten digit number to the 511 abbreviated dialing code, applicable Service Connection Charges as specified in Section 12 of this Catalog will apply as follows, in addition to the rates listed in Section 9.7.F.6. below.

   a. A business rate Record Order Charge per order, as found in Section 12 of this Catalog.

5. The minimum service period for 511 Service is one month.

6. Rates:

   Nonrecurring Charge

   a. Central Office Charge
      (per host Central Office) $300.00

   b. Exclusion Charge
      (per host Central Office) 350.00

   c. Number Change Charge
      (per telephone number) 40.00
N11 SERVICE

8. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (1)

A. Description

811 Service ("811") is a three-digit local dialing arrangement available in specified areas used for access to One Call systems via voice grade facilities. Pursuant to Order 05-59, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 811 code is established as the national abbreviated dialing code to be used by state One Call notification systems in order to provide a means for excavators and the general public to notify underground facility operators in advance of their intent to engage in excavation activities in compliance with the Pipeline Safety Improvement Act of 2002 (the Pipeline Safety Act). The FCC has mandated that telecommunications carriers offer 811 pursuant to its exclusive jurisdiction over N11 codes and assignment. Nothing in this tariff shall be interpreted as altering or reducing the requirements regarding 811 listed in the FCC’s Order in CC Docket 92-105 and/or other applicable Orders.

B. Terms and Conditions

1. 811 Service under this tariff is applicable to Embarq Minnesota, Inc. territory only. 811 access by end users in an independent company territory, or to a Competitive Local Exchange Carrier’s (CLEC) end user, are not covered by this tariff.

2. This service is provided subject to the availability of the 811 code.

3. Limitations and use of service apply as stated in the General Rules and Regulations Section of this Catalog.

4. Directory listings may be provided for 811 under the terms, conditions and rates specified in Section 5 of this Catalog.

5. Access to 811 is not available to the following classes of service:

   • 1+
   • 0+, 0- (credit card, third-party billing, collect calls)
   • 101XXXX

   In addition, operator assisted calls to the 811 subscriber will not be completed.

6. The 811 subscriber must comply with all federal or state regulatory requirements with respect to selling or transferring the phone number associated with the 811 code to an unaffiliated entity, either directly or indirectly.

7. Calling number information in real time will not be provided to the 811 subscriber unless the 811 subscriber subscribes to a compatible Caller Identification Service as specified elsewhere in the Company’s Catalog.

(1) This service will be available no later than April, 2007 per FCC mandate.
N11 SERVICE

8. 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS (Continued)

B. Terms and Conditions (Continued)

8. Calls to the 811 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 811 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 811 from areas where 811 service is not being provided will be advised that the service is not available from the number.

9. Disputes regarding geographic coverage by two or more 811 subscribers will be referred to the Minnesota Public Utilities Commission.

10. The Company will provision the subscriber’s order within a reasonable time, given the complexity of the order. The 811 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

   If during this period, the 811 subscriber has failed to establish service or decides to discontinue service establishment, the 811 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring charges will not be refunded or waived.

11. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-number.

12. The 811 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach the One Call Center for services provided by dialing 811.

13. 811 will be provided under the following conditions:

   a. The 811 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls from consumers dialing 811 without impairing the Company's general telephone service or telephone plant.

   b. The 811 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

   c. Suspension of 811 Service is not allowed.

   d. The Company may not discontinue 811 service under Minnesota Rules Part 7810.1800 or 7810.1900 if disconnection of such service would conflict with the mandates issued in FCC Order 05-59 or any other applicable federal requirements.
B. Terms and Conditions (Continued)

13. 811 will be provided under the following conditions: (Continued)

e. The 811 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 811. If requested by the Company, the 811 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber’s 811 service.

f. The Company will provide both oral and written notification when an 811 subscriber’s service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 811. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 811 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

14. The following conditions apply if the 811 subscriber provides a pre-recorded announcement:

a. The 811 subscriber will provide announcements. The Company will provide only delivery of the call.

b. The provision of access to the 811 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

c. The 811 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses undertaken by the 811 subscriber.

d. The 811 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber’s premises.

15. The Company may take all legal and practical steps to disassociate itself from 811 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company’s discretion generates unacceptable levels of complaints by end users.
16. The Company will not be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

17. Calls placed to the 811 code will be routed to the point-to-number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone number or ZIP Codes can be provided where technically feasible.

C. Rates and Charges

1. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
   a. When a Company exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that exchange.
   b. If the 811 Provider establishes 811 Service in multiple Company exchanges served by the same host central office, only one Central Office Charge applies.

2. A Number Change Charge applies when the 811 Provider established service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

3. When translating the seven or ten digit number to the 811 abbreviated dialing code, applicable Service Connection Charges as specified in Section 12 of this Catalog will apply, in addition to the rates listed below.

4. Rates:

   a. Central Office Charge $30.00
   b. Number Change Charge (per Telephone Number) 40.00
CUSTOMIZED SERVICES

1. CALL TRACE

A. Call Trace enables the customer to initiate an automatic trace of the last incoming call received, regardless of the time lapse since that call, providing there have been no intervening calls. To initiate the trace, the customer must dial the activation code *57 (1157 on rotary phones), then dial a "1". Upon activation by the customer, the network automatically sends a message to the Company indicating the calling number, the time the call was received, and the time the trace was activated. The customer will hear a confirmation announcement acknowledging whether the trace was successful. The customer is not provided the traced number, and must contact the law enforcement agency for further action. The law enforcement agency will have the Call Trace information released to them upon request.

If the customer receives another call before activating the trace, or if the Call Waiting feature (described in Section 15) is activated prior to activating the trace, Call Trace feature will not record the correct number.

Call Trace will only trace those calls that originate from a location served by the CLASS network.

In situations where the Call Trace functionality is activated by a subscriber, information pertaining to non-published numbers will be provided to the authorized law enforcement agency upon request of the agency.

B. Call Trace is automatically available, in the deactive state, on all lines, at all times. Call Trace per activation charges apply as shown below for each successful trace the customer initiates. The results of a trace will be held for a minimum of 30 days and will only be provided to legal authorities with proper authorization from the customer. The Company will not be liable for damages if, for any reason, a customer initiated trace is not successful. Should the customer no longer require the Call Trace feature, they must contact the Company to have it removed.

<table>
<thead>
<tr>
<th></th>
<th>Per Activation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residence</td>
<td>$1.00</td>
</tr>
<tr>
<td>Business</td>
<td>$1.00</td>
</tr>
<tr>
<td>Trunk</td>
<td>N/A</td>
</tr>
<tr>
<td>Centrex</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

FTC1FCC / FTC1FAB
CUSTOMIZED SERVICES

2. HOLD AND TRACE

A. General

Hold and Trace is a service option designed to capture the telephone number associated with an incoming call, of a harassing nature, on a subscriber's line for the purpose of caller identification. Minnesota General Rules and Regulations Chapter 7813 contains additional information regarding "Call tracing." Hold and Trace is available in all exchanges.

B. Definitions

The definitions for the following terms apply to only this Section of the Catalog.

Customer - A customer is a person, firm partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications service.

Emergency - An emergency is a situation that appears to present immediate danger to person or property.

ExpressTouch Call Trace - An ExpressTouch Call Trace is a customer activated, call specific form of capturing the telephone number associated with an incoming call on the customer's telephone line. ExpressTouch Call Trace is available in exchanges that have been equipped with Custom Local Area Signaling technology. ExpressTouch Call Trace is described in 1. preceding.

Harassing Telephone Call - A harassing telephone call is a telephone call in which the caller:

- threatens injury to person or property;
- makes any comment, request, suggestion, or proposal that is obscene, lewd, or lascivious;
- repeatedly makes telephone calls, whether or not conversation ensues, with intent to abuse, threaten, or harass; or
- makes or causes the telephone of another person to ring repeatedly or continuously, with intent to harass a person at the called telephone number.

Investigative or Law Enforcement Officer - An Investigative or Law Enforcement Officer is an officer of the United States, a state, or a political subdivision of the United States or a state, or a University of Minnesota peace officer, which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

C. Regulations

1. Hold and Trace will be provided when requested by both a customer and an investigative or law enforcement officer and the customer has provided consent, except as provided in B. following.

2. In emergencies, Hold and Trace will be provided upon receiving oral consent from the customer. The customer will be requested to provide written consent promptly and advised to seek the assistance of an investigative or law enforcement officer.
CUSTOMIZED SERVICES

2. HOLD AND TRACE (Continued)

C. Regulations (Continued)

3. The information obtained from Hold and Trace will only be provided to investigative or law enforcement officers. In no instance will this information be disclosed to the Hold and Trace customer.

4. Hold and Trace procedures will generally be conducted for a maximum of 14 days unless a specific period of time is determined and agreed to by an investigative or law enforcement officer and the Company.

5. Rates and Charges

Hold and Trace information will be provided to law enforcement without charge. Hold and Trace Setup Charges are not applicable.

3. ROTARY HUNT SERVICE

A. General

A type of service which provides access to two or more Business or Residence lines or trunks of a customer when the primary listed telephone number is dialed.

<table>
<thead>
<tr>
<th>Installation Charge(1)</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Order</td>
<td>$20.50</td>
</tr>
<tr>
<td>Per Line or Trunk</td>
<td>$1.86</td>
</tr>
</tbody>
</table>

(1) Per Service Order charge waived if service is purchased in conjunction with another service where the per order charge is applied.
MARKET TRIALS

1. MARKET TRIALS

A. GENERAL

1. A market trial shall be offered to test the packaging, pricing and/or other marketing features of a product or service.

2. Services may be offered on a trial basis for a specified time period to specific areas and/or classes of customers. Trial offerings will meet the following criteria:
   a. The period of the trial does not exceed nine months.
   b. The trial offering is for a flexibly priced or non price regulated service(s).

B. REGULATIONS

1. Each trial shall be briefly described in a written notice to the Commission filed at least ten days in advance of the trial commencement date. The notice will be in the form of a tariff page filed in Section 11 of the catalog and will remain in effect for the length of the trial.

2. This notice will contain information pertinent to the trial such as class of customer, geographic area, description of service, dates and duration of trial, price(s) of features during the trial, and customer notification.

3. If a trial offering does not perform due to a technical malfunction, all charges will be refunded to the customer.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS

A. GENERAL

1. The Company may, during certain promotional periods, waive or discount certain recurring and/or non-recurring charges for new and/or existing services. (Charges discounted or waived may include service connection charges, service and equipment charges, monthly rates, etc.)

2. Any promotional waiver or discounted rate will apply only one time per customer participant for each service in any given exchange area during the course of the promotional period. No single promotion may be effective for longer than 90 days at a time.

3. A promotion may take effect the day after the notice is filed with the commission. The notice must identify customers to whom the promotion is available.

B. PROMOTIONAL OFFERS

1. A special promotion will be offered from July 1, 2004, through and including September 28, 2004. During the promotion, the Company will waive all regulated tariffed nonrecurring installation and service charges for all services installed under the same order when new business customers establish an account and subscribe to business local exchange service (B1), Key Line, PBX Trunk, Solutions Package (Sure Solution II, Standard Solution II, Classic Solution or Priority Solution), High Capacity (T1) service, ISDN (BRI-PRI), Frame Relay Service or ATM Service.

In addition, customers who are contacted by the Company or who contact the Company and request this promotion and who subscribe to the above services will have the first month’s monthly recurring charges waived for all services installed under the same order. Thereafter, the customer will receive a credit equal to the monthly recurring charges for services ordered and retained under this promotion on the anniversary date of the installation for four years or as long as the customer retains the services, whichever is shorter. Customers who discontinue their services prior to the end of a Term Discount Plan will be assessed all charges waived under this promotion in addition to any applicable termination liability charges.

The customer’s initial monthly charges must be at least $50.00 to qualify for participation in this promotion. That amount does not include deregulated charges, taxes, late payment charges, charges billed pursuant to federal or state access service tariffs, charges collected on behalf of municipalities, (including but not limited to services for 911 service and dual party relay services), and charges for services provided by other companies.

Existing business customers who establish a new account at a new location or who upgrade their current services under an existing account are eligible for this promotion upon request. This promotion does not apply to moves, changes, or additions to a customer’s existing business account.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

2. A special promotion will be offered from July 1, 2004, through and including September 28, 2004. During the promotion, when new business customers are contacted by the Company or who contact the Company and request this promotion and who subscribe to Individual Voice Channels for Custom Access Solutions as specified in Section 13.1, the first month’s monthly recurring charges will be waived. Thereafter, the customer will receive a credit equal to the monthly recurring charges for the Individual Voice Channels for Custom Access Solutions service(s) ordered under this promotion on the anniversary date of the installation, for the duration of the Term Discount Plan under which the customer subscribed to the accompanying Custom Access Solutions services from Embarq LOCs’ F.C.C. Tariff No. 1. Customers who discontinue their services prior to the end of a Term Discount Plan will be assessed all charges waived under this promotion.

The customer's initial monthly charges must be at least $50.00 to qualify for participation in this promotion. That amount does not include deregulated charges, taxes, late payment charges, charges billed pursuant to federal or state access service tariffs, charges collected on behalf of municipalities, (including but not limited to services for 911 service and dual party relay services), and charges for services provided by other companies.

Existing business customers who establish a new account at a new location or who upgrade their current services under an existing account are eligible for this promotion upon request. This promotion does not apply to moves, changes, or additions to a customer's existing business account.

3. During the promotional period May 25, 2005 through August 22, 2005, the Company will waive all nonrecurring installation and/or service charges for all services installed under the same order when a business customer establishes a new account and subscribes to a Basic Business Local Service (B1), Key Trunk, ISDN-BRI, ISDN-PRI, Centrex, Frame Relay, PBX Trunk or Translink under the same order.

In addition customers who sign a new 3-year contract for ISDN-BRI, ISDN-PRI, Centrex, Frame Relay or Translink will receive a credit equal to the first month’s recurring charges for all services installed during the promotional period. Customers who sign a new 5-year contract for these services will receive a second credit equal to the monthly recurring charges for services ordered and retained under this promotion on the 37th month of their contract.

Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

4. During the promotional period June 16, 2005 through September 13, 2005, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to Basic Business Local Service (B1), Key Trunk, ISDN-BRI, ISDN-PRI, Centrex, Frame Relay, PBX Trunk or Translink under the same order. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.

5. During the period August 26, 2005 through and including October 8, 2005, the Company will offer Special Plan Bundle to new and existing residential customers for $45.00. This bundle includes the following: Local Exchange Service, Call Waiting (Optional) or Talking Call Waiting (Optional), Enhanced Call Forwarding, Caller ID with Name, Anonymous Call Rejection, Call Forwarding, Call Waiting ID, Selective Call Acceptance, Repeat Dialing and Return Call.

Customers are eligible to receive Special Plan Bundle at a discounted rate of $20.95 when they also subscribe to Embarq LOC t Solutions Unlimited Long Distance Plan - Option 1 plus either the Company’s High-speed Internet (DSL), DISH Network® Satellite TV from the Company or Embarq Wireless. If the customer discontinues either of those services, the monthly recurring charge for the Special Plan Bundle will revert to $45.00.

The rates offered under this promotion are applicable for 9 months as long as the customer retains the qualifying services or until the Company notifies customers that the rates will be revised in accordance with filed tariffs.

6. The purpose of this filing is to offer a promotion to business customers. During the promotional period September 14, 2005 through December 13, 2005, the Company will waive all nonrecurring installation and/or service connection charges that are otherwise applicable when a business customer establishes a new account and subscribes to Business Local Service (B1), Key Trunk, ISDN-BRI, ISDN-PRI, Centrex II, Frame Relay, PBX Trunk or Translink under the same order. The customer’s initial monthly charges must be at least $100.00 to qualify for participation in this promotion.

Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.

This promotion will be advertised through direct mail and the Company’s internet site.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

7. The purpose of this filing is to offer a promotion to business customers. During the promotional period January 3, 2006 through April 2, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to Business Local Service (B1), Key Trunk, ISDN-BRI, ISDN-PRI, Centrex, Frame Relay, PBX Trunk or Translink under the same order. The customer’s initial monthly charges must be at least $75.00 to qualify for participation in this promotion. This promotion will be advertised through direct mail and the Company’s internet site. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.

8. During the period February 13, 2006 through May 13, 2006, residence customers who subscribe to Home II Solution bundle plus Embarq LOC or Embarq Communications, Inc. Solutions Unlimited Market Test – Option 2 or the Company’s High Speed Internet, will receive a $10.00 discount on the Home II Solution bundle for 9 months. Customers must be contacted by the Company or must contact the Company and request this promotion.

9. During the period March 20, 2006 through June 17, 2006, business customers may be eligible for discounted nonrecurring charges for Frame Relay Service. To be eligible, customers must subscribe to Frame Relay Service and to the Company's 1.5 Mbps Dedicated IP service offering under a one-year, two-year, three-year, or five-year term commitment. All service charges otherwise applicable for installation of Frame Relay Service will be waived for qualified customers. In addition, when customers subscribe to a one or two-year term, a single discounted Nonrecurring Charge (NRC) will apply in lieu of the Frame Relay Access Line NRC (includes access line and port) and the Permanent Virtual Circuit (PVC)-InterLATA NRC otherwise applicable for those individual Frame Relay rate elements. The NRC for a one or two-year term is $500 and $350, respectively. All NRCs will be waived when customers subscribe under a three or five-year term.

10. During the period April 3, 2006 through July 1, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to Flat Rate Business Individual Line, Key Trunk, PBX Trunk, ISDN-BRI, ISDN-PRI, Centrex Service II, Frame Relay, or Translink under the same order. The customer’s initial monthly charges must be at least $70 and the customer must commit to a minimum of a one year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

11. During the period April 3, 2006 through July 1, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to ATM, Digilink, or Lightlink under the same order. The customer’s initial monthly charges must be at least $70 and the customer must commit to a minimum of a three year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within three years of installation will be assessed all charges originally waived under the promotion.

12. During the period April 3, 2006 through July 1, 2006, business customers may be eligible for a one-time invoice credit. To be eligible, customers must (1) be contacted by the Company or contact the Company and request this promotion and subscribe to any combination of business services for which the total monthly charges equal or exceed $50 or (2) contact the Company to request that their service(s) be disconnected and agree to retain their service(s), with the customer’s continued total monthly charges equal to or exceeding $50. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges.  A one-time credit amount, as specified below, will be reflected on the customer’s first invoice.

<table>
<thead>
<tr>
<th>Total Monthly Charges</th>
<th>Credit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50 - $100</td>
<td>$ 50.00</td>
</tr>
<tr>
<td>Over $100 - $200</td>
<td>100.00</td>
</tr>
<tr>
<td>Over $200 - $300</td>
<td>00.00</td>
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<td>Over $300 - $400</td>
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<td>Over $500 - $600</td>
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<tr>
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</tr>
<tr>
<td>Over $1,000</td>
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</tr>
</tbody>
</table>

13. During the period June 19, 2006 through September 16, 2006, existing business customers with five or more lines or trunks (including T1 based voice channel services such as ISDN-PRI, Individual Voice Channels for Custom Access Solutions, and Digital Trunking Service) who add ISDN-BRI, Frame Relay, ATM, Digilink, Translink or Lightlink to their account, will receive a bill credit for the first month’s service for each qualified service added to the customer’s account. There is no limit to the number of qualified services that a customer can add to their account nor is there a limit to the number of times a customer can qualify for the bill credit during the promotional period. The bill credit for qualified services installed during this promotional period will be reflected on the customer’s first bill immediately following the installation of qualified services. The first month’s service for which the customer is credited will count as the first month of service where a minimum service period or term commitment period are applicable. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this promotion will not be rescinded, and the customer is subject only to the applicable minimum service period or termination liability charges that are normally applicable for that service.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

14. During the period July 13, 2006 through October 10, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to Flat Rate Business Individual Line, Key Trunk, PBX Trunk, ISDN-BRI, ISDN-PRI, Centrex Service II, Frame Relay, or Translink under the same order. The customer's initial monthly charges must be at least $75 and the customer must commit to a minimum of a one year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.

15. During the period July 13, 2006 through October 10, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to ATM, Digilink, or Lightlink under the same order. The customer's initial monthly charges must be at least $75 and the customer must commit to a minimum of a three year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within three years of installation will be assessed all charges originally waived under the promotion.

16. During the period October 11, 2006 through December 31, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to Flat Rate Business Individual Line, Key Trunk, PBX Trunk, ISDN-BRI, ISDN-PRI, Centrex Service II, Frame Relay, or Translink under the same order. The customer's initial monthly charges must be at least $80 and the customer must commit to a minimum of a one year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion.

17. During the period October 11, 2006 through December 31, 2006, the Company will waive all nonrecurring installation and/or service charges that are otherwise applicable when a business customer establishes a new account and subscribes to ATM, Digilink, or Lightlink under the same order. The customer's initial monthly charges must be at least $80 and the customer must commit to a minimum of a three year term in order to qualify for participation in this promotion. Charges for all regulated and non-regulated services, including all applicable taxes, surcharges and other fees, contribute towards the qualifying monthly charges. Customers subscribing to services under this promotion who discontinue service within three years of installation will be assessed all charges originally waived under the promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

18. During the period June 25, 2007 through September 22, 2007, business customers who are subscribed to Business Flat Rated Local Service, Solutions Packages or Connection Central Bundle, may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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<thead>
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<tbody>
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<td>$  50.00</td>
</tr>
<tr>
<td>Over $150</td>
<td>$  100.00</td>
</tr>
</tbody>
</table>

19. During the period June 25, 2007 through September 22, 2007, business customers who subscribe to Business Flat Rated Local Service, Solutions Packages or Connection Central Bundle, may be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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<tbody>
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<td>$ 300.00</td>
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<td>$ 400.00</td>
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<tr>
<td>Over $400</td>
<td>$ 500.00</td>
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</tbody>
</table>

20. During the period July 11, 2007 through October 8, 2007, business customers who subscribe to Flat Rated Business Local Service lines and/or trunks may be eligible for waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and the customer’s total monthly charges must be $100 or more. Charges for all regulated and non-regulated services (excluding taxes, surcharges and other fees) contribute towards the qualifying monthly charges. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required spend level with each subsequent order.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

21. During the period July 11, 2007 through October 8, 2007, business customers who subscribe to Centrex Service II and/or ISDN BRI service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

22. During the period July 11, 2007 through October 8, 2007, business customers who subscribe to ISDN PRI, Frame Relay, ATM, Digilink, Translink, and/or Lightlink service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a three year term. Customers subscribing to services under this promotion who discontinue service within three years of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

23. During the period February 1, 2007 through May 1, 2007, when a business customer subscribes to Connection Central Bundle under a one or two year commitment, the Company will waive all applicable service connection charges.

24. Beginning July 30, 2007 through October 27, 2007, new business customers who are contacted by the Company or who contact the Company and request this promotion when subscribing to Complete Business Bundle or Connection Central Bundle will receive a $75 bill credit when they also subscribe to High-speed Internet under a two year term commitment. The bill credit will appear on the third month’s bill.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

25. During the period February 15, 2007 through June 15, 2007, new and existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: ISDN-BRI, ISDN-PRI, Frame Relay, ATM, Digilink, Translink, Lightlink, Individual Voice Channels for Custom Access Solutions and Digital Trunking Service. To be eligible, customers must establish a new account or add to an existing account and order a qualifying service(s), with a resulting monthly spend of $300 or more. Charges for all regulated and non-regulated services (excluding taxes, surcharges and other fees) contribute towards the monthly spend. The bill credit will be issued for the first month’s charges for each qualified service added to the customer’s account under this promotion. There is no limit to the number of qualifying services that a customer can subscribe to under this promotion, nor is there a limit to the number of times a customer can order additional qualifying services and qualify for the bill credit during the promotional period.

The first month’s service for which credit will be issued will count as the first month of service under the minimum service period or term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this promotion will not be rescinded; however, customers who discontinue service prior to the end of the minimum service or term commitment period are responsible for the termination liability charges normally applicable for that service.

The Company will also issue a bill credit for business Key Trunks and PBX Trunks when new customers who subscribe to one of the qualifying services listed above also subscribe to business Key and/or PBX trunks on the same order, provided that the total monthly spend for all of the services ordered is at least $300 per month.

26. During the period June 30, 2007 through September 27, 2007, new business customers may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: Business Flat Rated Local Service, Key Trunk, PBX Trunk, Centrex Service II, ISDN-PRI, PRI-Bundle, Individual Voice Channels for Custom Access Solutions and Digital Trunking Service. To be eligible, customers must establish a new account and order a qualifying service(s) under a three year or more term commitment with a resulting monthly spend of $300 or more. Charges for all qualifying services (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service connection charges normally applicable will also be waived under this promotion (excluding inside wire, construction, or CPE installation). The credit, as specified below, will be reflected on the customer’s bill in the next full month’s billing cycle.

<table>
<thead>
<tr>
<th>Qualifying Services Monthly Charges</th>
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<tbody>
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<td>Over $550 - $600</td>
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MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

26. During the period June 30, 2007 through September 27, 2007 ... (Continued)

<table>
<thead>
<tr>
<th>Qualifying Services Monthly Charges</th>
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There is no limit to the number of qualifying services that a customer can subscribe to under this promotion.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this promotion will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges, where applicable, for the service(s) that are prematurely disconnected.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

27. During the period June 25, 2007 through September 22, 2007, business customers who are subscribed to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor. The customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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<td>$900 - $1,000.00</td>
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</tbody>
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28. During the period June 25, 2007 through September 22, 2007, business customers who subscribe to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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</table>
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

29. During the period of June 20, 2007 through July 20, 2007, residential customers who contact the Company to cancel service and who subscribe to Simple Solution or Progressive Plan with Voicemail plus Embarq Communications, Inc. Solutions Unlimited - Option 4, may receive a credit on their local phone bill when they agree to retain their services. The customer's account must be in good standing to receive this offer.

Residential customers with Simple Solution will receive a credit of $19.99. Residential customers with Progressive Plan, Voicemail plus Embarq Communications, Inc. Solutions Unlimited - Option 4 will receive a total credit of $44.95. $29.95 of the credit will appear on the first bill following the acceptance of the promotion with a $15.00 credit appearing on the subsequent bill.

30. During the period August 10, 2007 through November 7, 2007, residence customers who contact the Company or are contacted by the Company and who subscribe to Simple Solution plus Embarq Communications, Inc. Solutions Unlimited - Option 4, will receive a one-time credit of the monthly recurring charge for Simple Solution on their local phone bill. The credit will be on the customer's first month's billing. The customer's account must be in good standing to receive this offer.

31. During the period October 3, 2007 through December 31, 2007, business customers who are not currently subscribed to the Company's High-speed Internet may be eligible for a waiver of the monthly recurring charge for Complete Business Bundle. To be eligible, customers must be contacted by the Company or contact the Company and request this promotion, and subscribe to Complete Business Bundle and High-speed Internet under a two year term commitment.

A waiver of the monthly recurring charge for Complete Business Bundle will apply from the date of installation through December 31, 2007. This waiver only applies to the initial bundle ordered per location.

32. During the first quarter 2008, a bill message and/or insert will be sent to all business customers with 99 lines/trunks or fewer, notifying them of their eligibility for a $10 invoice credit when they contact the Company to discuss their service needs. Customers who contact the Company from January 1, 2008 through March 30, 2008, and notify the Company representative that they are calling in response to the promotional offer will receive a $10 credit on their next invoice when they discuss their current services and service needs with the Company representatives to ensure they are subscribed to the most appropriate services for their business needs.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

33. During the period January 14, 2008 through April 12, 2008, business customers may be eligible for a one-time or two-time waiver of monthly charges for Frame Relay Service. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to Frame Relay Service and the Company's non-regulated Dedicated IP service offering under a three-year or five-year term commitment.

When a customer adds non-regulated Dedicated IP service to a new location under a three-year or greater term plan, the Company will waive the monthly recurring charges for the Frame Relay Access Line and Permanent Virtual Circuit (PVC) for the first month after the service installation. When a customer adds non-regulated Dedicated IP service and non-regulated Managed Network Service Services to a new location under a five-year term plan, the Company will waive the monthly recurring charges for the Frame Relay Access Line and the Permanent Virtual Circuit (PVC) for two months, with the waivers appearing on the customer's first invoice after installation and the last invoice issued under the term plan.

34. During the period January 14, 2008 through April 12, 2008, existing business customers who currently subscribe to the Company's non-regulated Dedicated IP service may be eligible for a one-time waiver of monthly charges for Frame Relay Service.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must upgrade their existing Frame Relay Service to a higher speed under a new term commitment with the same number of months or more than remain on the existing term commitment. The Company will waive the monthly recurring charges for the Frame Relay Access Line and the Permanent Virtual Circuit (PVC) for one month, with the waiver appearing on the customer's first invoice after the upgrade. The customer is only eligible for this promotion once for the same Frame Relay Access Line.

35. During the period February 1, 2008 through April 30, 2008, business customers who are subscribed to Business Flat Rated Local Service, Solutions Packages or Connection Central Bundle, may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, will be reflected on the customer's bill for the first and third month bills following the customer's acceptance of this promotion.

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</tbody>
</table>
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

36. During the period February 1, 2008 through April 30, 2008, business customers who subscribe to Business Flat Rated Local Service, Solutions Packages or Connection Central Bundle, may be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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37. During the period February 1, 2008 through April 30, 2008, business customers who are subscribed to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor. The customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

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MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

38. During the period February 1, 2008 through April 30, 2008, business customers who subscribe to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50 - $</td>
<td>99.99 $</td>
</tr>
<tr>
<td>$100 - $</td>
<td>199.99 $</td>
</tr>
<tr>
<td>$200 - $</td>
<td>299.99 $</td>
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<tr>
<td>$300 - $</td>
<td>399.99 $</td>
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<tr>
<td>$400 - $</td>
<td>499.99 $</td>
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<tr>
<td>$500 - $</td>
<td>599.99 $</td>
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<tr>
<td>$600 - $</td>
<td>699.99 $</td>
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<tr>
<td>$700 - $</td>
<td>799.99 $</td>
</tr>
<tr>
<td>$800 - $</td>
<td>899.99 $</td>
</tr>
<tr>
<td>$900 - $1,000.00</td>
<td>1,000.00 $</td>
</tr>
</tbody>
</table>

39. During the period February 1, 2008 through April 30, 2008, business customers who subscribe to Flat Rated Business Local Service lines and/or trunks may be eligible for waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and the customer’s total monthly charges must be $100 or more. Charges for all regulated and non-regulated services (excluding taxes, surcharges and other fees) contribute towards the qualifying monthly charges. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required spend level with each subsequent order.

40. During the period February 1, 2008 through April 30, 2008, business customers who subscribe to Centrex Service II and/or ISDN BRI service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

41. During the period February 1, 2008 through April 30, 2008, business customers who subscribe to ISDN PRI, Frame Relay, ATM, Digilink, Translink, and/or Lightlink service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a three year term. Customers subscribing to services under this promotion who discontinue service within three years of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

42. During the period February 1, 2008 through April 30, 2008, business customers who are not currently subscribed to the Company’s High-speed Internet may be eligible for a one-time waiver of the monthly recurring charge for Complete Business Bundle or Connection Central Bundle. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) Complete Business Bundle or Connection Central Bundle and (2) High-speed Internet under a two year term commitment.

The one-time waiver of the monthly recurring charge for Complete Business Bundle or Connection Central Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

43. During the period February 1, 2008 through April 30, 2008, when business customers who are contacted by the Company or who contact the Company and request this promotion subscribe to MultiLine Bundle, the Company will waive all applicable service charges.

44. During the period August 2, 2008 through October 29, 2008, when business customers who are contacted by the Company or who contact the Company and request this promotion subscribe to MultiLine Bundle, the Company will waive all applicable service charges.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

45. During the period August 5, 2008 through November 2, 2008, business customers who subscribe to Business Flat Rated Local Service, Solutions Packages or Connection Central Bundle, may be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$0 - $50</td>
<td>$ 50.00</td>
</tr>
<tr>
<td>Over $50 - $100</td>
<td>$ 100.00</td>
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<tr>
<td>Over $100 - $200</td>
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<tr>
<td>Over $200 - $300</td>
<td>$ 300.00</td>
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<tr>
<td>Over $300 - $400</td>
<td>$ 400.00</td>
</tr>
<tr>
<td>Over $400</td>
<td>$ 500.00</td>
</tr>
</tbody>
</table>

46. During the period August 5, 2008 through November 2, 2008, business customers who are subscribed to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor. The customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount</th>
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</thead>
<tbody>
<tr>
<td>$50 - $99.99</td>
<td>$ 50</td>
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<tr>
<td>$100 - $199.99</td>
<td>$ 100</td>
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<td>$200 - $299.99</td>
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<td>$300 - $399.99</td>
<td>$ 300</td>
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<td>$400 - $499.99</td>
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<td>$500 - $599.99</td>
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<td>$600 - $699.99</td>
<td>$ 600</td>
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<tr>
<td>$700 - $799.99</td>
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<tr>
<td>$800 - $899.99</td>
<td>$ 800</td>
</tr>
<tr>
<td>$900 - $1,000.00</td>
<td>$ 900</td>
</tr>
</tbody>
</table>
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

47. During the period August 5, 2008 through November 2, 2008, business customers who subscribe to Key Trunks, PBX Trunks, ISDN-BRI, ISDN-PRI, Frame Relay Service, ATM Service, analog Private Line Services, Digilink, Translink, Lightlink, Digital Trunking Service, Centrex Service II, PRI Bundle, or Individual Voice Channels for Custom Access Solution will be eligible for two bill credits when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer’s charges for the specific service(s) must equal or exceed $50 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$50 - $ 99.99</td>
<td>$ 99.99</td>
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<tr>
<td>$100 - $ 199.99</td>
<td>$ 199.99</td>
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<tr>
<td>$200 - $ 299.99</td>
<td>$ 299.99</td>
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<tr>
<td>$300 - $ 399.99</td>
<td>$ 399.99</td>
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<td>$400 - $ 499.99</td>
<td>$ 499.99</td>
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<td>$500 - $ 599.99</td>
<td>$ 599.99</td>
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<tr>
<td>$600 - $ 699.99</td>
<td>$ 699.99</td>
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<tr>
<td>$700 - $ 799.99</td>
<td>$ 799.99</td>
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<tr>
<td>$800 - $ 899.99</td>
<td>$ 899.99</td>
</tr>
<tr>
<td>$900 - $1,000.00</td>
<td>$ 1,000.00</td>
</tr>
</tbody>
</table>

48. During the fourth quarter 2008, a bill message and/or insert will be sent to all business customers with 99 lines/trunk or fewer, notifying them of their eligibility for a $10 invoice credit when they contact the Company to discuss their service needs. Customers who contact the Company from October 3, 2008 through December 31, 2008, and notify the Company representative that they are calling in response to the promotional offer will receive a $10 credit on their next invoice when they discuss their current services and service needs with the Company representatives to ensure they are subscribed to the most appropriate services for their business needs.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

   B. PROMOTIONAL OFFERS (Continued)

   49. During the period September 1, 2009 through November 29, 2009, existing business customers may be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits. The credits, as specified below, may be up to this amount, but will not exceed the customer’s monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer’s bill for the first and third month bills following the customer’s acceptance of this promotion. Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $ 50.00</td>
<td>$ 50</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$ 100</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$ 250</td>
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<tr>
<td>$250.01 - $500.00</td>
<td>$ 500</td>
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<tr>
<td>$500.01 - $750.00</td>
<td>$ 750</td>
</tr>
<tr>
<td>Over $750</td>
<td>$1,000</td>
</tr>
</tbody>
</table>

   The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

   50. During the period January 1, 2009 through March 31, 2009, business customers who are not currently subscribed to the Company’s High-speed Internet or Complete Business Bundle may be eligible for a one-time waiver of the monthly recurring charge for Complete Business Bundle. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) Complete Business Bundle under a two-year term commitment and (2) High-speed Internet (1.5 Mbps or greater) under a two year term commitment.

   The one-time waiver of the monthly recurring charge for Complete Business Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

51. During the period January 1, 2009 through March 31, 2009, business customers who are not currently subscribed to the Company’s High-speed Internet or MultiLine Bundle may be eligible for a one-time waiver of the monthly recurring charge for MultiLine Bundle. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) MultiLine Bundle under a two-year or three year term commitment; (2) High-speed Internet (1.5 Mbps or greater) under a two year term commitment; and 3) one of the following Embarq Communications, Inc. long distance plans: a) Business AnyTime (per account/location), b) Small Business Unlimited Solutions II (per line), or c) Block of Time for MultiLine Bundle (per account/location).

The one-time waiver of the monthly recurring charge for MultiLine Bundle will apply for the first full month’s service after the service is installed. This waiver applies to all qualifying MultiLine Bundles ordered.

52. During the period January 1, 2009 through March 31, 2009, business customers who order MultiLine Bundle may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must add MultiLine Bundle as a new line to their account.

There is no limit to the number of times a customer can receive this promotion during the promotional period.

53. During the period February 9, 2009 through March 31, 2009, business customers who subscribe to Flat Rated Business Local Service lines and/or trunks may be eligible for waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

54. During the period January 1, 2008 through March 31, 2009, business customers who subscribe to Centrex Service II and/or ISDN BRI service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

55. During the period February 9, 2009 through March 31, 2009, business customers who subscribe to ISDN PRI, Frame Relay, ATM, Digilink, Translink, and/or Lightlink service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

56. During the period July 1, 2009 through September 28, 2009, new and existing business customers who are contacted by the Company or contact the Company and request this promotion may be eligible for a one-time bill credit when they subscribe to ISDN-PRI and/or PRI-Bundle. To be eligible, customers must order a qualifying service(s) under a new two year or greater term commitment with a resulting monthly spend of $300 or more. Charges for all qualifying services (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service charges normally applicable will also be waived under this promotion (excluding inside wire, construction, or CPE installation).

The credits will range from $300 to $2,000, but will not exceed the customer’s monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer’s bill in the next full month’s billing cycle. There is no limit to the number of qualifying services that a customer can subscribe to under this promotion.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service prior to the end of required service period, credits issued under this promotion will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges for the service(s) that are prematurely disconnected.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

57. During the period April 1, 2009 through June 29, 2009, business customers who receive their monthly invoices in paper format may be eligible for a one-time $10 credit. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must agree to begin receiving their monthly invoices electronically. The $10 credit is limited to one credit per customer account, and will be reflected on the customer's invoice for the next full month's billing cycle.

Customers who agree to convert to electronic billing under this promotion will no longer receive copies of their invoices in paper format. This credit will not be rescinded for customers who subsequently request to convert from electronic to paper invoices.

58. From April 6, 2009 through July 4, 2009, residence customers may be eligible for a $10 credit on their bill for three months. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to Flat Rated Residence Local Service and must retain their service for at least three months.

Eligible customers must not have had service disconnected for non-payment and must not have any past due bills for services owed to the Company. This promotion does not apply to moves, changes, or additions to an existing customer's service. This promotion may not be combined with any other promotion.

59. During the period September 1, 2009 through November 29, 2009, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit. The credit, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first month bill following the customer's acceptance of this promotion. Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $ 50.00</td>
<td>$ 50</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$ 100</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$ 250</td>
</tr>
<tr>
<td>$250.01 - $500.00</td>
<td>$ 500</td>
</tr>
</tbody>
</table>

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

60. During the period September 1, 2009 through November 29, 2009, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed 50% of the customer's monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer's first and third month bills following the customer's acceptance of this promotion.

<table>
<thead>
<tr>
<th>Monthly Charges</th>
<th>Credit Amount (up to)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$25.00 - $50.00</td>
<td>$25</td>
</tr>
<tr>
<td>$50.01 - $100.00</td>
<td>$50</td>
</tr>
<tr>
<td>$100.01 - $250.00</td>
<td>$25</td>
</tr>
<tr>
<td>$250.01 - $500.00</td>
<td>$250</td>
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</tbody>
</table>

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

61. During the period October 3, 2009 through December 31, 2009, business customers who are not currently subscribed to the Company’s High-speed Internet or Solutions II – Business Complete Business Bundle II may be eligible for a one-time waiver of the monthly recurring charge for Solutions II – Business Complete Business Bundle II. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) Solutions II – Business Complete Business Bundle II under a one, two, or three-year term commitment and (2) High-speed Internet (1.5 Mbps or greater) under a one, two, or three year term commitment.

The one-time waiver of the monthly recurring charge for Solutions II – Business Complete Business Bundle II will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

62. During the period October 3, 2009 through December 31, 2009, business customers who order MultiLine Bundle or Solutions II – Business – Complete Business Bundle II may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must add MultiLine Bundle or Solutions II – Business – Complete Business Bundle II as a new line to their account. There is no limit to the number of times a customer can receive this promotion during the promotional period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

63. During the period October 3, 2009 through December 31, 2009, business customers who are not currently subscribed to the Company's High-speed Internet or Complete Business Bundle may be eligible for a one-time waiver of the monthly recurring charge for Complete Business Bundle. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) Complete Business Bundle under a two-year term commitment and (2) High-speed Internet (1.5 Mbps or greater) under a two year term commitment.

The one-time waiver of the monthly recurring charge for Complete Business Bundle will apply for the first full month's service after the service is installed. This waiver only applies to the initial bundle ordered per location.

64. During the period October 3, 2009 through December 31, 2009, business customers who are not currently subscribed to the Company's High-speed Internet or MultiLine Bundle may be eligible for a one-time waiver of the monthly recurring charge for MultiLine Bundle. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to (1) MultiLine Bundle under a two-year or three year term commitment; (2) High-speed Internet (1.5 Mbps or greater) under a two year term commitment; and 3) one of the following Embarq Communications, Inc. long distance plans: a) Business AnyTime (per account/location), b) Small Business Unlimited Solutions II (per line), or c) Block of Time for MultiLine Bundle (per account/location).

The one-time waiver of the monthly recurring charge for MultiLine Bundle will apply for the first full month's service after the service is installed. This waiver applies to all qualifying MultiLine Bundles ordered.

65. From December 15, 2009 through March 14, 2010, residence customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a $10 bill credit for twelve consecutive months. Eligible customers must not have had service disconnected for non-payment and must not have any outstanding balance owed to the Company. To be eligible, customers who are not currently subscribed to a Solutions Residence Package must subscribe to either Progressive Plan or Follow-Me Plan and must agree to retain the service for a minimum of twelve months. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service.

If a customer discontinues the service prior to the end of the twelve month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

66. During the period January 1, 2010 through March 31, 2010, business customers who subscribe to Flat Rated Business Local Service lines and/or trunks may be eligible for waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

67. During the period January 1, 2010 through March 31, 2010, business customers who subscribe to Centrex Service II may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

68. During the period January 1, 2010 through March 31, 2010, business customers who subscribe to ISDN PRI, Frame Relay, Digilink, Translink, and/or Lightlink service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

69. During the period April 2, 2010 through June 30, 2010, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and third month's bills following the customer's acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion. This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

70. During the period April 2, 2010 through June 30, 2010, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer’s bill for the first month bill following the customer’s acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

71. During the period April 2, 2010 through June 30, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits and will be reflected on the customer’s first and third month bills following the customer’s acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

72. During the period April 15, 2010 through July 13, 2010, existing residence customers may be eligible for a $5 bill credit for 12 months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to Solutions - Residence Package Essential Home Phone Plan.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Essential Home Phone Plan prior to the end of the 12 month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

73. During the period April 15, 2010 through July 13, 2010, existing residence customers may be eligible for a $5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer’s account must have and maintain a B or C Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied.

This promotion may not be combined with any other promotion.

74. During the period April 15, 2010 through July 13, 2010, new residence customers who order Solutions - Residence Package, Progressive Plan, Follow Me Plan, or Essential Home Phone Plan may be eligible for the waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Progressive Plan, Follow Me Plan, or Essential Home Phone Plan; (2) Embarq Communication, Inc. long distance plan Solutions Unlimited - Option 4; and (3) the Company's High-speed internet (at any data speed).

75. During the period April 19, 2010 through July 16, 2010, the Company will waive all service connection charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when business customers who are contacted by the Company or who contact the Company and request this promotion order any Solutions or Solutions II Business Package and/or MultiLine Bundle as a new line to their account. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period.

76. From May 21, 2010 through August 18, 2010, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service connection charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

77. From June 3, 2010 through August 31, 2010, existing business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a credit of the monthly recurring charges for Flat Rated Business Local Service. To be eligible, customers who have existing Flat Rated Business Local Service must install an additional Flat Rated Business Local Service Line and must agree to retain their service for a minimum of six months. Customers will receive three bill credits equal to the monthly recurring charge for that service. Credits will be issued for only one line when multiple lines are installed under the same order. The bill credits will be reflected on the first, second and third months following installation of the service.

Key Trunks, PBX Trunks and Rotary Hunt Service are not eligible for this promotion. Customers subscribing to services under this promotion who discontinue service within six months of installation will be assessed all charges originally credited under the promotion. There is no limit on the number of times a customer may place orders for new lines and receive this promotional benefit during the promotional period. This promotion may not be combined with any other promotional benefits.

78. During the period July 1, 2010 through September 28, 2010, business customers who subscribe to Flat Rated Business Local Service lines and/or trunks may be eligible for waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

79. During the period July 1, 2010 through September 28, 2010, business customers who subscribe to Centrex Service II may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

80. During the period July 1, 2010 through September 28, 2010, business customers who subscribe to ISDN PRI, Frame Relay, Digilink, Translink, and/or Lightlink service may be eligible for waiver of all nonrecurring installation and service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this promotion who discontinue service within one year of installation will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this promotion provided that the customer meets the required commitment level with each subsequent order.

81. During the period August 1, 2010 through November 1, 2010, residence customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a $10 bill credit for twelve consecutive months. Eligible customers must not have had service disconnected for non-payment and must not have any outstanding balance owed to the Company. To be eligible, customers who are not currently subscribed to a Solutions Residence Package must subscribe to either Progressive Plan or Follow-Me Plan and must agree to retain the service for a minimum of twelve months. The initial bill credit will be reflected on the customer's first invoice issued following installation of the service.

If a customer discontinues the service prior to the end of the twelve month period, no additional credits will be applied.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

82. During the period October 4, 2010 through December 31, 2010, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and third month’s bills following the customer’s acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion. This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

83. During the period October 4, 2010 through December 31, 2010, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer’s bill for the first month bill following the customer’s acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

84. During the period October 4, 2010 through December 31, 2010, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer's charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits and will be reflected on the customer's first and third month bills following the customer's acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

85. During the period October 18, 2010 through January 15, 2011 business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

86. During the period December 1, 2010 through February 28, 2011, existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines during the promotional period.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles during the promotional period.

The credits will begin appearing on customer bills the first month bill following the customer’s acceptance of this promotion. The benefits awarded under this promotion may be combined with the benefits of other currently available promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer’s final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

87. During the period January 1, 2011 through March 31, 2011, new residence customers who order Solutions - Residence Package, Progressive Plan, Follow Me Plan, or Essential Home Phone Plan may be eligible for the waiver of all service connection charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Progressive Plan, Follow Me Plan, or Essential Home Phone Plan; (2) Embarq Communication, Inc. long distance plan Solutions Unlimited - Option 4; and (3) the Company’s High-speed internet (at any data speed).
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

88. During the period January 1, 2011 through March 31, 2011, existing residence customers may be eligible for a $5 bill credit for 12 months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to Solutions - Residence Package Essential Home Phone Plan.

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Essential Home Phone Plan prior to the end of the 12 month period, no additional credits will be applied. This promotion may not be combined with any other promotion.

89. During the period January 1, 2011 through March 31, 2011, existing residence customers may be eligible for a $5 bill credit for six months when they contact the Company to disconnect access line service and agree to retain service with the Company. To be eligible, a customer's account must have and maintain a B or C Credit Class rating with the Company and the customer must agree to retain flat rated one-party access line service with the Company.

The credit rating of B, C & D are internal CenturyLink applied credit scores based upon the customer's internal payment history for services with the Company. Customers with a lower credit rating are customers who have been moved to the internal Collections phase due to not satisfying established past due amounts still owed to the Company and therefore would not qualify. The Company does not use external credit reports associated with these promotions. The only criteria that would exclude a customer from being eligible for these promotions is when the customer's account has accumulated prior unpaid past due amounts still owed to the Company for a long enough period that moved the customer's account into the Collections phase. Everything associated with the criteria of these promotions are internal to the Company based on prior payment history for services provided by the Company.

The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for five consecutive months thereafter. If a customer discontinues service being promoted prior to the end of the six month period, no additional credits will be applied. This promotion may not be combined with any other promotion.

90. From January 1, 2011 through March 31, 2011, when new residence customers who are contacted by the Company or who contact the Company and request this promotion establish a new account that includes an access line, the Company will waive the service connection charges that are otherwise applicable (excluding inside wire, construction, or CPE installation) when the customer agrees to retain service for 12 months. This waiver will only apply to the primary access line. The benefits awarded under this promotion will not be rescinded if the customer disconnects the qualifying service prior to the 12-month commitment period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

91. During the period January 1, 2011 through March 31, 2011, residence customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a $10 bill credit for twelve consecutive months. Eligible customers must not have had service disconnected for non-payment and must not have any outstanding balance owed to the Company. To be eligible, customers who are not currently subscribed to a Solutions Residence Package must subscribe to either Progressive Plan or Follow-Me Plan and must agree to retain the service for a minimum of twelve months. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service.

If a customer discontinues the service prior to the end of the twelve month period, no additional credits will be applied.

92. During the period April 27, 2011 through July 27, 2011, existing business customers may be eligible for two bill credits when they contact the Company to disconnect service(s) and instead agree to retain their service(s) with the Company. To be eligible, the customer’s charges for the specific service(s) for which they were requesting disconnection must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credits.

The customer will receive a bill credit on the first and third month’s bills following the customer’s acceptance of these promotion terms. The bill credits for the retained services will be equal to the monthly charges for the services that were retained after the disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $1,000 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $2,000 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credits were issued prior to one year after issuance of the credits will be assessed all charges originally waived under the promotion. This promotion may not be combined with any additional new promotions at the time the customer calls to disconnect service.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

93. During the period April 27, 2011 through July 27, 2011, existing business customers may be eligible for one bill credit when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees) and the customer must agree to retain the service(s) for one year after receiving the bill credit.

The credit will be reflected on the customer’s bill for the first month bill following the customer’s acceptance of this promotion. The bill credit will be equal to the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $500.00 per bill credit.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

Customers who discontinue service(s) for which the credit was issued prior to one year after issuance of the credit will be assessed all charges originally waived under the promotion. The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

94. During the period April 27, 2011 through July 27, 2011, existing business customers will be eligible to receive two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. To be eligible, the customer’s charges for the specific service(s) for which they have received the offer must equal or exceed $25 (excluding long distance, taxes, surcharges, and other fees).

The credits will be equal to 50% of the monthly charges for the services that were retained after the customer notified the company of the competitive offer or made a disconnect request (excluding long distance, taxes, surcharges, and other fees), not to exceed $250 per bill credit. The credits and will be reflected on the customer’s first and third month bills following the customer’s acceptance of this promotion.

A customer with multiple locations is eligible for this promotion at each location for which disconnection is requested, either all at the same time or separately, with the further caveat that the maximum credit available under this offer is $500 per customer, regardless of the number of service locations, accounts or billing telephone numbers the customer has in service.

The benefits awarded under this promotion may not be combined with the benefits of any other currently available promotion.

95. During the period June 1, 2011 through August 29, 2011, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

96. During the period July 15, 2011 through October 12, 2011, existing residence customers may be eligible for a $10 bill credit for 12 months when they contact the Company to disconnect service and agree to retain service with the Company. To be eligible, the customer must agree to subscribe to the Company's Simple Choice Unlimited for a minimum of 12 months. The initial bill credit will be reflected on the customer's first or second invoice following the customer's acceptance of this offer and will continue for 11 consecutive months thereafter. If a customer discontinues Simple Choice Unlimited prior to the end of the 12 month period, no additional credits will be applied.

97. During the period July 22, 2011 through October 19, 2011, new residence customers who order Simple Choice Unlimited Bundle may be eligible for the waiver of all service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must agree to establish a new account with the Company that includes (1) Simple Choice Unlimited Bundle; and (2) the Company’s High-speed internet (at any data speed).

98. During the period November 28, 2011 through January 31, 2012, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

99. During the period June 1, 2012 through August 29, 2012, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

100. **Business Unlimited NRC Waiver and 1/2/3 Month Free Offer**

During the period **April 17, 2013** through **July 12, 2013**, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

101. **Nonrecurring Add A Line Business Promotion**

During the period **April 17, 2013** through **July 12, 2013**, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order additional Core Connect packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.
2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

102. WAIVER OF NRC FOR VOICE INSTALLATION WITH HIGH SPEED INTERNET

During the period November 28, 2012 through February 25, 2013, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

103. WAIVER OF NRC FOR VOICE INSTALLATION WITH HIGH SPEED INTERNET

During the period June 1, 2013 through August 29, 2013, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

104. WAIVER OF NRC FOR VOICE INSTALLATION WITH HIGH SPEED INTERNET

During the period November 29, 2013 through February 27, 2014, business customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable for installation of a new business line or trunk.

To be eligible, business customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to High Speed Internet (1.5 Mbps or greater) with installation of a new business line or trunk. Packaged services (bundles) that include a business line or trunk are eligible for this promotion. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

104. Business Unlimited NRC Waiver and 1/2/3 Month Free Offer

During the period October 12, 2013 through January 9, 2014, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

105. Nonrecurring Add A Line Business Promotion

During the period October 12, 2013 through January 9, 2014, business Core Connect customers may be eligible for a waiver of all nonrecurring charges (excluding charges applicable for inside wiring, construction, or CPE installation) that are otherwise applicable when they order additional Core Connect packages.

To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must subscribe to an additional Core Connect package under a term discount plan. The additional line(s), up to a maximum of nine, may be at the same or different locations but must be billed under the same account. This promotional offer may not be combined with other discounts unless otherwise specified.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

104. Business Unlimited NRC Waiver and 1/2/3 Month Free Offer

During the period April 11, 2014 through July 9, 2014, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

105. NRC Discount for Voice Install with HSI

From June 1, 2014 through August 29, 2014, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

106. Business Unlimited NRC Waiver and 1/2/3 Month Free Offer

During the period October 10, 2014 through January 7, 2015, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

107. NRC Discount for Voice Install with HSI

From December 18, 2014 through February 25, 2015, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

108. Business Unlimited NRC Waiver and 1/2/3 Month Free Offer

During the period April 8, 2015 through July 6, 2015, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

109. NRC Discount for Voice Install with HSI

From May 27, 2015 through August 24, 2015, business customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a discount on the nonrecurring charges that are applicable for installation of a new business line or trunk.

To be eligible, customers must subscribe to High Speed (HSI) Internet concurrent with installation of a new line(s) or trunk(s). Packaged services (bundles) that include a business line or trunk are eligible for this promotion. Customers will receive a discount of up to $80 per business line or trunk installed for each location at which HSI is installed under the same order. There is no limit on the number of times a customer may place orders for new lines or trunks and receive this promotional benefit during the promotional period.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

110. Business Unlimited NRC Waiver and 1/2/3 Month Free Offer

During the period October 5, 2015 through January 2, 2016, new business customers who subscribe to Unlimited Business Assist Advantage Plan may be eligible for a waiver of the nonrecurring charges otherwise applicable for installation of that service and a credit(s) of the monthly recurring charges. To be eligible, customers who are contacted by the Company or who contact the Company and request this promotion must not have had service disconnected with the Company for non-payment in the past, must not have any past due bills for services owed to the Company, and must have a satisfactory credit rating.

Nonrecurring charges otherwise applicable for installation of a new service will be waived when eligible customers subscribe to Unlimited Business Assist Advantage Plan under a one, two or three year term commitment. Additionally, customers subscribing under a one-year term will receive a credit for their first month’s charge. Customers subscribing under a two-year term will receive a credit for the monthly recurring charge on their first and second months’ invoices, and three-year term customers will receive a credit for the monthly charges on their first, second and third months’ invoices. The initial bill credit will be reflected on the customer’s first invoice issued following installation of the service. Credit amounts will not be applied for taxes and surcharges or for other services to which the customer subscribes.

If a customer discontinues service prior to the end of required service period, credits issued under this promotion will be rescinded. This promotion does not apply to moves, changes, or additions to an existing customer’s service and may not be combined with any other promotion.

111. CenturyLink Business Bundle – One Month Free (16-PB01)

During the period March 1, 2016 through April 30, 2016, business customers who are not currently subscribed to the Company’s local voice, long distance or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for CenturyLink Business Bundle.

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to CenturyLink Business Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for CenturyLink Business Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

112. Pure $5 for 12 Months

During the period of July 29, 2016 through October 26, 2016, new and existing residence customers who are contacted by the Company or who contact the Company and request this promotion may be eligible for a $5 bill credit for 12 months.

To be eligible, the customer must agree to subscribe to the Company’s Pure Bundle (a.k.a Pure Broadband Bundle) and the Company’s non-regulated High-Speed Internet for a 12 month term commitment.

The initial bill credit will be reflected on the customer’s first or second invoice following the customer’s acceptance of this offer and will continue for the remainder of the term commitment thereafter. If a customer discontinues this service prior to the end of the 12 month period, no additional credits will be applied.

In no event will the application of this discount be used in conjunction with any other credits to take the customer’s billed amount below zero. Additionally, the benefits awarded under this promotion may not be combined with the benefits of other currently available promotions. (16-PC05)
MARKET TRIALS AND SPECIAL PROMOTIONS

2. SPECIAL PROMOTIONS (Continued)

B. PROMOTIONAL OFFERS (Continued)

113. CenturyLink Business Bundle – One Month Waiver (17-PB01)

Beginning September 1, 2017 through November 29, 2017, business customers who are not currently subscribed to the Company’s local voice, long distance or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for CenturyLink Business Bundle.

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to CenturyLink Business Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for CenturyLink Business Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.

114. Pure Broadband Bundle - One Month Waiver (17-PB02)

Beginning September 1, 2017 through November 29, 2017, business customers who are not currently subscribed to the Company’s local voice or high-speed internet service may be eligible for a one-time waiver of the monthly recurring charge for Pure Bundle (a.k.a. Pure Broadband Bundle).

To be eligible, customers who are contacted by the Company or contact the Company and request this promotion must subscribe to Pure Bundle under a two-year term commitment. The one-time waiver of the monthly recurring charge for Pure Bundle will apply for the first full month’s service after the service is installed. This waiver only applies to the initial bundle ordered per location.

The benefits awarded under this promotion may not be combined with the benefits of other currently available promotions that waive or credit nonrecurring charges.
SERVICE CONNECTION CHARGES

1. GENERAL

Service Connection Charges to connect, move, or change telephone service and equipment are one-time charges and may consist of one or more of the following:

A. Record Order Charge – For receiving, recording, and processing information necessary to execute a customer request where only customer or Company records are involved and no premise work, access line, or central office work is necessary. A record order charge does not apply for a change in billing address or address corrections or for orders issued to record attachments of customer-owned equipment. The record order charge is a stand-alone charge and does not apply when other service connection charges are applicable.

B. Service Order – Charge for the work associated with receiving and processing information necessary to execute a customer request to connect, move, or change telephone service and equipment.

C. Network Interface Device – Charge for the material and labor associated with the installation of an NID upon customer request. This charge would not apply if the customer is being charged an access line charge on the same order. This charge only applies on one- and two-line business or residence customers.

D. Network Terminating Wire – Wire associated with a network service, which is installed upon customer request between the predetermined demarcation point and the customer’s chosen demarcation point and which is used to connect the access line to the network interface.

E. Installation Charge – Charge for the installation of each access line when establishing service.

F. Service Date Change Charge – Applicable when customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date.

G. Cancellation of Order Charge – Applicable when customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs.

H. Expedited Order Charge – Applicable when a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered.

(M) Material previously appearing on this page now appears on Page No. 1.1 of this section.
SERVICE CONNECTION CHARGES

2. REGULATIONS

A. Service Connection Charges are in addition to any other scheduled rates and charges. They may apply in addition to and not in lieu of construction charges which are found in other sections of this Catalog.

B. Present customers or applicants incurring service connection charges of $25.00 or more may arrange to be billed the amount in equal installments on the first three monthly telephone bills following the occurrence. A service charge of $2.00 is applicable for each installment arrangement.

C. Low-income customers may be eligible for discounted service connection charges and deferred payments as described under "Link Up America Service Connection Program" in section 2 of the Catalog.

D. The charges specified herein do not contemplate work being performed at a time when overtime or premium wages apply due to the request of the customer, nor do they contemplate work once begun being interrupted by the customer. If the customer requests overtime labor performed or interrupts work once begun, a charge in addition to the specified charges will be made equal to the additional cost involved.

E. "Cost," as used in this section, is to be interpreted to mean the cost of labor and/or materials, including charges for supervision and other overhead expenses.

F. Service Connection Charges are applicable for changes in telephone service as requested by the customer when a portion of the service is affected.

G. Certain inter-exchange service connection charges covered by the connecting company tariffs apply to installations, moves, and changes or inter-exchange services, such as foreign exchange lines, WATS lines, and other special services, and are in addition to charges in this Catalog.
SERVICE CONNECTION CHARGES

3. RATES

<table>
<thead>
<tr>
<th></th>
<th>Business</th>
<th>Residence</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Record Order Charge</td>
<td>$ 8.15</td>
<td>$ 8.15</td>
</tr>
<tr>
<td>B. Service Ordering Charge</td>
<td>13.30</td>
<td>13.30</td>
</tr>
<tr>
<td>C. Network Interface Device Charge</td>
<td>31.00</td>
<td>31.00</td>
</tr>
<tr>
<td>D. Network Terminating Wire Charge</td>
<td>9.50 (Per 15 Minute Increment or Fraction Thereof)</td>
<td>9.50</td>
</tr>
<tr>
<td>E. Installation Charge – per access line</td>
<td>43.00</td>
<td>19.00</td>
</tr>
</tbody>
</table>

4. APPLICATION OF RATES

A. Record Order Charge

The Record Order Charge is applicable for a customer’s request for service which does not involve a service order charge, installation charge or non-recurring charge (NRC).

B. Service Order Charge

1. One Service Order Charge per order is applicable for work done to comply with a customer’s request for inside moves, rearrangements, and changes in telephone service and equipment.

2. The term “per order” means all work or service ordered at the same time by the customer, which is performed or provided on the same premises.

3. Unless otherwise specified, the Service Order Charge is applicable to a customer’s order for service when an installation or non-recurring charge is not applicable to the service provided.

C. Network Interface Device (NID) Charge

The Network Interface Device (NID) charge applies for each one or two-line customer who requests the installation of an NID when service is already available at the location. An NID is required anytime a customer rewires or makes additions to existing customer premise inside wire. The charge would not apply if a new drop is being installed and the customer is being charged an access line installation charge.

(M) Material previously appearing on this page now appears on Page No. 1.1 of this section.

MN 17-02
4. APPLICATION OF RATES (Continued)

D. Network Terminating Wire Charge

Labor incurred to extend the demarcation point beyond the predetermined location to the customer’s requested location. The first 15 minutes of labor are provided without charge, after which the rate is applied in 15 minute increments. This charge applies only to complex multi-line systems.

E. Installation Charge

The Installation Charge is applicable for a customer’s request to install an access line. This charge is applicable for each access line installed.

F. Service Connection Charges for Off-Premise Moves

Where telephone service is moved from one to another premise in the same exchange:

1. Any service at the old location which is terminated rather than moved is subject to any minimum or termination charges which apply.

2. Any service moved to or established at the new location is subject to any installation charges, minimum and basic terminating charges, and to the initial service period, which would apply to a complete new installation.

G. Service Connection Charges Do Not Apply To:

1. Company provided equipment located on a customer's premises but used exclusively by the Company for maintenance or training activities.

2. Inside moves or changes of Company provided equipment made at the initiative of the Company for service reasons.

3. Service re-establishment after destruction of the customer’s premises by an act of God or a public enemy, whether at the same or another location. Regular installation charges apply, however, to service re-established in the old location after termination of service or subsequent to its establishment at another location under the above circumstances.

4. Disconnection of service for non-payment of charges due. The charge applicable for restoration of service is specified in Section 3 of this Catalog.

5. The "From" order of a service request involved in a transfer of service from one to another premises.
SERVICE CONNECTION CHARGES

4. APPLICATION OF RATES (Continued)

G. Service Connection Charges Do Not Apply To: (Continued)

6. The following cases, if the contract for the service and responsibility for the account including any amounts due or past due, are taken over prior to discontinuance of service and without lapse in rendition of or charge for service:

   a. A change in the ownership of a business if no service order is issued.
   b. A transfer of residence service from one member of a family to another.

7. A change of name without change in the identity of a customer, as where a customer’s name is changed by marriage or by authority of court.

8. Government or Company directed customer address change.

9. Establishing, changing, or discontinuing arrangements for:

   a. The issuance of two company calling cards.

10. Temporary detachment and subsequent replacement without change in location of drop wires and/or associated protective equipment and NID.

11. The establishment or termination of a receivership, provided responsibility for service and facilities is assumed prior to discontinuance of service and without lapse in charge.

12. Service connection charges do not apply when a customer’s classification changes from Business to Residence or from Residence to Business.

13. Changes in billing name and address.
SERVICE CONNECTION CHARGES

4. APPLICATION OF RATES (Cont’d)

H. Service Date Change

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in J. following.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in I. following, and a new order with a new service date will be issued. In this instance, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in I.1. following.

I. Cancellation of Order Charge (Cancellation of Application for Service)

1. 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.
SERVICE CONNECTION CHARGES

4. APPLICATION OF RATES

I. Cancellation of Order Charge (Cancellation of Application for Service) (Cont’d)

2. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as follows, unless specified otherwise for a specific service:

   a. Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

   b. Where the customer cancels an order prior to the start of installation, no charge applies.

   c. Where installation of facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

      (1) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include 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, rights-of-way and other associated costs; or

      (2) The minimum period charges for the service.

   d. If the Company misses a service date by more than 30 days and such delay is not requested or caused by the customer (excluding those circumstances where the date is missed due to acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the order without incurring cancellation charges.

J. 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 as specified in Section 4, Special Construction, unless set forth elsewhere in this Catalog for a specific service.
DERIVED CHANNEL SERVICES

I. INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS

A. Description

1. Individual Voice Channels for Custom Access Solutions is an intra-exchange digital service designed to provide for the integration of multiple voice channels over Custom Access Solutions as found in Embarq LOC’s FCC Tariff No. 1, Section 8.7.

2. Individual Voice Channels are segregated from the data channels using a Digital Access and Cross-connect System (DACS) located in the Telephone Companies’ central office. The DACS will route the voice traffic to the serving wire center switching equipment. Individual Voice Channels may be provisioned with ISDN-PRI functionality upon request.

3. Customers subscribing to Individual Voice Channels for Custom Access Solutions are limited to a maximum of 20 Individual Voice Channels per 1.544 Mbps facility. Each channel is dedicated to the provisioning of Individual Voice Channels for Custom Access Solutions. Channels not activated will not be used for purposes other than providing Individual Voice Channels for Custom Access Solutions.

4. Customers subscribing to Individual Voice Channels for Custom Access Solutions must also order data channels at the same time from Embarq LOC’s FCC Tariff No. 1, Section 8.7, in one of the following combinations:

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<th>Frame Relay Service</th>
<th>256 Kbps (4 Channels)</th>
<th>384 Kbps (6 Channels)</th>
<th>512 Kbps (8 Channels)</th>
<th>768 Kbps (12 Channels)</th>
<th>1152 Kbps (18 Channels)</th>
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</tbody>
</table>

Shaded area reflects total channels utilized for each combination.

---

(1) A minimum of 12 Individual Voice Channels is required when provisioned with ISDN-PRI functionality and each configuration requires one D-channel. For example, when a customer subscribes to 12 Individual Voice Channels with ISDN-PRI functionality, the customer is provided with 11 B-channels and one D-channel.

(2) Limited to existing customers at existing locations as of December 5, 2008.
DERIVED CHANNEL SERVICES

I. INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS (Continued)

A. Description (Continued)

5. Individual Voice Channels may be equipped with the following features, where available:

   a. **Incoming Call Identification (Caller ID)** - Caller ID provides the customer with the telephone number of the calling party and is intended solely for the use of the Individual Voice Channels for Custom Access Solutions subscriber.

6. Individual Voice Channels with ISDN-PRI functionality provides functionality equivalent to ISDN-PRI Service as described in Section 23 of this Catalog. All standard features included with ISDN-PRI Service are standard for Individual Voice Channels with ISDN-PRI functionality. In addition, optional features available with ISDN-PRI Service are available with Individual Voice Channels with ISDN-PRI functionality, with the exception of D-Channel Backup and Circular Hunt. Optional features are provided at the rates and charges specified in Section 23 of this Catalog on a per 1.544 Mbps facility basis.

B. Definitions

1. **Digital Access and Cross-connect System (DACS)** - A digital switching device for routing and switching T-1 lines, and DS0 portions of lines, among multiple T-1 ports. The DACS performs all the functions of a normal "switch" except connections are typically setup in advance of the call, not together with the call.

2. **Custom Access Solutions** - Provides for the integration of multiple voice and data channels over the same 1.544 Mbps facility, as referenced in Embarq LOC’s FCC Tariff No. 1, Section 8.7.

C. General Regulations

1. The regulations and rates specified herein for Individual Voice Channels for Custom Access Solutions are in addition to the applicable regulations and rates in other tariffs and other sections of this Catalog. Unless specified, the regulations for Individual Voice Channels for Custom Access Solutions apply in addition to the General Regulations set forth in the General Rules and Regulations Section of this Catalog.

2. Individual Voice Channels for Custom Access Solutions is provided subject to the availability of appropriate facilities as determined by the Company. Service inquiries will be necessary to determine availability.

3. **Customer Premise Equipment (CPE) that is compatible with Individual Voice Channels for Custom Access Solutions is the customer’s responsibility to provision.**
DERIVED CHANNEL SERVICES

I. INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS  (Continued)

C. General Regulations (Continued)

4. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of Individual Voice Channels for Custom Access Solutions render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

5. Individual Voice Channels for Custom Access Solutions is only available where facilities permit.

6. Customers may disconnect Individual Voice Channels for Custom Access Solutions, without penalty, should the total of the monthly recurring rates associated with Individual Voice Channels for Custom Access Solutions increase by 10% or more at any one time.

7. Custom Calling Features and Expressstouch Services are available as specified in Section 15 of this Catalog at the applicable tariffed recurring rates.

8. One Directory Listing will be provided per 1.544 Mbps facility. Additional Directory Listings are available as specified in Section 5 of this Catalog.

9. Guaranteed Installation Intervals for initial and additional installations are as follows:

   a. With facilities available

      The Company shall install initial service within forty-five (45) working days from the date of the request for service or on the customer requested installation date, whichever is later. For subsequent service changes which do not include the addition of a new facility, the Company shall install service within thirty (30) days from the date of the request for service or on the customer requested installation date, whichever is later. A request for additional service, that includes a new facility, will be installed within the parameters of an initial install.

      If the Company fails to meet the above installation dates, the associated installation charge(s) will be waived.

   b. With facilities not available

      The Company shall install service within sixty (60) days from the date of the request for service or on the customer requested installation date, whichever is later.

      If the Company fails to meet this installation date, the installation charges will be waived.
DERIVED CHANNEL SERVICES

I. INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS (Continued)

D. Service Components

1. Individual Voice Channels - A monthly rate is applicable for each individual voice channels for Custom Access Solutions. Custom Access Solutions is found in Embarq LOC’s FCC Tariff No. 1, Section 8.7. Individual Voice Channels can be purchased in increments of 6, 8, 10, 12, 14, 16, 18 or 20 voice channels. Individual Voice Channels with ISDN-PRI functionality can be purchased in increments of 12, 14, 16, 18 or 20 voice channels.

2. All other service components apply as found in Embarq LOC’s FCC Tariff No. 1, Section 8.7.

E. Application of Rates

1. The monthly rate per Individual Voice Channel includes all mandatory and applicable Extended Area Service (EAS) recurring charges. Individual Voice Channels receive the same local calling area as any other form of basic local exchange service.

2. Optional toll and extended local calling plans are available as specified in this tariff at the applicable tariffed recurring rates and usage charges.

3. All federal and state surcharges apply per Individual Voice Channel, including, but not limited to, 9-1-1 surcharges and Telecommunications Relay Service (TRS) surcharges.

4. Federal monthly end user charges apply, as described in Embarq LOC’s FCC Tariff No. 1, Section 4. (e.g., End User Common Line (EUCL), Presubscribed Interexchange Carrier Charge (PICC), Line Port Charge (LPC), Local Number Portability (LNP), Federal Universal Service Fund (USF)).

F. Rates and Charges

1. Individual Voice Channel without ISDN-PRI functionality: Monthly Rate
   (per channel) $24.00

2. Individual Voice Channel with ISDN-PRI functionality: $27.00
   (per channel)

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(1) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
MOBILE AND PAGING COMMON CARRIERS

1. GENERAL

Interconnecting service is furnished for Common Carriers for their mobile unit customers in accordance with the Special Construction Section 4 of this Catalog.

2. RATES FOR MOBILE DID NUMBERS ARE AS FOLLOWS:

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>10 Numbers (RMEMNUM TEN)</th>
<th>100 Numbers (RMEMNUM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$15.25</td>
<td></td>
<td>138.62</td>
</tr>
</tbody>
</table>

3. RATES FOR MOBILE PAGING DID NUMBERS ARE AS FOLLOWS:

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>10 Numbers (RPMNUM TEN)</th>
<th>100 Numbers (RPMNUM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>$4.80</td>
<td></td>
<td>43.30</td>
</tr>
</tbody>
</table>
CUSTOM CALLING SERVICES

1. GENERAL

Custom Calling Services will be offered on individual lines. Trunk lines will be provided with custom calling features where technologically feasible. The restriction of custom calling features to trunk customers may be inherent due to equipment limitations. RCF or trunk facilities customers and Payphone Line Services, ISDN-BRI, ISDN-PRI, are excluded.

ExpressTouch is a set of advanced call management features. These features are commonly known as Custom Local Area Signaling Services (CLASS) and, in general, will only be offered on one-party service and will not be activated on multi-party lines, certain FX lines, ISDN-BRI, ISDN-PRI, and Payphone Line Services. Certain ExpressTouch features may be offered in conjunction with certain Key and PBX trunks and Centrex services.

2. REGULATIONS

A. Other facilities, miscellaneous and supplemental equipment requested by customers and not detrimental to this service or other services of the Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of this Catalog.

B. Custom Calling Services are available in central offices equipped to provide the service.

C. ExpressTouch features can be provided on a stand alone basis or may be enhanced by use with Custom Calling Service features as described herein.

D. ExpressTouch features are provided from specially equipped Company Central Offices and enable customers to access various features by dialing a specific code on either a rotary-dial or Tone-Touch calling basis.

E. The customer of record will be responsible for payment of all the charges associated with ExpressTouch as described in Section 5.B. following. For each feature ordered on a per line basis, the customer of record will be charged the applicable monthly subscription rate for each line. For each usage sensitive feature used, the customer of record will only be charged the applicable per activation rate.
CUSTOM CALLING SERVICES

2. REGULATIONS (Continued)

F. ExpressTouch features are available to customers who have rotary or Touch-Tone service for calls within the ExpressTouch Calling Service area. Customers with rotary service can access ExpressTouch features by dialing 11 instead of *.

G. An ExpressTouch customer may employ available ExpressTouch features only under either of the following:

- When both the ExpressTouch customer and the other party involved in the call are served from the same central office, even if the other party does not subscribe to an ExpressTouch feature; or

- When both the ExpressTouch customer and the other party involved in the call are served from different central offices which are linked by facilities that can handle the delivery of the calling name and/or number, even if the other party does not subscribe to ExpressTouch.

H. The liability of the Company is as specified in the General Rules and Regulation section of this Catalog. In addition to the provisions of the Catalog, the calling party and customer relieves the Company against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number which the calling party has requested to be omitted from the telephone directory or has requested not to be disclosed to any person.

I. ExpressTouch features will only be offered with one-party service, compatible Key/PBX equipment and Centrex service. ExpressTouch features cannot be activated for certain FX lines and Payphone Line Services.

J. The Company will offer ExpressTouch only where technically feasible.

K. Telephone numbers transmitted via Caller ID may not be sold or given to another party without the caller's consent. Caller ID information may only be used for: a) routing or completion of calls, b) billing of calls, c) account management purposes, d) services directly related to the call or transaction, e) verification of calling party identity. Caller ID customers failing to comply with any of these conditions may be subject to termination of these services.

L. Calls that reach a recording activated by Selective Call Rejection or Anonymous Call Rejection will be treated as calls that are not answered.

M. Usage Sensitive Return Call, Repeat Dial and Three-Way Calling are options automatically available to customers where facilities permit. Usage sensitive features may be removed upon customer request at any time, at no charge.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

Custom Calling Features are optional telephone service arrangements which provide one or more of the following features:

A. Enhanced Call Waiting (FCW1FLC)

Provides the subscriber with a tone signal when another caller is trying to reach that number. The subscriber may ignore the incoming call or terminate the original call and answer; or through the use of hookswitch flashes, put the original call on hold and receive the incoming call; or alternately, talk on both calls until one is terminated. Where facilities permit, this feature includes Call Waiting Control. Call Waiting Control allows a customer with call waiting to disable the call waiting tone for one (1) call. During the call, call waiting service is inactive. Anyone calling the call waiting customer receives normal busy treatment and no call waiting tones interrupt the call placed by the customer or any data being transmitted by the customer.

B. Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the customer's designated forward-to number is not in the customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. If the Company determines that Call Forward Features are being used in manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the subscriber will be determined ineligible for the service and the service will be removed from the customer's account.

1. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

a. Call Forwarding (FCF1FLC) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

   B. Call Forward Features (Continued)

2. Call Forward No Answer

   This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

   Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Enhanced Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Enhanced Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a call waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

   a. Call Forward No Answer-Fixed (FCD1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

   b. Call Forward No Answer-Customer Programmable (FCD1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

3. Call Forward Busy

   This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service.

   a. Call Forward Busy-Fixed (FCB1FLC) – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

   b. Call Forward Busy-Customer Programmable (FCB1FLC PRG) – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

B. Call Forward Features (Continued)

4. Call Forward Additional Paths (FCF1FLC PTH)

Business customers who subscribe to Call Forward No Answer-Fixed or Call Forward Busy-Fixed may also subscribe to the Call Forward Additional Paths feature. This feature is not available with Call Forward features that allow customers to remotely change the forward-to telephone number. Call Forward Additional Paths allows a business Call Forwarding subscriber the ability to specify the number of simultaneous calls that will be forwarded to the forward-to telephone number. Regulations for Call Forward features are also applicable for each Call Forward Additional Path.

a. The forward-to telephone number must be a domestic telephone number.

b. The Call Forward Additional Paths customer must subscribe to sufficient paths to adequately handle incoming calls without impairing any service offered by the Company.

c. The number of paths may not exceed the terminating capability of the forward-to telephone number. In no case, shall the number of additional paths exceed 99.

d. Customers with a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks may purchase up to 10 additional paths.

e. For customers with a rotary hunting arrangement of more than 10 lines/trunks, the number of additional paths cannot exceed the number of lines/trunks in the forwarding arrangement.

f. The applicable Service Connection Charges will be charged when the number of paths is changed or when the forward-to telephone number is changed.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

C. Directory Number Transfer\(^{(1)}\) (FDT1FLC)

Permits a customer to transfer all calls to a fixed single telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit.

D. Hot Line/Warm Line\(^{(1)}\) (FHL1FLC)

Automatically routes the customer’s telephone to a predetermined trunk or telephone number when the handset is removed. The Hot Line is switched immediately and the Warm Line is switched after a brief timing period and prior to dialing.

E. Intercom Service\(^{(1)}\) (FRT1FLC)

Allows customers with an individual residence or business lien to use their line to provide an intercom system between their telephones. This is accomplished by the customer dialing his own number, receiving a recording and hanging up. All telephones at that number will then ring and when one of the other telephones goes off-hook, the ringing will stop and the initiator of the call can go off-hook and engage in conversation.

F. Remote Call Forward (FCF1MLC)

Remote Call Forward (RCF) allows all calls dialed to a telephone number equipped for RCF Service to be automatically forwarded to another dialable telephone number. This service enables a customer to list a local directory number that is forwarded to a different city or exchange. The RCF customer is responsible for any applicable usage rates/charges between the RCF number and the terminating number.

G. SignalRing (FNA1FLC)

Provides for a second directory number to be added to an existing telephone line. The second number will have a distinctive coded ring. If the customer elects to list the second number in the directory, charges as specified in the Directory Listing Section will apply.

\(^{(1)}\) Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

H. Speed Dial 8 (FS81FLC)

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The 8-code capacity may be provided on the same line.

I. Speed Dial 30\(^{1}\) (FS31FLC)

Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. The 30-code capacity may be provided on the same line; however, duplicate code capacities may not be provided. The combination of code capacities is not available on multi-line hunting lines.

J. Three-Way Calling (F3W1FLC)

Enables a customer to add a third party to an existing call without operator assistance, thereby establishing three-way conversation. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards. To use this feature on a usage sensitive basis, the customer must press an activation code *71, (1171 for rotary phones), prior to dialing the second party's number.

\(^{1}\) Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

K. Three-Way Calling with Transfer

1. This feature allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis, except as specified in Section 15.3.O.3 following:

The subscriber can transfer the caller to the secondary destination in one of three ways:

a. Blind Transfer - By placing the original caller on hold, dialing the secondary destination, and upon hearing the ring, hang up, resulting in the original caller being connected to the secondary destination.

b. Announced Transfer - By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, the subscriber announces the transfer of the call (on hold at the time) and hangs up (on hook), resulting in the original caller being connected to the secondary destination.

c. Three-Way Conferencing with Option to Transfer - By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, taking the original caller off-hold; resulting in a three way connection. The subscriber can then hang up; resulting in the original caller continuing to be connected to the caller at the secondary destination.

2. The subscriber of Three-Way Calling with Transfer can receive or originate the initial call. Three-Way Calling with Transfer allows the subscriber to originate both legs of a three way connection and subsequently disconnect, enabling the other parties to remain connected.

3. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is a call for which both the originating and terminating points are served by the same switch. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook.

4. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.

5. The Three-Way Calling with Transfer subscriber is responsible for all applicable local and toll usage charges for calls originated by the subscriber including connections which continue after the subscriber exits the call. The use of this feature by the subscriber to complete simultaneous outgoing calls may be subject to restrictions or prohibitions imposed by the customer's Presubscribed Interexchange Carrier, if the calls are not in the customer's local or expanded local calling area.
CUSTOM CALLING SERVICES

3. CUSTOM CALLING FEATURES (Continued)

L. Outbound Call Block Feature\[1\]

1. This feature 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.

2. All other Custom Calling Features and ExpressTouch features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing.

3. This feature is subject to the availability of facilities and is only available to Residence Flat Rated Local Exchange Service and Business Flat Rated Local Exchange Service.

4. EXPRESSTOUCH FEATURES

A. Return Call

Return Call allows the customer to call the telephone number associated with their last incoming call whether or not the call was answered or the telephone number is known by the customer. To operate Return Call, enter activation code *69 (1169 on rotary phones). If the called line is available, the call is immediately completed. If the called line is not available, a queuing process, which may last up to thirty minutes, takes place. When both lines are available, the customer receives a distinctive ring that the network is ready to place the call. When the customer answers the telephone, the call is automatically placed.

Return Call can return certain long distance calls. If Return Call is used to call back a long distance number, the customer is responsible for the payment of applicable toll charges.

Return Call cannot return a call to the telephone number of the last incoming call if the telephone number was originally blocked by the calling party.

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\[1\] Effective January 22, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.
CUSTOM CALLING SERVICES

4. EXPRESSTOUCH FEATURES (Continued)

B. Caller ID - Number Only

Caller ID - Number Only allows the customer to view the telephone number of an incoming call before answering. During the time that the incoming call is placed, the calling number is forwarded from the central office to compatible customer provided auxiliary equipment. The calling telephone number is then delivered to the customer provided auxiliary equipment between the first and second ring.

The calling telephone number is not available from calls made from most cellular phones or units and certain interexchange carrier calls. The calling number is also not available when incoming calls have been handled by an operator or charged to credit cards. The number delivered for calls originated from a PBX will display the main PBX trunk number only. If the caller's number is not part of the CLASS network, is a multi-party line, or is blocked, the number will not be displayed.

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

C. Caller ID with Name

Caller ID with Name functions in the same manner as Caller ID - Number Only but also includes the delivery of a calling party's name. The name and number are displayed on compatible customer provided auxiliary equipment.

The name displayed shall be the name associated with the calling telephone number as shown on the Company's records. The Company, at 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.

(1) Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

4. EXPRESSTOUCH FEATURES (Continued)

C. Caller ID with Name (Continued)

Caller ID with Name customers who do not wish to receive calls with blocked numbers 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 calls with blocked numbers are routed to an announcement in the central office. Anonymous Call Rejection is automatically available, in the inactive state, to residence subscribers of Caller ID with Name and to business subscribers where technically feasible.

D. Call Waiting ID

Enables the customer to view the calling party’s name and telephone number associated with an incoming Call Waiting call, unless the name and telephone number of the calling party is suppressed, either via Per Call or Per Line Blocking. This gives customers the opportunity to identify incoming callers without interrupting their current call, which helps the customer decide whether or not to answer the new call.

E. Call Waiting Options(1)

Provides the customer with a variety of options for handling incoming calls. The customer can place the current call on hold and take the call waiting call, drop the current call and take the call waiting call, send a “please hold” announcement to the call waiting call, add the call waiting call into a three way conference or forward the Call Waiting call to a voice mail.

A customer must have an analog display service interface compatible telephone in order to use this feature. Call Waiting Options is only available when a customer subscribes to the Elite package.

(1) Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

4. EXPRESSTOUCH FEATURES (Continued)

F. Repeat Dial

Repeat Dial allows the customer to automatically redial the last number dialed from the customer's telephone regardless of whether the last number dialed was answered. To operate the Repeat Dial function, enter activation code *66 (1166 on rotary phones). If the called line is available, the call will be placed immediately. Where technically feasible, when a caller receives a busy condition, the service will automatically play an announcement offering the caller the option of having the service complete the call when the called line becomes available by entering the activation code "7". If the redialed line is busy, the network will queue the request for thirty minutes and process the call when both the called and calling party lines are idle. When the call can be completed, a distinctive ring will be provided to the caller's line to alert the customer that the requested callback is ready. When the customer answers the telephone, the call is automatically placed.

This feature cannot be activated for calls originating from a line that is forwarded.

G. Selective Call Forward

Selective Call Forward allows the customer to forward selected calls to another telephone number within the exchange or on the long distance telecommunications network where facilities permit. A screening list of up to 12 telephone numbers is created by the customer and placed in the network memory via an interactive dialing sequence.

This list can only be created from ExpressTouch Service serving area telephone numbers. Only calls from those telephone numbers in the screening list will be forwarded to the designated telephone number even if the number being screened was blocked.

Calls may be forwarded to a number within the subscriber's home exchange, EAS exchanges, or to a long distance message telecommunications point subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable usage charges or toll charges.

H. Selective Call Rejection

Selective Call Rejection provides the customer the ability to prevent incoming calls from certain telephone numbers even if the number was blocked. Through an interactive dialing sequence, the customer creates a screening list of up to 12 telephone numbers in the ExpressTouch network. When a call is placed to the customer's number from a number on the screening list, the calling party receives an announcement indicating that the call cannot be completed to the called party at this time.

For calls from a line within multi-line hunting the call is blocked only when the main telephone number has been entered in the screening list.
CUSTOM CALLING SERVICES

4. EXPRESSTOUCH FEATURES (Continued)

I. Selective Call Ring

Selective Call Ring provides a distinctive ringing pattern to the subscribing customer for specific telephone numbers even if the number was blocked. The customer creates a screening list of up to 12 telephone numbers through an interactive dialing sequence by entering an activation code *61 (1161 on rotary phones). When a call is received from one of the predetermined telephone numbers, the customer is alerted with a distinctive ringing pattern. Calls from telephone numbers not included on the screening list will produce a normal ring.

If the called customer subscribes to Enhanced Call Waiting (described in other sections of this Catalog) and the call arrives while the line is busy, the call waiting tone has a distinctive pattern.

J. Selective Call Acceptance

Selective Call Acceptance - an arrangement that allows a subscriber to selectively accept only calls arriving from a list of up to 12 previously identified directory numbers.

A call will only be accepted when it is received from a telephone number that matches one of up to 12 numbers on the Selective Call Acceptance list. Calls from telephone numbers that do not match one of the 12 numbers on the Selective Call Acceptance list will be routed to an announcement stating that the called party does not wish to receive the call. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

The Selective Call Acceptance list is created by the Selective Call Acceptance subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion.

This feature can be activated or deactivated at the subscriber's discretion.

5. RATES AND CHARGES

A. Custom Calling Features

The following rates and charges apply in addition to the established rates and charges for the services with which these features are associated.
CUSTOM CALLING SERVICES

5. RATES AND CHARGES (Continued)

A. Custom Calling Features (Continued)

Service Connection Charges do not apply when Custom Calling Features are installed.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Residence</th>
<th>Business</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
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<td>1. Speed Dial 30&lt;sup&gt;(3)&lt;/sup&gt;</td>
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<td>$7.00</td>
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<tr>
<td>2. Directory Number Transfer&lt;sup&gt;(3)&lt;/sup&gt;</td>
<td>$4.00</td>
<td>$5.35</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>3. Hot Line/Warm Line&lt;sup&gt;(3)&lt;/sup&gt;</td>
<td>N/A</td>
<td>$5.35</td>
<td>$20.50&lt;sup&gt;(1)(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>4. Intercom Service&lt;sup&gt;(3)&lt;/sup&gt;</td>
<td>$0.45</td>
<td>$0.65</td>
<td>N/A</td>
</tr>
<tr>
<td>5. SignalRing</td>
<td>$5.00</td>
<td>$6.00</td>
<td>$13.30&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>6. Enhanced Call Waiting</td>
<td>$6.00</td>
<td>$7.00</td>
<td>N/A</td>
</tr>
<tr>
<td>7. Three-Way Calling with Transfer</td>
<td>N/A</td>
<td>$5.00</td>
<td>N/A</td>
</tr>
<tr>
<td>8. Call Forwarding</td>
<td>$3.00</td>
<td>$5.00</td>
<td>N/A</td>
</tr>
<tr>
<td>9. Three-Way Calling</td>
<td>$4.00</td>
<td>$5.00</td>
<td>N/A</td>
</tr>
<tr>
<td>10. Speed Dial 8</td>
<td>$3.00</td>
<td>$3.00</td>
<td>N/A</td>
</tr>
<tr>
<td>11. Call Forward No Answer - Fixed</td>
<td>$1.00</td>
<td>$1.00</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>12. Call Forward No Answer - Customer Programmable</td>
<td>$1.00</td>
<td>$1.00</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>13. Call Forward Busy - Fixed</td>
<td>$1.00</td>
<td>$1.00</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>14. Call Forward Busy - Customer Programmable</td>
<td>$1.00</td>
<td>$1.00</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
<tr>
<td>15. Call Forward Additional Paths (Per Path)</td>
<td>N/A</td>
<td>$3.00</td>
<td>$5.00&lt;sup&gt;(1)&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<sup>(1)</sup> The Installation Charge applies when a customer requests a change of the predetermined number to which calls are forwarded.

<sup>(2)</sup> Installation Charges are waived for certified hearing and mobility impaired customers.

<sup>(3)</sup> Limited to existing customers at existing locations as of June 23, 2008.
5. **RATES AND CHARGES**

A. Custom Calling Features (Continued)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Residence</th>
<th>Business</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>16. Remote Call Forwarding (per path)</td>
<td>$16.00</td>
<td>$16.00</td>
<td>$19.00 (1)(2)</td>
</tr>
<tr>
<td>17. Call Waiting ID</td>
<td>$3.00</td>
<td>$3.00</td>
<td>N/A</td>
</tr>
<tr>
<td>18. Outbound Call Block Feature[3]</td>
<td>$5.00</td>
<td>$5.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(1) The Installation Charge applies when a customer requests a change of the predetermined number to which calls are forwarded.

(2) The Installation Charge associated with each additional path applies only if the additional path is installed on a subsequent order. The Installation Charge is not applied for additional paths installed on the same order as the first access path.

[3] Effective January 22, 2018, Outbound Call Block Feature is grandfathered for residential customers. Availability to current residential customers is limited to lines in service at existing locations.
### CUSTOM CALLING SERVICES

#### 5. RATES AND CHARGES (Continued)

**B.** The following ExpressTouch features are available at the following monthly rates for the customer group specified. Service Connection Charges and Installation Charges do not apply when ExpressTouch Features are installed in conjunction with Residence and Business Flat Rated Service.

<table>
<thead>
<tr>
<th>Monthly Per Line Rate</th>
<th>Residence</th>
<th>Business</th>
<th>Centrex&lt;sup&gt;(1)&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Return Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTB1FCC/FTB1FAB</td>
<td>$4.00</td>
<td>$4.50</td>
<td>$3.50&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$3.25&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>2.</strong> Caller ID - Number Only&lt;sup&gt;(5)&lt;/sup&gt; (includes Anonymous Call Rejection)</td>
<td>$9.00</td>
<td>$10.00</td>
<td>$6.50&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTE1FCC(ACR)/FTE1FAB(ACR)</td>
<td></td>
<td></td>
<td>$5.95&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>3.</strong> Caller ID with Name (includes Anonymous Call Rejection)</td>
<td>$9.00&lt;sup&gt;(4)&lt;/sup&gt;</td>
<td>$10.00</td>
<td>$7.50&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTK1FCC(ACR)/FTK1FAB(ACR)</td>
<td></td>
<td></td>
<td>$6.95&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>4.</strong> Repeat Dial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FTA1FCC/FTA1FAB</td>
<td>$4.00</td>
<td>$5.00</td>
<td>$3.75&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$3.50&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>5.</strong> Selective Call Forward</td>
<td>$4.00</td>
<td>$5.00</td>
<td>$4.50&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTG1FCC/FTG1FAB</td>
<td></td>
<td></td>
<td>$4.10&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>6.</strong> Selective Call Rejection</td>
<td>$5.00</td>
<td>$6.00</td>
<td>$4.75&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTH1FCC/FTH1FAB</td>
<td></td>
<td></td>
<td>$4.35&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>7.</strong> Selective Call Ring</td>
<td>$4.00</td>
<td>$5.00</td>
<td>$6.00&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTP1FCC/FTP1FAB</td>
<td></td>
<td></td>
<td>$4.10&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td><strong>8.</strong> Selective Call Acceptance</td>
<td>$5.00</td>
<td>$6.00</td>
<td>$6.60&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>FTJ1FCC / FTJ1FAB</td>
<td></td>
<td></td>
<td>$5.60&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
</tbody>
</table>

<sup>(1)</sup> Centrex rates apply only to customers with 1-150 lines. Features for customers with more than 150 Centrex lines will be priced on an Individual Case Basis. Call Trace, however, will be offered to all Centrex lines at the rate shown in Section 10.

<sup>(2)</sup> Applies to 1-20 Centrex lines

<sup>(3)</sup> Applies to 21-150 Centrex lines

<sup>(4)</sup> Residential Customers who purchase the deregulated services LineGuard or Data LineGuard and Home Phone Warranty may purchase Caller ID with Name for $6.00.

<sup>(5)</sup> Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

5. RATES AND CHARGES (Continued)

C. Certain Custom Calling Service features are available at the following usage sensitive rates for the customer groups specified below.

A customer will be given a one time credit for charges associated with one month's use of any of the usage sensitive features below upon request. These features can be blocked upon the customer's request, at no charge.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Residence</th>
<th>Business</th>
<th>Trunk</th>
<th>Centrex</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Return Call(^{(1)})</td>
<td>$0.95</td>
<td>$0.95</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>2. Repeat Dial(^{(1)})</td>
<td>$0.95</td>
<td>$0.95</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>3. Three-Way Calling(^{(1)})</td>
<td>$0.95</td>
<td>$0.95</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

D. Custom Calling Services Packages

Custom Calling Services Packages are offerings that combine certain ExpressTouch and Custom Calling Features into packages at rates that provide a monthly savings over the rates that would apply if the services were purchased individually.

The ExpressTouch and Custom Calling Features included in the packaged services are also offered on an individual basis as shown in this section of the tariff. All descriptions and regulations for the ExpressTouch and Custom Calling Features are applicable to these packages.

No substitutions will be permitted to the services available in each package. Should a customer no longer want a certain service contained in a subscribed-to package, the customer may choose another package which includes the services desired or select the individual services as provided for in the ExpressTouch and Custom Calling Feature section of this Catalog.

\(^{(1)}\) Total monthly charge per line not to exceed $7.50.
CUSTOM CALLING SERVICES

5. RATES AND CHARGES (Continued)

D. Custom Calling Services Packages

<table>
<thead>
<tr>
<th>Package Description</th>
<th>Monthly Per Line Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residence</td>
</tr>
<tr>
<td>1. In Touch with Call Forwarding (2) FPKICF</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td>$ 9.00</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
<tr>
<td>2. In Touch with SignalRing (1) FPKISR</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td>$ 9.00</td>
</tr>
<tr>
<td>SignalRing</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
<tr>
<td>3. In Touch with Return Call (2) FPKIRC</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td>$ 9.00</td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
<tr>
<td>4. Call Manager (2) FPKCM</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td>$12.00</td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
<tr>
<td>5. Advantage (1) FPKADVN</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td>$14.00</td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
</tbody>
</table>

(1) Limited to existing customers at existing locations as of December 1, 1999.

(2) Limited to existing customers at existing locations as of June 23, 2008.
CUSTOM CALLING SERVICES

5. RATES AND CHARGES (Continued)

D. Custom Calling Services Packages (Continued)

<table>
<thead>
<tr>
<th>Package</th>
<th>Monthly Per Line Rate</th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Elite (1)</td>
<td>FPKCMPV</td>
<td>$20.00</td>
<td>$23.00</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Dial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Waiting Options</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Essentials (1)</td>
<td>FPKCMPN</td>
<td>$18.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Dial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Classics Calling Package (1)</td>
<td>FPKCIDP</td>
<td>$14.00</td>
<td>$18.00</td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy – Fixed</td>
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<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Priority Package (1)</td>
<td>FPKRLS</td>
<td>N/A</td>
<td>$13.00</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Limited to existing customers at existing locations as of June 23, 2008.
CUSTO M CALLING SERVICES

5. RATES AND CHARGES (Continued)

D. Custom Calling Services Packages (Continued)

<table>
<thead>
<tr>
<th>Package Name</th>
<th>Residence</th>
<th>Business</th>
<th>Centrex(2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>10. Home II Package(1)</td>
<td>$14.00</td>
<td>N/A</td>
<td>(l)</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Optional Call Waiting ID</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Caller ID with Name(1)</td>
<td>FTF1FAB</td>
<td>N/A</td>
<td>$9.50 (3)</td>
</tr>
<tr>
<td>(includes Anonymous Call Rejection)</td>
<td></td>
<td></td>
<td>$7.60 (4)</td>
</tr>
<tr>
<td>Repeat Dial (package)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Repeat Dial(1)</td>
<td>FTG1FAB</td>
<td>N/A</td>
<td>$6.50 (3)</td>
</tr>
<tr>
<td>Return Call (package)</td>
<td></td>
<td></td>
<td>$5.20 (4)</td>
</tr>
<tr>
<td>13. Package I(1)</td>
<td>F3C1FLC</td>
<td>$12.00</td>
<td>$15.50</td>
</tr>
<tr>
<td>Caller ID with Name (includes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Rejection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choice of one of the following:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Ring</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Repeat Dial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Forward</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. Package II(1)</td>
<td>F3C1FLC</td>
<td>$12.00</td>
<td>$14.75</td>
</tr>
<tr>
<td>Caller ID - Number Only (includes</td>
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<td></td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
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<td></td>
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<tr>
<td>Selective Call Rejection</td>
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<td></td>
<td></td>
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<tr>
<td>Choice of one of the following:</td>
<td></td>
<td></td>
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<tr>
<td>Selective Call Ring</td>
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<tr>
<td>Repeat Dial</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Forward</td>
<td></td>
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</tr>
</tbody>
</table>

(1) Limited to existing customers at existing locations as of June 23, 2008.
(2) Centrex rates apply only to customers with 1-150 lines. Features for customers with more than 150 Centrex lines will be priced on an Individual Case Basis. Call Trace, however, will be offered to all Centrex lines at the rate shown.
(3) Applies to 1-20 Centrex lines
(4) Applies to 21-150 Centrex lines.
6. SPECIAL BILLING NUMBER SERVICE

Special billing codes, assigned by the Company, used to allocate long distance messages to specific stations.

<table>
<thead>
<tr>
<th>NRC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per group of 10 codes or fraction thereof. (ASBTENN)</td>
<td>$13.30 $2.50</td>
</tr>
</tbody>
</table>

7. SELECTIVE CLASS OF CALL SCREENING (1)

A. General

Selective Class of Call Screening provides the customer, the option of restricting the classes of toll calls originating over their line. By means of Company operator, only those toll calls will be allowed which are charged to the telephone number, a third number, or a Company calling card.

This service may be provided where facilities permit and are available. Selective Class of Call Screening will be offered to single-line residence, single-line business, and complex customers. Selective Class of Call Screening is available with Payphone Line Service as described in Section 2.12.

When a telephone is arranged for Selective Class of Call Screening, all lines or central office trunks for which such telephone has out dialing capabilities, must be arranged for Selective Class of Call Screening.

All local calls and calls to Company numbers such as repair service, directory assistance service, and public emergency service numbers, such as 911, will be permitted.

B. Rates and Charges

These rates and charges are in addition to the established monthly non-recurring charges applicable to services or equipment associated with Selective Class of Call Screening.

1. Non-recurring charge $35.00
   Per establishment, addition or change of existing line or trunk.

2. Monthly rate $2.00
   Per access line or trunk equipped.

(1) Limited to existing customers at existing locations as of May 1, 2009.
DIRECTORY ASSISTANCE (D.A.) SERVICE

1. GENERAL

   A. The Company furnishes local, long distance and national directory assistance whereby customers may request assistance in telephone numbers or names associated with directory listings of individuals and/or businesses. Where technically feasible, customers may have their calls to the requested telephone number completed by the automated directory assistance system.

   B. A Directory Assistance Service Charge applies when customers request assistance in determining telephone numbers or names in the local calling area in which the customer receives local exchange service (local directory assistance), telephone numbers or names located outside the local calling area but within the customer's Home Numbering Plan Area (HNPA) (long distance directory assistance), or telephone numbers or names that are located outside the customer's HNPA (national directory assistance).

   C. Directory assistance call completion is provided with directory assistance at no additional charge where technically feasible. Customers who dial directory assistance service may choose to have the requested telephone number automatically dialed and the call completed by the automated directory assistance system. When the customer receives the requested directory number from the automated directory assistance system, the customer will hear the directory assistance call completion announcement prompt offering to automatically dial the requested number. The customer will be prompted to activate directory assistance call completion by depressing a specific digit on a touch-tone telephone during the directory assistance call completion announcement prompt. Directory assistance call completion is not available when requesting the name associated with a directory listing.

2. REGULATIONS

   A. A maximum of two telephone numbers or names will be provided per directory assistance call. If two telephone numbers are requested in a single directory assistance call, directory assistance call completion is available only for the second telephone number provided.

   B. Directory assistance call completion is not available to the following customer groups:

       - Hospitals
       - Hotels/Motels
       - Prisons/Inmates
       - Wide Area Telecommunications Service (WATS)
       - Interexchange Carriers
       - Mobile
       - Payphone Line Service

   C. Directory Assistance is not available to customers subscribed to Toll and Casual Dialing Restriction Service.
DIRECTORY ASSISTANCE (D.A.) SERVICE

3. EXEMPTIONS

   A. There are no call exemptions or allowances for Directory Assistance Service except as specified in 3.B following.

   B. Charges for local and long distance Directory Assistance Service are not applicable to calls placed from payphone line service, hospitals and customers (residence telephone numbers) who certify that they are unable to use a directory because of a physical, visual or mental handicap. Handicapped customers may obtain this exemption upon their completion and submission of an exemption form supplied by the Company, and the Company’s acceptance of that form. There are no exemptions for national directory assistance calls.

4. RATE REGULATIONS

   A. The Directory Assistance Service Charge applies per call even if the customer requests telephone numbers or names that are not published or otherwise not found by the operator or automated directory assistance system, or if the call is not completed by the automated directory assistance system (i.e., busy, no answer, customer does not invoke directory assistance call completion or directory assistance call completion is not available).

   B. In locations where the customer has the technical capability to direct dial Directory Assistance but places the call by dialing "0", Operator Handled Service Charges will apply in addition to the Directory Assistance Service Charge as specified in 5.B following.

5. RATES

   A. Directory Assistance Service Charge, per Directory Assistance call $3.15

   B. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the Operator Station rate specified in Section 6 applies in addition to the Directory Assistance Service Charge.

   C. Applicable usage charges will apply for completed calls in addition to the Directory Assistance Service charge.
SIMPLIFIED MESSAGE DESK INTERFACE (SMDI)

1. GENERAL

A. Simplified Message Desk Interface (SMDI) is a feature that provides an integrated, automated interface to customers who provide an answering bureau service or voice messaging service for their clients, and to PBX/Centrex customers that provide their own voice messaging service.

B. SMDI furnishes the following call related information to an Enhanced Service Provider's Uniform Call Distribution (UCD) group. Enhanced Service Provider refers to any entity that furnishes answering and/or voice messaging service to clients.

1. Identification of the called station number.
2. Identification of the calling station number when the call originates in the same central office that serves the customer.
3. Identification of the type of Call Forwarding feature used by the called station number (Call Forwarding, Call Forwarding - Busy or No Answer).
4. Identification of the UCD line receiving the call forwarded call.

This call related information is passed to the Enhanced Service Provider's message system via a data link from the central office to the Provider's premises.

C. SMDI allows the Enhanced Service Provider to activate the Message Waiting Indicator feature on the called station number.

D. Message Waiting Indicator (MWI) is an additional feature included with SMDI to lines located in the same central office in which the SMDI is provided. This feature provides for an audible interrupted (stuttered) dial tone which allows an Enhanced Service Provider to supply their client's lines with a stuttered dial tone on a predesignated telephone number, to alert clients when a message is waiting.
SIMPLIFIED MESSAGE DESK INTERFACE (SMDI)

2. REGULATIONS

A. The provider must have a hunt group arrangement in the same central office where the data channel terminates.

B. A full duplex RS232 format data channel connected via modems is required to provide signaling between the central office and the Enhanced Service Provider's messaging equipment.

C. SMDI service requires the Enhanced Service Provider to have a UCD Group in the same central office where the data channel originates.

D. SMDI is furnished only from central offices that have been arranged to provide this feature. The feature is provided subject to availability of facilities.

E. In addition to the rates and charges associated with SMDI service, each line must be equipped with at least one of the following Call Forwarding features:

1. Call Forwarding
2. Call Forwarding - Busy
3. Call Forwarding - No Answer

Rates, charges and regulations for these services are listed in Section 15.

3. RATES AND CHARGES

The following rates and charges apply in addition to the applicable nonrecurring charges and monthly rates for the services with which these features are associated.

<table>
<thead>
<tr>
<th>SMDI Feature - per data link (FCEVFMI)</th>
<th>Monthly Rate</th>
<th>Non-Recurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$185.00</td>
<td>$615.00</td>
</tr>
</tbody>
</table>

(1) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

(2) Waived if Company fails to install service within 15 days (facilities available); 30 days (no facilities available) or the Customer requested due date, whichever is later.
1. GENERAL

A. Centrex Service is an optional communications system arrangement offering central office based features similar to those found in intelligent customer premise equipment to business customers with one or more access lines. Centrex is offered only in those exchanges with central offices equipped to provide this service. In addition, some features may not be available in all central offices.

Centrex Service is currently available in the following exchanges:

- Aitkin
- Alexandria
- Altura
- Bennetville
- Benson
- Browerville
- Brownton
- Buffalo Lake
- Carlos
- Chaska
- Cologne
- Crosby
- Crosby
- Deerewood
- Elgin
- Eyota
- Glencoe
- Granite Falls
- Groove City
- Hastings
- Holmes City
- Howard Lake
- Lake City
- Lester Prairie
- Lewiston
- Long Prairie
- Millville
- New Richland
- Norwood
- Osseo
- Plainview
- Plato
- Rogers
- Rolling Stone
- Silver Lake
- St. James
- St. Michael
- Stewart
- Victoria
- Villard
- Waconia
- Waldorf
- Zumbro Falls

B. Centrex Basic Service consists of an access line, Touch-Tone capability and the features listed below:

- Automatic Line
- Automatic Route Selection
- Call Back Queuing
- Call Forwarding
- Call Hold
- Call Park
- Call Pickup
- Call Waiting
- Call Waiting Exempt
- Call Waiting Originating
- Code Call Access
- Dial Call Waiting
- Dictation Access and Control
- Direct Inward Dialing
- Direct Outward Dialing
- Directed Call Pickup
- Barge-In
- Directed Call Pickup
- Non-Barge-In
- Distinctive Ringing
- Executive Busy Override
- Executive Busy Override-Exempt
- Expensive Route Warning Tone
- Group Intercom
- Hunt Groups
- Last Number Redial
- Loudspeaker and Radio Paging Access
- Make Set Busy
- Meet-Me Conference
- Message Waiting
- Network Class of Service
- Off Hook Queuing
- Permanent Hold
- Ring Again
- Speed Calling
- Station Controlled Conference
- Three-Way Conference/Call Transfer
- Consultation Hold
- Uniform Call Distribution

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
1. GENERAL (Continued)

B. Centrex Basic Service … (Continued)

   Centrex Basic Service supports all of these features; however, all features cannot be assigned
to all lines. For example, when a line is assigned call busy status, it cannot be assigned Call
Waiting.

C. Centrex Meridian Service consists of an access line, Touch-Tone capability, the features listed
in I.B. and the following additional features. A specialized business set with keys to activate
each feature is needed with the Meridian Service package.

   Meridian Auto Answer Back          Meridian Intercom
   Meridian Automatic Dial            Meridian Last Number Redial
   Meridian Automatic Line            Meridian Make Set Busy
   Meridian Call Back Queuing         Meridian Malicious Call Hold
   Meridian Call Forwarding           Meridian Message Waiting
   Meridian Call Park                 Meridian Ring Again
   Meridian Call Pickup               Meridian Speed Calling
   Meridian Call Waiting              Meridian Station Controlled Conference
   Meridian Directed Call Pickup      Meridian Three-Way Conference/ Call Transfer
   Non-Barge-In                       Multiple Appearance Directory Number
   Meridian Group Intercom            Multiple Directory Number

D. The following optional services are available for Centrex Basic Service and Centrex Meridian
Service. Rates are prescribed in section 4. following, and are in addition to the Centrex Basic
Service or Centrex Meridian Service rate.

   Call Forwarding - Remote Activation
   Mini-Console
   Music on Hold - Software Interface Only

2. DEFINITIONS

   Automatic Line - This feature provides an automatic connection between a calling station, by going
off hook, and a predetermined terminating number.

   Automatic Route Selection - Automatic Route Selection (ARS) allows an outgoing toll call to be
automatically completed by the least cost route available. The selection of routes is determined by
the customer. If the primary route is busy, the ARS feature automatically tries alternative routes as
prioritized.

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1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing
customers may continue to purchase at their existing rates until their term or contract expires. Centrex
Service II is available to new customers as specified in Section 27.
CENTREX SERVICE

2. DEFINITIONS (Continued)

Call Back Queuing - Call Back Queuing allows a station user encountering an all trunks busy condition to activate the Call Back Queuing feature and hang up. When a circuit becomes idle, the system will recall the user, and when they answer, automatically place the call. Call Back Queuing only affects outgoing local trunks on an originating basis.

Call Forwarding - Call Forwarding allows a Centrex station user to have incoming calls to his station automatically forwarded to a predetermined telephone number. Four (4) types of Call Forwarding are available: Call Forward Universal, which re-routes incoming calls to another telephone number; Call Forward Intragroup, which reroutes incoming calls to only those stations within the same customer group; Call Forward Busy, which directs incoming calls to a busy station to be forwarded to a designated station or attendant; and Call Forward Don't Answer, which routes incoming calls to another designated station or attendant if the called station does not answer within a specified time. Call Forward Universal and Call Forward Intragroup are user programmable; Call Forward Busy is not.

Call Forwarding - Remote Activation - This feature permits Call Forward Universal station users who are traveling, the ability to activate, change, or deactivate their Call Forwarding service from anywhere in the town, state or country.

Call Hold - Call Hold is an optional feature available to a Centrex station user with a single line set. It allows the user to hold one call for any length of time provided neither party hangs up. The user may also place other calls while a call is on hold.

Call Park - The Call Park feature allows a station to park one call against its own directory number. The parked call can be retrieved from any station within the same customer group. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.

Call Pickup - Call Pickup allows a station user to answer incoming calls to another station within a present pickup group by dialing a feature activation code.

Call Waiting - This feature allows a station user, already talking on the phone, to be informed by a tone that another call is waiting to reach the station.

Call Waiting Exempt - The Call Waiting Exempt feature prevents call waiting tones from being imposed on a station. This feature is programmed via service order.

Call Waiting Originating - Call Waiting Originating (CWO) allows an originating line to impose a call waiting tone automatically on a busy called line.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
CENTREX SERVICE (1)

2. DEFINITIONS (Continued)

Code Call Access - This service allows stations to gain access to customer-provided code call equipment by dialing an access code and a called party code.

Dial Call Waiting - Dial Call Waiting (DCW) permits a station user to impose a call waiting tone on a busy station that normally does not have Call Waiting. DCW is similar to CWO except that DCW is applied at the discretion of the station user and CWO is applied automatically.

Dictation Access and Control - This feature provides access to customer-provided dictation recording equipment by dialing an access code. It also provides dictation equipment control functions, such as playback and correct, by transmitting Dual Tone Multi-Frequency (DTMF) signals over the voice path to the dictation recording equipment.

Direct Inward Dialing - This service allows for incoming calls from the exchange network to reach a specific station. The calling party dials the seven-digit directory number to reach the station.

Direct Outward Dialing - With this service, a Centrex station user can place external calls to the exchange network by dialing the access code (usually the digit 9), receiving an optional second dial tone, then dialing the external number.

Directed Call Pickup Barge-In - This feature is like Directed Call Pickup Non-Barge-In except Directed Call Pickup Barge-In will create a three-way call if the ringing station has been answered before completion of the pickup dialing sequence.

Directed Call Pickup Non-Barge-In - This feature permits a Centrex station user to answer a call which is ringing on a selected station within the same customer group and served by the same central office.

Distinctive Ringing - Distinctive ringing gives the Centrex station user the ability to determine whether the call is from a station within the customer group or from the exchange network by the cadence of the ringing of the phone.

Executive Busy Override - This feature allows a station user to gain access to a busy station by flashing the switchhook during busy tone and dialing a feature activation code.

Executive Busy Override-Exempt - This feature blocks the Executive Busy Override feature if another user attempts to barge-in on an existing call.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
2. DEFINITIONS (Continued)

Expensive Route Warning Tone - Expensive Route Warning Tone (ERWT) is an optional feature used in conjunction with ARS that can provide a Centrex calling party a warning tone to indicate the selection of an expensive toll route.

Group Intercom - This feature allows a station abbreviated dialing to other station members within the same intercom group.

Hunt Groups - Line or station hunting provides a means of searching a number of lines to find an idle one.

Last Number Redial - Last Number Redial allows a station user to redial his last called number by depressing one or two keys rather than the entire number.

Loudspeaker and Radio Paging Access - This feature permits Centrex station users to dial an access code to connect loudspeaker paging equipment. Access is subject to the originating station's Network Class of Service (NCOS).

Make Set Busy (MSB) - A Centrex 500/2500 station user can have the option of making the line busy to incoming calls while still completing outgoing calls. Calls attempting to terminate on a line with MSB activated can hear a busy signal or be routed to a recording.

Meet-Me Conference - A station user may set up a conference call for a special time of day with the Meet-Me Conference feature. The assigned Meet-Me Conference directory number for the conference is dialed at the designated time. Each conferee is automatically added to the conference when the Meet-Me conference number is dialed. As conferees are added, all conferees, excluding the new arrival, will receive a tone to indicate that a party has been added.

Meridian Auto Answer Back - This feature, when implemented on a specialized business set, allows any incoming call to the Primary Directory Number of the set to be automatically answered after four seconds. Conversation takes place through a hands-free unit.

Meridian Automatic Dial - This feature allows a Meridian user to call a frequently dialed number by depressing the assigned key. The user is permitted to program and change the number.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
2. DEFINITIONS (Continued)

Meridian Automatic Line - This feature is a directory number feature that may be assigned to individual directory number appearances on a specialized business set, including the primary directory number. When an off hook condition is reported from the directory number appearance, to which Automatic Line has been assigned, a connection is automatically established to a predetermined location.

Meridian Call Back Queuing - With this feature, a Meridian user encountering an all trunks busy condition has the option of being notified when a trunk becomes idle. The user is automatically connected to the called number. Meridian Call Back Queuing only affects outgoing local trunks on an originating basis.

Meridian Call Forwarding - This feature is functionally identical to Call Forwarding.

Meridian Call Park - This feature functions identically as stated under the Call Park with the following exception: The Business Set Call Park is a set feature that can be activated by either a key or an access code.

Meridian Call Pickup - Functionally the same as Call Pickup.

Meridian Call Waiting - An incoming call encountering a busy Meridian line receives audible ringing while the called station user receives call waiting notification. The called station user can choose to acknowledge the new caller and place the existing party on hold, to alternate between the callers, or to abandon one of the calls.

Meridian Directed Call Pickup Non-Barge-In - Functionally the same as Directed Call Pickup Non-Barge-In.

Meridian Group Intercom - The feature allows a Meridian user to call a member of a pre-designated group using abbreviated dialing.

Meridian Intercom - This feature allows a Meridian user to call a member of a pre-designated group using abbreviated dialing.

Meridian Last Number Redial - Functionally the same as Last Number Redial.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
CENTREX SERVICE (1)

2. DEFINITIONS (Continued)

Meridian Make Set Busy - This feature allows directory number appearances, excluding private business lines and Multiple Appearance Directory Number (MADN) group members, and call terminations such as call waiting calls, camp-on and busy override, on a Meridian set to be made busy to incoming calls.

Meridian Malicious Call Hold - This feature allows a Meridian subscriber to hold a connection on a malicious call, enabling the call to be traced.

Meridian Message Waiting - This feature permits a Meridian user to dial a code to access the person who activated the Message Waiting feature. With the Meridian capability, an LCD lamp will be activated when a message is waiting.

Meridian Ring Again - This feature is functionally like Ring Again but is classified as a set feature requiring assignment to a specific key and associated LCD indicator.

Meridian Speed Calling - This feature allows a Meridian user to access two different speed call lists by pressing Speed Call keys or dialing speed call access codes.

Meridian Station Controlled Conference - A specialized business set with this feature assigned can establish a conference call of up to thirty (30) parties. Any of the other parties may be external to the switch.

Meridian Three-Way Conference/Call Transfer - This feature allows a Meridian user to include a third party in the call and then optionally transfer the call to the third party.

Message Waiting - This feature permits a station user to dial a code to access the person who activated the Message Waiting feature. It also permits the station to activate Message Waiting for another station. Stuttered dial tone will also be used to inform users that a message is waiting for them.

Mini-Console - An optional feature that enables answering positioning functionality on a Meridian Business Set. It gives the user the ability to monitor the status of Directory Numbers (DN) through the use of lamp status (Busy Lamp Field), direct dialing to a monitored DN (Direct Station Selection), and the ability to transfer a call to a busy line (Camp On). A Multiple Appearance Directory Number (MADN) charge per monitored appearance is also applicable.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
CENTREX SERVICE (1)

2. DEFINITIONS (Continued)

Multiple Appearance Directory Number - A directory number that is assigned to more than one specialized business set or single line set is called a Multiple Appearance Directory Number (MADN). The telephone sets that are assigned this number are known as a MADN group. MADN groups can be comprised of 2 to 32 stations and configured in either single call arrangements or multiple call arrangements.

Multiple Directory Number - An optional feature that allows a single Centrex line to have telephone numbers associated to the primary directory number while allowing only one call path.

Music on Hold - Software Interface - An optional feature that provides for music to be played to a caller while he/she is placed on hold. The music source is provided by the subscriber, and requires an additional Centrex line to carry the music to the central office.

Network Class of Service - The Network Class of Service (NCOS) feature in the Centrex system defines the specific features and calling patterns available to individual stations and attendants within a customer group. Access code restrictions can be set up to restrict stations and attendants from trunk types such as local, toll, DID and WATS. Also the ability to use certain features like Network Speed Call, Call Back Queuing and Off Hook Queuing are assigned by NCOS.

Off Hook Queuing - Off Hook Queuing enables a call that cannot be completed because no outgoing trunk is available to wait off hook in queue for an idle trunk. Once a trunk is available, the call progresses normally.

Permanent Hold - The Permanent Hold option allows a Centrex station user to put an active call on hold and return the handset to the cradle.

Ring Again - A station user encountering a busy directory number can choose to be notified when the busy station becomes idle and automatically re-access that same number using the Ring Again feature. Both stations must be in the same customer group and be served by the same central office.

Speed Calling - Speed Calling allows a user to place calls to a list of frequently called numbers by dialing a speed call activation code instead of dialing the complete number. The speed call numbers are programmed by the individual users at their stations. A speed dial number may be a directory number, authorization code, account code, access code or feature access code. Speed Call Lists of 30 to 70 numbers can be shared. Ten (10) number Speed Call Lists are private and cannot be shared.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
2. DEFINITIONS (Continued)

Station Controlled Conference - This feature allows a 500/2500 Centrex station user to establish a conference call consisting of six parties.

Three-Way Conference/Call Transfer/Consultation Hold - This feature allows a Centrex station user to call a third party to conference him in, notify him of a call being transferred or consult with him while the other party is on hold.

Uniform Call Distribution - The Uniform Call Distribution (UCD) feature allows for an even distribution of incoming calls to a listed directory number answered by a group of 500/2500 stations. This group of stations is called a UCD group. Each station has its own directory number and is assigned the UCD feature.

3. REGULATIONS

A. The minimum service period for Centrex Service is one (1) month except when the provision of the service requires the construction of additional facilities and/or equipment. The customer may be required to pay all or a portion of the construction and installation charges and/or contract for service beyond the minimum service period in an arrangement agreeable to both the Company and the customer.

B. A Rate Stability Plan is a payment option that allows the customer to pay a fixed monthly rate, which is not subject to rate changes, for Centrex Service over a fixed period. This plan covers the Centrex line or trunk rate, Meridian Services rate, and the Additional Numbers rate. The plan does not cover Extended Area Services rates or any other rates or charges not set forth in 4. below. Customers subscribing to this plan will sign a termination agreement for their service. Lines may be added to the existing contract, but the customer is subject to the terms of the agreement if a request is made to take lines out of service.

C. Three-Way Calling, Call Forwarding and the Centrex Meridian Service are furnished subject to transmission limitation. The Company does not guarantee satisfactory transmission on such arrangements. If the customer requests additional equipment to improve transmission, and facilities permit, additional charges based upon the costs incurred may apply.

Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
3. REGULATIONS (Continued)

D. Centrex Service lines may be designated as either Public Access lines or Intercommunication Only lines. Public Access lines allow access to the exchange network. Intercom Only lines allow calls to only those within the customer group. Through the use of a virtual facilities software package, Intercom Only lines can share access to the exchange network with the Public Access lines. The number of lines to the exchange network at any time is limited by the number of Public Access lines ordered.

E. Centrex Service is intended for customers utilizing single line telephone sets. Use of PBX or Key Systems in conjunction with Centrex Service is allowed only to provide connection between lines served by the existing system and other lines of the customer. The Direct Inward Dialing Feature is provided to trunk lines at the rates as found in Section 10.

F. Centrex Service is not provided in association with Payphone Line Service.

G. Centrex Service is not provided in association with Local Measured Service.

H. Centrex Service is normally available for stations within the base rate area of an exchange only; exceptions may be made at the Company's discretion if facilities are available.

I. Directory listings will be furnished in accordance with the regulations set forth in the Catalog.

J. The assignment of telephone numbers for the Centrex Service lines shall be in accordance with the General Rules and Regulations of the Catalog.

K. Company central offices with Centrex switching arrangements, providing access to WATS, Tie Lines, Foreign Exchange Lines, etc., are considered to be customer premises for the purposes of this section.

L. Extended Area Service (EAS) rates found in Section 1 of the Catalog will be in addition to the Centrex Service rates for all Public Access lines in those exchanges offering EAS.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
3. REGULATIONS (Continued)

M. End User Common Line Charges will apply to all lines as prescribed by Embarq LOC’s Interstate Access Service Tariff (FCC No. 1).

N. Directory Assistance charges and allowances will apply to Public Access Lines rather than the individual Centrex lines.

O. Guaranteed Installation Intervals for initial and additional installations are as follows:

1. With facilities available

   The Company shall install initial service within ten (10) working days for 4-20 lines and within forty-five (45) days for 21-150 lines from the date of the request for service or on the customer requested installation date, whichever is later.

   The Company shall install additional service within ten (10) working days for 4-150 lines from the date of the request for service or on the customer requested installation date, whichever is later.

   If the Company fails to meet this installation date the installation charge will be waived.

2. With facilities not available

   The Company shall install initial and additional service within forty-five (45) days for 4-20 lines and within one hundred and eighty (180) days for 21-150 from the date of the request for service or on the customer requested installation date, whichever is later.

   If the Company fails to meet this installation date the installation charge will be waived.

3. Special Assembly services will be installed upon a date agreed to by the customer and the Company.

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.
4. **RATES**

**A. Centrex Basic Service Intercommunication Lines**

<table>
<thead>
<tr>
<th></th>
<th>Month To Month</th>
<th>36 Month Rate Stable</th>
<th>60 Month Rate Stable</th>
<th>NRC per line</th>
</tr>
</thead>
<tbody>
<tr>
<td>(2) 1 - 20 Lines, each</td>
<td>$16.50</td>
<td>$15.75</td>
<td>$15.00</td>
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<td>(2) 21 - 150 Lines, each</td>
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<td>151 and above, each</td>
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<tr>
<td>NRC per order</td>
<td>$13.30</td>
<td>$13.30</td>
<td>$13.30</td>
<td></td>
</tr>
</tbody>
</table>

**B.** The Centrex trunk additive of $5.00 will be applied to the trunk rates found in Section 1 of the Catalog, for all Centrex lines terminating in multi-line equipment (e.g., key and PBX systems). The line rate is for Centrex lines terminating in single line instruments.

**C.** The rates applying to Centrex Meridian Service will be the same as those for Centrex Basic Service plus the Meridian Service rate of $3.60 per line. (FBS1FAB.MN1)

**D.** The number of lines to the exchange network for a customer at any one time is limited by the number of Public Access Lines ordered. Add $5.00 to the intercom line rate for each Public Access Line ordered.

Extended Area Service rates also apply to each Public Access Line where applicable. (ASBEASN.ABC)

**E.** For each Multiple Appearance Directory Number, terminating on one key on a Meridian set, an Additional Number rate of $0.75 shall be applied. Each Multiple Appearance Directory Number must appear as a primary intercom line on one Centrex station.

**F.** If the addition (or deletion) of lines for an existing Centrex customer places the customer into a different rate level, all lines will be priced based on the total number of lines serving that customer.

---

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.

(2) Rates are based on quantities for single location service.
CENTREX SERVICE (1)

4. RATES (Continued)

G. Subscribers under a Rate Stability Plan, whose Centrex lines increase in number, may receive a lower rate as specified by the tiered rate structure shown previously. If the number of Centrex lines decreases, the contract is subject to termination and the subscriber is subject to the conditions of termination as specified in the termination contract.

H. Meridian sets can support private business lines which shall be offered at the current Business rate specified in Section 1.

I. Music on Hold rates are applicable as follows:

<table>
<thead>
<tr>
<th>Line Size</th>
<th>Interface Only (2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-20 Lines</td>
<td>$15.00</td>
</tr>
<tr>
<td>21-150 Lines</td>
<td>$35.00</td>
</tr>
<tr>
<td>151+ Lines</td>
<td>ICB</td>
</tr>
</tbody>
</table>

J. For each Mini-Console package, a rate of $7.00 shall be applied per console. In addition, for each Multiple Appearance Directory Number (MADN) assigned to the console, the MADN rate prescribed in 4.E above is applicable.

K. For each Multiple Directory Number terminating on one key on a Meridian set, an Additional Number rate of $0.75 shall be applied. In addition, rates for number block assignments in increments of 10 are applicable, and can be found in the section containing Direct Inward Dialing.

L. Call Forwarding - Remote Activation is available at $4.00 per line, per month. The Call Forwarding-Remote Activation customer is responsible for all toll calls when the forward-to number is outside the local calling area. (FCG1FAB)

M. Other rates found in this Catalog may also be applicable.

N. Certain ExpressTouch features are also available at the rates shown in Section 15 of the Catalog.

---

(1) Effective March 15, 2003, Centrex Service is no longer available to new customers. Existing customers may continue to purchase at their existing rates until their term or contract expires. Centrex Service II is available to new customers as specified in Section 27.

(2) An additional Centrex line is necessary for this service, at the rate designated in 4.A.
DIRECT INWARD DIALING (DID) SERVICE

2. RATES AND CHARGES

A. Central Office Components

1. Direct Inward Dialing (DID) Service:

<table>
<thead>
<tr>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

b. Blocks of Numbers

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Individual Numbers per number</td>
<td>10.00</td>
<td>1.50</td>
</tr>
<tr>
<td>(2) Block of 10 DID numbers</td>
<td>13.30</td>
<td>11.00</td>
</tr>
<tr>
<td>(3) Block of 20 DID numbers</td>
<td>10.00</td>
<td>20.00</td>
</tr>
<tr>
<td>(4) Block of 100 DID numbers</td>
<td>10.00</td>
<td>100.00</td>
</tr>
<tr>
<td>(5) Block of 200 or more DID numbers</td>
<td>ICB</td>
<td>ICB</td>
</tr>
</tbody>
</table>

c. DID Trunk Termination, per Trunk

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>20.50</td>
</tr>
</tbody>
</table>

| (3) |

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>d. Removal of a number from DID number block, per Number per order</td>
<td>25.00</td>
</tr>
<tr>
<td>e. Re-instatement of a number to a DID number block, per Number per order</td>
<td>25.00</td>
</tr>
</tbody>
</table>

(1) In addition to the rates and charges for the DID service, rates and charges for Trunks as specified in Section 1, Local Exchange and EAS Rates, of this catalog apply as appropriate.

(2) Individual numbers apply to ISDN-PRI Service only.

(3) DID Trunk Termination charges are not applicable with ISDN-PRI Service.

(4) Effective December 17, 2004, Block of 10 DID numbers is no longer available to new installation or rearrangement requests. Existing customers may continue with existing Block of 10 DID numbers at the same location until such service is discontinued by the customer. In addition, existing customers may convert to Block of 20 DID numbers, Block of 100 DID numbers, or Block of 200 or more DID numbers without incurring Installation Charges or Service Connection Charges.

(5) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
DIRECT INWARD DIALING (DID) SERVICE

1. REGULATIONS (Continued)

J. All switching systems provided this service must be arranged to provide for the intercepting of reserved, idle and/or unassigned station numbers.

K. At the customer’s request and at the discretion of the Company, subject to operating limits and the availability of facilities, DID service may be provided outside the customer’s normal serving central office. Where a DID trunk group is served from a central office other than the customer’s normal serving central office, the appropriate mileage rates for Foreign Exchange service, per trunk will apply.

L. In addition to the rates and charges specified in Section 20.2, appropriate Service Connection Charges are applicable to the establishment or rearrangement of trunks and numbers in connection with providing DID service.

M. Installation charges for DID central office switching equipment are not applicable if the customer presently subscribes to DID service and changes the type of customer premises switching equipment. The following provisions apply:

1. The customer must maintain at least the same level of DID service requirements.

2. The replacing customer premises equipment must be served by the same central office as the existing customer premises equipment.

3. Central office switching equipment additions or modifications must not be required in order to provide DID service to the replacing customer premises switching equipment.

4. Rates and charges are applicable to additional DID service requirements which exceed the customer’s existing level of DID arrangements.

N. The removal of one or more numbers from a DID number block is offered subject to the availability of facilities at the charge specified in 20.2. A.1) d) following. In such cases, the customer shall continue to pay the appropriate rate for the original block of DID numbers.

The re-instatement of one or more numbers to a DID number block is offered, subject to the availability of facilities, at the charge specified in 20.2.A.1) e) following.

O. A DID customer may reuse his DID numbers for non-DID purposes when the customer’s DID service is disconnected. Rates and charges will be determined by the appropriate catalogs for the new services.
DIRECT INWARD DIALING (DID) SERVICE

1. REGULATIONS (Continued)

   P. In cases where a customer converts a larger block of numbers into one or more smaller blocks of numbers, or converts one or more smaller blocks of numbers into a larger block of numbers, it will constitute a disconnection and the appropriate installation charges will apply to establish the new number block(s). However, the customer may be required to accept different numbers from those in the original number block(s).

   Q. Special steps are required for PBX customers to have 9-1-1 service features consistent with those provided to other end users in the same 9-1-1 service area. Automatic Number Identification, Automatic Location Identification and/or Selective Routing are only available through coordination with the governmental agency responsible for 9-1-1 service within the area served by the PBX in accordance with the provisions of Section 9, N11 Service, of this catalog.
DIRECT INWARD DIALING (DID) SERVICE

2. RATES AND CHARGES

A. Central Office Components

   1. Direct Inward Dialing (DID) Service\(^{(1)}\):

<table>
<thead>
<tr>
<th>Installation Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

   a. Establish DID trunk group

   b. Blocks of Numbers
      (1) Individual Numbers, per number \(^{(2)}\) 10.00 1.50
      (2) Block of 10 DID numbers \(^{(4)}\) 13.30 11.00
      (3) Block of 20 DID numbers 10.00 20.00
      (4) Block of 100 DID numbers 10.00 100.00
      (5) Block of 200 or more DID numbers ICB ICB

d. DID Trunk Termination, per Trunk \(^{(3)}\) 20.50 14.67

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.00</td>
</tr>
</tbody>
</table>

d. Removal of a number from DID number block, per Number per order 25.00
e. Re-instatement of a number to a DID number block, per Number per order 25.00

\(^{(1)}\) In addition to the rates and charges for the DID service, rates and charges for Trunks as specified in Section 1, Local Exchange and EAS Rates, of this catalog apply as appropriate.

\(^{(2)}\) Individual numbers apply to ISDN-PRI Service only.

\(^{(3)}\) DID Trunk Termination charges are not applicable with ISDN-PRI Service.

\(^{(4)}\) Effective December 17, 2004, Block of 10 DID numbers is no longer available to new installation or rearrangement requests. Existing customers may continue with existing Block of 10 DID numbers at the same location until such service is discontinued by the customer. In addition, existing customers may convert to Block of 20 DID numbers, Block of 100 DID numbers, or Block of 200 or more DID numbers without incurring Installation Charges or Service Connection Charges.
AUTOMATIC METER READING (AMR) SERVICE

1. GENERAL

   A. Automatic Meter Reading (AMR) Service provides gas, electric and/or water utilities, the ability to read meters at the end users’ premises through a dial-up system via the local exchange network.

   B. A utility polls its meters using a personal computer located at the utility premise, which communicates with an access device located at the Company central office and a meter interface unit attached to an end user’s meter.

   C. The access device located at the Company central office connects to a test trunk to provide the utility with a connection to the end user’s telephone line without ringing or interfering with the end user’s use of the telephone line.

   D. AMR Service will only operate when the end user is not using the telephone, that is, when the instrument is on-hook, or if their basic exchange service is not otherwise incapacitated.

2. DEFINITIONS

   A. Customer/Utility - The customer is a public utility company, or their agent, which provides gas, electricity, and/or water products and/or related services to their customers and which contracts with the Company for access to the end user’s exchange line for use with this service.

   B. End User - In the case of AMR, the end user is the utility’s customer as well as the Company’s subscriber to Basic Local Exchange Service. It is on this end user’s telephone line that the utility connects the Meter Interface Unit, or MIU, which is necessary to interface the meter with the telephone line.

   C. System Components

       The AMR system consists of three basic elements:

       1. Meter Interface Unit (MIU)

           a. The meter interface unit, located at the end user’s premise, functions as a modem for the transfer of meter readings from the utility meter to the utility. The utility company sends a tone to wake up the MIU, which responds by gathering the reading and transferring it to the utility via the phone line.
2. DEFINITIONS (Continued)

C. System Components (Continued)

1. Meter Interface Unit (MIU) ... (Continued)
   a. The meter interface unit, ... (Continued)

      This process takes from four to ten seconds, depending on the number of meters connected and the amount of data transmitted. An MIU has the capacity to read up to four different meters.

   b. This equipment is customer premise equipment and may be owned, installed and maintained by either the utility or the Company. Ownership, installation, and maintenance of this equipment are contractual matters between these two parties.

2. Meter Reading Access Circuit (MRAC)

   a. The MRAC, located at the Company central office, establishes and controls dial access interconnection between the utility computer and the MIUs during a meter reading session. The MRAC is connected to a Company test trunk, which doesn’t send ringing current and allows the utility’s meter reading calls to be connected to the MIU without ringing the end user’s phone.

   b. If the end user’s phone is in use or the end user picks up the phone during a reading, the read will be terminated and attempted again later.

   c. The MRAC also registers and retains information for billing the utility for its use of the AMR system. This information includes the number of successful connections to the MIUs, the number of unsuccessful attempts, and the amount of time the utility is connected to the MRAC.

   d. The MRAC is installed in the Company central office and is owned and maintained by the Company.

3. Utility Terminal Unit (UTU)

   a. A utility personal computer equipped with special software acts as the central control and data gathering element in the AMR system. The computer stores a file containing end user account information (including end user telephone numbers). During a meter reading operation, the computer connects to the MRAC and provides end user telephone numbers in succession. The MRAC dials the number, establishes a connection to the MIU, and the MIU provides the meter reading to the utility computer.
AUTOMATIC METER READING (AMR) SERVICE

2. DEFINITIONS (Continued)

C. System Components (Continued)

3. Utility Terminal Unit (UTU) … (Continued)

b. The utility computer accumulates the readings as they are received and produces a file of meter readings for further processing and billing.

c. The computer and associated software are owned, installed and maintained by the utility.

3. REGULATIONS

A. AMR Service is available only to public utility companies, or their agents, which provide electric, gas and/or water products and related services.

B. The end users must be customers of the utility and must have basic exchange service within the boundaries of the local serving central office of the Company which is equipped with the necessary AMR Service facilities.

C. This service is offered contingent upon the Company’s central office capabilities and the availability of necessary facilities.

D. All other AMR related services and issues not referenced in this Catalog are contractual matters between the utility and the Company.

4. RATES

A. The utility will be charged a flat monthly rate for each end user meter, as well as a usage sensitive rate per read initiated by the utility, based on the following rate structure:

<table>
<thead>
<tr>
<th>Each Meter(^{(1)})</th>
<th>Monthly ICB</th>
<th>Per Read ICB</th>
</tr>
</thead>
</table>

B. The utility will be billed on a monthly basis.

\(^{(1)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
DIGITAL TRUNKING SERVICE

1. GENERAL

Digital Trunking Service (DTS) is a digital intraexchange service furnished for use with PBX systems and appropriately equipped Key Systems and provides up to 24 digital channels within a single DS1 signal.

2. DEFINITIONS

Serving Wire Center - denotes the local telephone central office in which telephone communication is established between stations within a specified area.

DTS Facilities - include the local loop between the customer’s premise and the serving wire center and the central office common equipment.

3. REGULATIONS

A. DTS is offered only where facilities are available from digital central offices as determined by the company.

B. 2-Way DID trunk connections are available only in appropriately equipped serving wire centers.

C. The minimum service period for DTS facility and common equipment is one year. A Termination Liability Charge is applicable at the date of termination and is reduced by 1/12 per month of service to the customer from the date of installation.

D. The minimum service period for each trunk ordered is one month.

E. DTS trunks are subject to all general regulations and rates applicable to individual business lines as outlined in the Catalog and in Embarq LOC’s Federal and other State Catalogs, which include but are not limited to the following:

- Subscriber Line Charge
- Exchange Trunk EAS Rates (ASBEASN.DTS)

F. DTS is not offered in conjunction with the following services:

- Basic Exchange Service
- Feature Groups A, B, C, or D
- Private Line Access Services and facilities unless otherwise stated in this section.

G. When lines ordered as Outward WATS, Two-Way WATS or 800 Service terminate on a DTS, they will be considered as one of the available 24 channels per DTS facility. The Access Line rates and charges contained in the WATS and 800 provider’s Catalogs will also apply.

H. Local Measured Service (LMS) is not offered with DTS.
DIGITAL TRUNKING SERVICE

3. REGULATIONS (Continued)

I. Suspension of service is not available for DTS facilities.

J. Digital Trunking Service will be available on a digital basis at the network interface on a customer’s premises. The customer is required to provide the appropriate multiplexing equipment needed for analog trunk terminations. BellCore Publication 62411 provides the standard High Capacity Digital Service Channel Interface specifications.

K. The Company shall not be responsible if changes in any of its equipment, operations, or procedures utilized in the provision of DTS render any facilities provided by a customer obsolete, require modification or alteration of such equipment or system, or otherwise affect its use or performance. In such instances, the Company will notify the customer, generally a minimum of six months in advance, of the change to allow the customer sufficient time to respond, make any necessary changes, and schedule cooperative testing if needed.

L. Special Construction is required when a request for DTS requires the construction of facilities and one or more of the following conditions exist:

- The Company has no other requirement for the facilities requested.
- It is requested that service be furnished using a type of facility, or via a route, other than that which the Company would normally utilize in furnishing the requested service.
- It is requested that construction be expedited, resulting in added cost to the Company.

Construction charges are contained in Section 4 of the Catalog.

M. Guaranteed Installation Intervals for initial and additional installations are as follows:

1. With facilities available

   The Company shall install initial service within twenty (20) working days from the date of the request for service or on the customer requested installation date, whichever is later. For subsequent trunk additions, which do not include the addition of a DTS facility, the company shall install service within ten days from the date of the request for service or on the customer requested installation date, whichever is later. Requests for additional service that include a DTS facility will be installed within the parameters of an initial install.

   If the Company fails to meet the above installation dates the associated installation charge(s) will be waived.

2. With facilities not available

   The Company shall install service within sixty (60) days from the date of the request for service or on the customer requested installation date, whichever is later.

   If the Company fails to meet this installation date the installation charges will be waived.
DIGITAL TRUNKING SERVICE\(^{(1)}\)

4. RATES AND CHARGES

Service Order Charge $13.30 (per order)

<table>
<thead>
<tr>
<th>S &amp; E Code</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per 24 Channel DTS Facility and Common Equipment(^{(2)})</td>
<td>$560.00</td>
<td>$187.00</td>
</tr>
</tbody>
</table>

DTS TRUNKS\(^{(3)}\) (Per Trunk)

- Inward with DID and Rotary Hunt PBX TSRTL.C.DTS $45.00 $30.00
  KEY TKCTLC.DTS $45.00 $30.00

- Outward with Answer Supervision TSCBLC.DTS $45.00 $30.00

- Two-Way with DID, Rotary Hunt, and Answer Supervision PBX TSRTL.C.DT2 $45.00 $30.00
  KEY TKCTLC.DT2 $45.00 $30.00

DID Trunk Termination for DTS Enhanced Trunks each Inward Only Trunk $35.00 $14.67

\(^{(1)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

\(^{(2)}\) A 50% NRC discount applies for each additional DTS facility ordered and installed at the same time.

\(^{(3)}\) The DTS Trunks monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.
INTEGRATED SERVICE DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)\(^{(1)(2)}\)

A. General

1. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI service supports the simultaneous transmission of voice and data over a single exchange access line.

   ISDN-BRI provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel. The service provides switched communication paths providing end user access to a variety of network services and features including data, voice and video, which conforms to internationally developed, published and recognized standards generated by the International Telecommunications Union.

2. Service Capabilities

   a. ISDN-BRI consists of three distinct channels delivered to the customer’s premise: two B (bearer) channels and one D (delta) channel. This is also known as 2B+D. ISDN-BRI is not available in other channel configurations of 1B+D or 0B+D.

   b. The B-channel carries voice and/or circuit-switched data communications at speeds up to 64 Kbps, from the customer’s premise, over the loop facility, to the central office. Packet data services are not available over the B-channel.

   c. The D-channel carries administrative signaling at 16 Kbps for call-control for either a voice or data B-channel call on the ISDN-BRI line. The D-channel does not have voice capability. Packet data services are not available on the D-channel.

   d. Customers subscribing to ISDN-BRI must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

      A two-wire interface is the physical interface between a central office switch equipped with ISDN and the customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

\(^{(2)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)\(^{(1)}\) (Continued)

A. General (Continued)

3. Standard Features

a. Closed User Group – allows the user to establish sub-networks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:

   (1) Outgoing Access – The data terminal originates outgoing calls only. These calls may terminate within or out of the Closed User Group.

   (2) Incoming Access – The data terminal receives incoming calls only. These calls may terminate within or out of the Closed User Group.

   (3) Incoming Calls Barred – The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.

   (4) Outgoing Calls Barred – The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

   (5) Unrestricted Access – The data terminal receives and originates both incoming and outgoing calls.

b. Configuration Group – Associates a button or buttons of an ISDN-CPE station to a feature or group of features. Each different telephone set button arrangement requires that a different Configuration Group be assigned.

4. Service Capability Packages\(^{(2)}\)

a. Customers shall subscribe to one of the following Service Capability Packages specifying the assignment of each B-channel. Through the North American ISDN Users’ Forum, a set of ISDN Service Capability Packages have been defined and given a letter designation. Each of the Service Capability Packages describes a specific interface configuration as well as the features and capabilities of that interface. Detailed technical specifications are defined for each of the Service Capability Packages. These packages have been established to help simplify the ordering, provisioning, and installation of ISDN.

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

\(^{(2)}\) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI) \(^{(1)}\) (Continued)

   A. General (Continued)

   4. Service Capability Packages \(^{(2)}\) (Continued)

      a. Customers shall subscribe … (Continued)

         (1) Standard ISDN-BRI (equivalent to Package S without features)
             1–B Alternate voice/data
             1–B Alternate voice/data

         Key Telephone Systems

         ISDN may be purchased for a key system from this Telecommunications Services Catalog in the place of a key trunk (for ISDN-capable key systems). If terminating an ISDN-BRI line into key system, the customer shall order one of the following Service Capability Packages:

         (2) Package H:
             1-B Voice Only
             1-B data only
             (Includes Additional Call Offering)

         (3) Package L:
             1-B data only
             1-B Alternate voice/data
             (Includes Additional Call Offering)

   5. Optional Services and Features \(^{(2)}\)

      a. The ISDN-BRI offering provides the customer with the following features, where available.

         (1) Call Pickup - Originating and Terminating - This feature allows a station user to answer any call within an associated pre-designated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.

         (2) Flexible Calling - This feature includes:
             Hold/Retrieve \(^{(2)}\)
             B-Channel Reservation
             Three-Way Conference Calling
             Add-on (previously held conference call)
             Drop Last Call
             Transfer
             No Transfer Restriction
             Consultation Hold

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

\(^{(2)}\) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI) (Continued)
   A. General (Continued)

   5. Optional Services and Features (Continued)
      a. The ISDN-BRI offering … (Continued)

         (3) Six-Way Conference Calling, Drop, Hold, Transfer - This feature allows the customer to add up to five parties to an existing call. This feature is for voice calls only.

         (4) Automatic Callback (Repeat Dial) - This feature provides automatic callback to the last dialed number.

         (5) Additional Call Offering (ACO) - This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: A customer can put up to 3 calls on hold and receive another call on the phone, with all calling parties dialing the telephone number associated with voice on B-channel.

         (6) Call Forwarding - This feature provides the customer with Call Forwarding Variable, Call Forwarding Busy and Call Forwarding No Answer with message waiting indicator, either visual or audible.

         (7) Calling Number Identification - This feature permits the customer to receive and display the calling party telephone number for calls placed to the customer.

         (8) Calling Name Identification - This feature permits the customer to receive and display the calling party name for calls placed to the customer.

         (9) Additional Directory Numbers - Additional directory numbers are available on each B-channel in addition to the primary directory number assigned to the B-channel. Additional Directory Numbers are purchased separately.

         (10) Multi-line Hunt Group - This feature is limited to hunting within ISDN-BRI lines and on an individual customer location basis. Directory numbers within the multi-line hunt group may not have multiple call appearances.

         (11) Feature Package 1 - This package includes:
               Calling Number ID/Calling Name ID
               Call Forwarding
               Flexible Calling
               Automatic Callback
               Additional Call Offering

(1) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)(1) (Continued)

A. General (Continued)

5. Optional Services and Features(2) (Continued)

a. The ISDN-BRI offering … (Continued)

(12) Loop Extension - ISDN-BRI is available only where the customer’s service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should the customer’s service location exceed said limitations, service will be provided where the Company has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service, which carries an additional charge, is called Loop Extension and will extend the loop to approximately 36,000 feet.

B. Regulations

1. This service is offered only where facilities and appropriate technology exist.

2. Local voice and data calls will be billed on a flat-rate basis, as shown in Section 23.I.C. of this Telecommunications Services Catalog. Toll charges shall apply when data or voice calls are made outside of the customer’s designated local calling area. When two simultaneous B-channels are combined for a maximum data speed of 128 Kbps, the toll call will be billed as if two calls were dialed by the originating customer.

3. In exchanges where IntraLATA Presubscription has been implemented, only one InterLATA and one IntraLATA Carrier may be selected for all B-channels associated with the same ISDN-BRI Service. Access via 101XXXX to other Interexchange Carriers is available.

4. A minimum service period of three months is required.

5. The Company shall terminate ISDN-BRI Services at the Company Network Interface Device (NID) located at the customer’s premises.

6. Two Primary Directory Numbers will be included with an ISDN-BRI Service, one for each B-channel. If Additional Directory Numbers are required on either channel, an additional charge, as specified in Section 23.I.D. of this Telecommunications Services Catalog, will apply for each additional number.

7. ISDN-compatible customer premises terminal equipment is required for proper operation. It is the customer’s responsibility to provide necessary power and obtain such equipment.

(1) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)\(^{(1)}\) (Continued)

   B. Regulations (Continued)

8. The provisions for suspension of service, as defined in General Rules and Regulations of this Telecommunications Services Catalog, do not apply to ISDN-BRI Service.

9. This service is available only from central offices, which have the necessary facilities to provide ISDN-BRI on the standard network platform. In the event a customer is provided service from a non-ISDN compatible central office, the Company will provide ISDN-BRI Service from an alternative serving central office. This provision is accomplished by utilizing a 'hubbing' architecture and the subscriber may be required to accept a unique NXX. When a unique NXX is required, mileage charges for Foreign Exchange Service, specified in Section 2, will apply in addition to the rates and charges included in this section. Due to the nature of the 'hubbing' architecture and the use of a unique NXX, the local calling area (e.g., Extended Area Service) may change.

Emergency 911 calls, placed over ISDN-BRI lines provisioned via this arrangement, will be identified as the alternative service central office NXX and not the non-ISDN compatible central office NXX. The Company shall not be liable for any loss or damages arising from emergency calls placed from ISDN-BRI lines provisioned via an alternative serving central office.

10. One directory listing will be provided with ISDN-BRI. Additional listings are available as specified in the Company’s Telecommunications Services Catalog.

11. ISDN-BRI Service will be assessed the appropriate interstate charges (e.g. End User Common Line and Presubscribed Interexchange Carrier Charge), as defined in the Company’s Telecommunications Services Catalog.

12. ISDN-BRI does not provide for the transmission of packet data on either the D-channel or one of the B-channels.

13. ISDN-compatible terminal equipment is a requirement for operation and is the customer’s responsibility. ISDN customer-premise equipment is dependent upon commercial power and not power from the Company central office. For their safety and well-being, all ISDN customers are encouraged to maintain a non-ISDN access line on the premises for emergency calls in the event of a loss of commercial electrical power. In the event a subscriber elects to disconnect or not maintain a non-ISDN access line, the customer assumes full responsibility for telephone service in the event of an emergency.

14. ISDN-BRI Service is available with single line residence\(^{(1)}\) and business service.

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)(1) (Continued)

B. Regulations (Continued)

15. ISDN-BRI lines may be purchased out of this Telecommunications Services Catalog to be associated with Centrex Service, as defined in Section 19 of this Catalog. Terms and conditions for Centrex Service will apply to these ISDN-BRI lines except as otherwise stated in this section. Optional features compatible with ISDN-BRI may be purchased from the Centrex Optional Features Section of the Telecommunications Services Catalog as well as features unique to ISDN lines from the Optional Features in this section.

ISDN-BRI lines associated with Centrex Service may be purchased only for those features from the Centrex section of the Telecommunications Services Catalog. ISDN-BRI can be provisioned in the same Centrex customer group if, and only if, the customer group is resident in an ISDN equipped host or remote office. All other Centrex customers can subscribe to ISDN-BRI; however, the service will be provisioned as a stand-alone service and will not be included in the customer group.

16. ISDN-BRI Service may be terminated in key telephone systems in lieu of a key trunk. However, the key telephone system must be ISDN compatible.

17. ISDN-BRI Service for customers subscribing to Rotary Hunt Service, as defined in Section 10 of this Telecommunications Services Catalog, will be provisioned outside the existing hunt group.

18. Verification and Emergency Interrupt service is not available for ISDN-BRI Service.

C. Application of Rates

1. ISDN-BRI Service is offered on an unlimited use basis. All applicable state and federal charges will apply. Extended Area Service (EAS) charges, if applicable as defined in the Telecommunications Services Catalog apply per ISDN-BRI B-channel. Toll charges apply when data or voice calls are completed outside the customer’s designated local calling area or EAS territory.

2. The monthly rates for Service Capability Packages are applied on a per package basis.

3. The ISDN-BRI monthly rates are in addition to the applicable R-1(1) (Residential One Party), B-1 (Business One Party) or Centrex access line rate. These rates vary by service area and can be found in Section 1 and Section 19 of the Telecommunications Services Catalog.

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1(1) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)\(^{(1)}\) (Continued)

C. Application of Rates (Continued)

4. The nonrecurring charge for ISDN Service Capability Package installation will be discounted 50% when a customer commits to a 12-month service period or 100% when a customer commits to a 24-month service period. If termination of service prior to the end of the commitment occurs, the customer is responsible for payment of the discounted amount of the nonrecurring charge, which represents the installation charges initially waived.

a. However, this termination requirement will not apply when the customer converts to a next generation service offering of a separately tarifed service, provided that:

(1) The service period for the new service offering is a minimum period equal to or exceeding the remaining service period of the disconnected arrangement, whichever is greater; and

(2) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the existing service; and

(3) The service orders are for the same customer at the same location.

Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) to: Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), Frame Relay Service (FRS) or Asynchronous Transfer Mode (ATM) are a few examples of a Next Generation Service Offering.

(4) ISDN-BRI provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups or in excess of one group on the initial establishment of service will be charged an installation charge per Configuration Group.

(5) A Change Charge will apply for a database change subsequent to the installation of an ISDN-BRI Service. This includes changing, adding, or deleting features or feature packages, directory numbers, or number appearances.

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

1. BASIC RATE INTERFACE (BRI)\(^{(1)}\) (Continued)

D. Rates and Charges

<table>
<thead>
<tr>
<th>Service Capability Packages(^{(2)})</th>
<th>S&amp;E Codes</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard ISDN-BRI Package (Package S without features)</td>
<td>1FLCBRC (Res)</td>
<td>$25.00</td>
<td>$200.00</td>
</tr>
<tr>
<td></td>
<td>1FLCBRC (Bus)</td>
<td>$35.00</td>
<td>$200.00</td>
</tr>
<tr>
<td></td>
<td>1FLCBR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package H (Key Telephone System)</td>
<td>1FLCBRC</td>
<td>$35.00</td>
<td>$200.00</td>
</tr>
<tr>
<td></td>
<td>1FLCBR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Package L (Key Telephone System)</td>
<td>1FLCBRC</td>
<td>$35.00</td>
<td>$200.00</td>
</tr>
<tr>
<td></td>
<td>1FLCBR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loop Extension</td>
<td>MCSXNDC</td>
<td>$20.00</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>MCSXNDD</td>
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2. Optional Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Rate</th>
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</thead>
<tbody>
<tr>
<td>Calling Number ID/Calling Name ID</td>
<td>$7.00</td>
</tr>
<tr>
<td>Call Pickup (per member)</td>
<td>$2.00</td>
</tr>
<tr>
<td>Flexible Calling</td>
<td>$3.00</td>
</tr>
<tr>
<td>Six-Way Conference Calling</td>
<td>$5.00</td>
</tr>
<tr>
<td>Automatic Callback (Repeat Dial)</td>
<td>$2.00</td>
</tr>
<tr>
<td>Additional Call Offering (ACO)</td>
<td>$4.00</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>$3.00</td>
</tr>
<tr>
<td>Additional Directory Number (each)</td>
<td>$2.00</td>
</tr>
<tr>
<td>Multi-line Hunt Group</td>
<td>$2.00</td>
</tr>
</tbody>
</table>

3. Feature Package 1: FPKISBC, FPKISBR $12.00

4. Change Charges

<table>
<thead>
<tr>
<th>Feature</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed User Group</td>
<td>$35.00</td>
</tr>
<tr>
<td>Configuration Group</td>
<td>$65.00</td>
</tr>
<tr>
<td>Database Change</td>
<td>$15.00</td>
</tr>
</tbody>
</table>

\(^{(1)}\) Effective July 30, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

\(^{(2)}\) The ISDN-BRI rates set forth above are in addition to an applicable R-1 (Residential One Party), B-1 (Business One Party) or Centrex access line rates.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI)\(^{(1)}\)

A. General

1. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Service is a local exchange offering supported by the ISDN architecture.

2. ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. After purchasing the original 23 B-Channel plus one D-Channel configuration, the customer may purchase another Primary Rate Access Line and another Primary Rate Interface as well as additional B-Channels in increments of 12.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way trunks, and WATS/800 Service access lines).

3. ISDN-PRI Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).

4. Unless specified, the regulations for ISDN-PRI Service apply in addition to the General Regulations set forth in this Telecommunications Services Catalog.

5. ISDN-PRI Service and its optional features and functions are provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction charges may apply as specified in Section 4 of this Telecommunications Services Catalog.

\(^{(1)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

B. Terms and Conditions

1. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the customer’s responsibility to provision.

2. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

3. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.

4. Suspension of service at the customer’s request, as defined in General Rules and Regulations of this Telecommunications Services Catalog, does not apply to ISDN-PRI Service.

5. Service Connection Charges specified in Section 12 of this Telecommunications Services Catalog apply unless specific Service Connection Charges are otherwise stated in Section 23.II.G.

6. The minimum service period for ISDN-PRI Service is six months.

7. The customer is responsible for payment of a Maintenance of Service Charge, as set forth in Section 3 of this tariff, for visits by the Company to the customer’s premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.

8. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service subscriber. Resale of this call identification information is prohibited by this tariff.

9. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1’s via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with 23 B-Channels and 1 D-Channel. Additional ISDN-PRI Service arrangements are ordered with 24 B-Channels as specified in Section 23.II.F. The D-Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements.

After the first 23B + D PRI is purchased, a customer can purchase additional B-Channels in increments of 12. Additional Primary Rate Access Lines may be ordered in a 24B configuration. However, the Company recommends that the quantity of Primary Rate Access Lines supported by one (1) D-Channel not exceed four (4). The Company recommends the use of a backup D-Channel for the support of signaling beyond four (4) facilities.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

B. Terms and Conditions (Continued)

10. This service is available only from central offices, which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is provided service from a non-ISDN compatible central office, the Company will provide ISDN-PRI Service from an alternative serving central office, as designated by the Company. This provision is accomplished by utilizing a 'hubbing' architecture and the subscriber may be required to accept a foreign NXX. When a foreign NXX is required, mileage charges applicable to High Capacity Service, as defined in the Company's Access Services Tariff Price List, apply in addition to the rates and charges included in this section. Due to the nature of the 'hubbing' architecture and the use of a foreign NXX, the local calling area (e.g., Extended Area Service) may change.

When ISDN functionality becomes available from the central office that normally serves this subscriber, ISDN-PRI Service will be provided from that office and the subscriber may be required to accept a different NXX. If the subscriber chooses to continue ISDN-PRI Service from the alternative serving central office, all charges applicable to High Capacity Service, as defined in the Company's Access Services Tariff Price List, will apply in addition to the rates and charges included in this section.

Similarly, if a subscriber requests ISDN-PRI Service from an alternative serving central office other than that designated by the Company, all charges applicable to High Capacity Service, as defined in the Company's Access Services Tariff Price List, will apply in addition to the rates and charges included in this section.

Emergency 911 calls placed over ISDN-PRI Primary Rate Access Lines provisioned via this arrangement will be identified as the alternative serving central office NXX and not the non-ISDN compatible central office NXX. The Company shall not be liable for any loss or damages arising from the emergency calls placed from ISDN-PRI Primary Rate Access Lines provisioned via an alternative serving central office.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

B. Terms and Conditions (Continued)

11. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electronically compatible facilities available, or where existing facilities can be made electronically compatible.

12. Rotary Hunt Service is available, at no additional charge, exclusively within the B-channels of a single ISDN-PRI service arrangement or between multiple ISDN-PRI service arrangements. Rotary Hunt Service is not allowed between ISDN-PRI service arrangements and other services, including but not limited to One-Party Business Local Exchange Service and TransLink Service.

13. ISDN-PRI Service is not offered in conjunction with Local Measured Service or Extended Area Service.

14. In order to maintain the quality of ISDN-PRI Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance

Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

B. Terms and Conditions (Continued)

15. Guaranteed Installation Intervals for initial and additional installations are as follows:

1. With facilities available

   The Company shall install initial service within twenty (20) working days from the date of the request for service or on the customer requested installation date, whichever is later. For subsequent service additions, which do not include the addition of a Primary Rate Access Line, the Company shall install service within ten (10) days from the date of request for service or on the customer requested installation date, whichever is later. A request for additional service that includes a Primary Rate Access Line will be installed within the parameters of an initial install.

   If the Company fails to meet the above installation dates, the associated installation charge(s) will be waived.

2. With facilities not available

   The Company shall install service within sixty (60) days from the date of the request for service or on the customer requested installation date, whichever is later.

   If the Company fails to meet this installation date, the installation charges will be waived.

16. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in Section 5 of this tariff.

C. Definitions

   B-Channel – A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.

   D-Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

D. Features

1. Standard Features

   Dynamic Allocation of Bandwidth

   Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

   Incoming Call Identification (Caller ID)

   Provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX.

   Clear Channel Capability

   The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

   D-Channel Control of Multiple ISDN Lines

   Provides capability for a single D-Channel to provide signaling and control for one or more ISDN-PRI connections. After the original 23 B-Channel plus one D-Channel, the 24th channel on subsequent ISDN-PRI lines is then made available for customer use. The Company recommends the purchase of a backup D-Channel after the fourth ISDN-PRI line is purchased.

   Digital Voice Transmission

   All voice calls are transmitted using digital signaling.

   Direct Inward Dialing (DID) Signaling

   Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN-PRI charges and are provided in Section 20 of this Telecommunications Services Catalog.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

D. Features (Continued)

1. Standard Features (Continued)

PBX Station ID Capability

Allows the station users number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

2. Optional Features

D-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

Network Ring Again

Enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

Call-by-Call/Integrated Service Access Feature Capability

Allows the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward trunk, WATS Lines, 800 Service) to access for each call.

Incoming Call Identification (Caller ID Name and Number)

Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The customer's equipment must be compatible with this service.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

D. Features (Continued)

2. Optional Features (Continued)

2 B-Channel Transfer

If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

D. Features (Continued)

2. Optional Features (Continued)

Circular Hunt

Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

National ISDN-2 Protocol

National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

E911 Call Screening

E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Automatic Location Identification (PSALI) Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

E. Service Components

1. The components for ISDN-PRI Service will be as follows:

   - Primary Rate Access Line
   - Primary Rate Interface
   - Primary Rate Channels

   a. Primary Rate Access Line - Will provide a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability.

   b. Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps.

   c. Primary Rate Channels - Will provide unlimited usage of channel that will allow either voice or data transmission up to 64 Kbps.

      (1) Voice calls may be completed to both ISDN and non-ISDN lines.

      (2) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

      (3) The customer may choose to subscribe to additional non-exchange based services. Initial choices for these services will be WATS and 800/888 Service. The subscription to these services is in addition to the charges for ISDN-PRI Service.

2. With the first ISDN-PRI Primary Rate Access Line the customer is required to purchase 23 B-Channels and an initial D-Channel.

   After the initial 23B + D configuration, the customer may choose channels in increments of 12 up to twenty-three B + D or twenty-four B with NFAS, per ISDN-PRI Primary Rate Access Line (facility) to be active with a corresponding number of services (i.e., inward/outward trunks, WATS Lines, 800 Service) selected. The customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward trunk, WATS Lines, 800 Service) to access for each call.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

F. Application of Rates

1. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer-designated premises will be charged at rates per each Primary Rate Access Line.

2. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing High Capacity Service to an ISDN-PRI Service.

3. ISDN-PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface and Primary Rate Channel charges.

4. If the customer chooses to purchase additional channels after purchasing the original 23B + D configuration, the customer must purchase another Primary Rate Access Line and another Primary Rate Interface as well as the additional channels. Additional channels can be purchased in increments of 12.

5. Rates and charges for optional features and functions are applied to each Primary Rate Interface for which the option is ordered.

G. Rates and Charges

1. ISDN-PRI Primary Rate Access Line

Primary Rate Access Line is furnished between a serving central office and the customer's designated premises. Primary Rate Access Line charges apply per point of termination.

a. Primary Rate Access Line (Intraexchange)

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge First</th>
<th>Nonrecurring Charge Add'l</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.544 Mbps</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>$325.00</td>
<td>$265.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>$159.00</td>
<td>$165.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>$144.00</td>
<td>$110.00</td>
<td>$110.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>$133.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>$133.00</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(1) Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

(2) Minimum Service Period for ISDN-PRI is six months.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

G. Rates and Charges (Continued)

1. ISDN-PRI Primary Rate Access Line (Continued)

b. Primary Rate Access Line (Interexchange)

The rates, charges and regulations applicable to interexchange Translink Service, for 1.544 Mbps, as defined in Section 26, apply for interexchange Primary Rate Access Lines.

2. Primary Rate Interface

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Primary Rate Interface One-Way</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per ISDN-PRI Primary Rate Access Line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Data only or Voice and Data)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>$ 74.00</td>
<td>$265.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>$ 72.00</td>
<td>$165.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>$ 70.00</td>
<td>$ 20.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>$ 68.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>$ 66.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

b. Primary Rate Interface Two-Way

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per ISDN-PRI Primary Rate Access Line</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>$419.00</td>
<td>$265.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>$417.00</td>
<td>$165.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>$415.00</td>
<td>$ 20.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>$413.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>$411.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

3. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate. The initial configuration must be 23 B-Channels and 1 D-Channel. Additional configurations are outlined in Section 23.II.E.2. of this Telecommunications Services Catalog.

a. B-Channel Charge, each channel

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Month to month</td>
<td>$ 19.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>$ 18.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>$ 16.00</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>$ 15.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>$ 14.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

G. Rates and Charges (Continued)

3. ISDN-PRI Services will be available ... (Continued)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>b. Initial D-Channel</td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>$ 19.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>$ 18.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>$ 16.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>$ 15.00</td>
</tr>
<tr>
<td>60-84 months</td>
<td>$ 14.00</td>
</tr>
</tbody>
</table>

4. Optional Features

a. D-Channel Backup\(^{(1)}\) each channel $ 50.00 $20.00

b. Network Ring Again
   Per Primary Rate Interface\(^{(2)}\)
   (Available with Two-Way Primary Rate Interface only) $160.00 N/A

c. Call-by-Call/Integrated Service Access Feature Capability
   Per Primary Rate Interface
   (Available with Two-Way Primary Rate Interface only) $ 50.00 $35.00

d. Incoming Call Identification (Caller ID Name and Number)
   Per Primary Rate Interface $100.00 N/A

---

\(^{(1)}\) Available only to customers subscribing to more than one Primary Rate Interface.

\(^{(2)}\) Certain equipment restrictions apply.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

G. Rates and Charges (Continued)

4. Optional Features (Continued)

<table>
<thead>
<tr>
<th>Optional Feature</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>e. 2 B-Channel Transfer</td>
<td>$75.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>Per Primary Rate Interface</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Circular Hunt</td>
<td>$25.00</td>
<td>$100.00</td>
</tr>
<tr>
<td>Per Primary Rate Interface</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. National ISDN-2 Protocol</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Per Primary Rate Interface</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. E911 Call Screening</td>
<td>$125.00</td>
<td>$150.00</td>
</tr>
<tr>
<td>Per Primary Rate Interface (up to 100 station numbers)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Optional Feature Packages

a. Premium Package(1)
   - Includes National ISDN-2 Protocol(2),
   - E911 Call Screening(2),
   - Incoming Call Identification (Caller ID Name and Number),
   - Call-by-Call/Integrated Service Access Feature Capability,
   - and 2 B-Channel Transfer(2)
   - Per Primary Rate Interface
   - $195.00 $285.00

6. Move Charge

A Move Charge, per ISDN-PRI Primary Rate Access Line, applies for each Primary Rate Access Line moved to a new location in the same building. This Move Charge is equal to the sum of the Primary Rate Access Line nonrecurring charge, Service Change Charge - Inside Moves and Premises Visit Charge specified in 2.G.7.d.(2) of this Section.

---

(1) Only available for customers subscribing to ISDN Primary Rate Interface Two-Way under a Term Discount Plan.

(2) Certain equipment restrictions apply.
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

G. Rates and Charges (Continued)

7. Service Connection Charges

a. Service Establishment Charges are applicable for each ISDN-PRI Primary Rate Access Line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The nonrecurring charges associated with service establishment are found in Section 23.II.G.1,2 and 3.

b. 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 Primary Rate Access Line. A Service Change Charge is applicable for each Primary Rate Access Line associated with the customer request (in lieu of a Service Establishment Charge).

c. Premises Visit Charges are applicable per Primary Rate Access Line, 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.

d. Charges

<table>
<thead>
<tr>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Service Change Charge per Primary Rate Access Line</td>
</tr>
<tr>
<td>(i) For termination change at the same premises, physical, per PRI interface $165.00</td>
</tr>
<tr>
<td>(ii) For termination change at the same premises, programming, per PRI interface $35.00</td>
</tr>
<tr>
<td>(2) Premises Visit Charge per Primary Rate Access Line or for an inside move $125.00</td>
</tr>
</tbody>
</table>
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

2. PRIMARY RATE INTERFACE (PRI) (Continued)

G. Rates and Charges (Continued)

8. Termination Liability Charges

a. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of ISDN PRI Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to sum of 50% of the payments remaining for the rest of the TDP. If Charges Applicable Under Special Conditions were applied to the service being terminated, any termination charges associated with Charges Applicable Under Special Conditions will also apply.

b. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire ISDN PRI Service under the TDP to increase by 10% or more at any one time, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

c. The customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.

d. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI services installed under the expired TDP. Additional ISDN-PRI services installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing month to month rates unless the customer selects a TDP for those services.

e. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:

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

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

(3) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
Effective July 1, this service will no longer be available to new customers for new orders nor will new orders from existing customers be accepted (except to the extent permitted by term discount plan/contract).

Existing customers of this service will be grandfathered as follows:

- As of July 1, 2015, month-to-month customers will no longer be able to subscribe to this service. Current month-to-month customers may migrate to another company-provided service at any time without incurring Nonrecurring Charges or Service Charges.
- Existing term discount plans/contracts for this service will not be renewed.
- Customers with a term discount plan/contract that expires between the effective date of this tariff and June 1, 2015 may retain their Frame Relay Service on a month-to-month basis until June 1, 2015.
- Customers with a term discount plan/contract that expires after June 1, 2015 may retain their Frame Relay Service covered by that term discount plan/contract until the expiration of that term discount plan/contract.
- Customers with a term discount plan/contract may migrate to another company-provided service at any time without incurring termination liability charges (cancellation charges), Nonrecurring Charges or Service Charges.

1. DESCRIPTION
   A. Frame Relay Service (FRS) is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, DS1, or DS3 using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the FRS Network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.

   B. Permanent Virtual Circuits (PVCs) are logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and disestablished via the service order process. Separate PVCs must be established to each location that the customer desires to transmit data. These PVC channels are virtual because they are established in software tables and do not tie up facilities when not in-use. Multiple PVCs can be defined over a single Frame Relay Access Line (FRAL), thereby providing a single access line the capability to transmit data to multiple destinations.

   (1) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

(M) Material has been moved to Page 1.1.
1. DESCRIPTION (Continued)

C. FRS requires the use of customer terminal equipment that functions as a multiplexer, bridger or router. This terminal equipment must be purchased separately from the FRS and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D. The terminal equipment accumulates customer data and puts it into a frame relay format suitable for transmission over the FRS Network.

D. In the operation of FRS, customer premises equipment (CPE), such as frame relay assemblers and disassemblers, encapsulate arriving data into variable length frames. These frames contain information, data link connection identifier (DLCI) addresses, identifying which PVC in the network should be used to forward the frame to the proper destination. The CPE then sends the frame into the FRS Network over a dedicated access facility called a User Network Interface (UNI). The frame relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC.

E. Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. FRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.

F. FRS is provided to the customer in the form of a Frame Relay Access Line (FRAL), Frame Relay User Network Interface Port and the PVC.

G. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
FRAME RELAY SERVICE

1. DESCRIPTION (Continued)

H. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates to exceed the physical bandwidth of that port. This is referred to as oversubscription and when this occurs, there can be no guarantee that the Committed Information Rate defined for that port and PVC will be available at any point in time.

I. The Committed Information Rate and the Excess Burst Size (Bₑ) are traffic management parameters that allow the customer to fine tune implementation of Frame Relay Service.

J. Clear Channel Capability will be provided upon request and where deemed applicable by the Company. Special construction charges may apply.

K. FRS conforms to the International Telecommunications Union (ITU), formerly the Consultative Committee for International Telegraph and Telephone (CCITT), and American National Standards Institute (ANSI) standards set forth in technical publications.

2. DEFINITIONS

A. Committed Information Rate (CIR) - CIR defines the amount of data throughput on any designated PVC that the Company will support under normal operating conditions. CIR is administered per PVC. Any data burst beyond the CIR may be labeled Discard Eligible (DE) if the data transfer rate exceeds the CIR of the PVC being used. If the frame relay network develops congestion, the frames marked DE may be discarded. At service subscription, the customer must specify the CIR associated with each PVC. The retransmission of discarded frames is administered by the customer’s CPE.

B. Customer Designated Location (CDL) - The geographic location designated by the customer where the customer’s CPE is first considered to enter the Company’s network.

C. Data Link Connection Identifier (DLCI) - The address information contained in the frame relay header which conveys to the network how an individual frame should be routed. The DLCI essentially defines to which customer end point a particular frame should be sent.

D. Excess Burst Size (Bₑ) - Denotes the data rate above Committed Information Rate (CIR) at which customer data will be admitted to the Frame Relay network. All Excess Burst data admitted to the network will be designated discard eligible.

E. Frame - A sequence of contiguous bits delimited by beginning and ending flag sequences.

F. Frame Relay Access Line (FRAL) - A FRAL is a UNI that provides access to the FRS Network. A FRAL includes the provisioning of a frame relay access port and the physical facility from the customer designated location to the Telephone Company Serving Wire Center.

(M) Material now found on this page previously appeared in this section on Page 1, Release No. 1.

(M1) Material previously appearing on this page is now found in this section on Page 3, Release No. 2.
FRAME RELAY SERVICE

2. DEFINITIONS (Continued)

G. **Frame Relay Port (FRAP)** - FRAP is a port on the FRS network that is used to interconnect other Company provided private line services such as DigiLink™, TransLink™ or a digital cross connect system port to the FRS. The FRAP is the physical entry point for PVCs. Ports include the electronic equipment used in connecting these service elements to the Frame Relay Network and enable customers to allocate bandwidth to applications as needed.

H. **Frame Relay Service (FRS)** - A fast packet network that provides the customer high-speed access and throughput to different customer addresses. Utilizing statistical multiplexing, the frame relay network enables the customer to allocate bandwidth to applications as needed, rather than dedicating fixed channels to specific applications.

I. **Frame Relay Service Network Serving Area** - Certain Telephone Company central offices are designated by the Telephone Company as Serving Area Points for the FRS Network Serving Area.

J. **Gateway Service** - This service allows the Company FRS customers to interconnect to another FRS Network. The service is available wherever the Company has established a network interface with another private or public frame relay network. Gateway Service is only available where such network connectivity exists or where suitable connectivity arrangements can be made that are acceptable to the Company.

K. **Local Access and Transport Area** - The term “Local Access and Transport Area” (LATA) denotes a geographic area for the provision and administration of communications service.

L. **Local Area Network (LAN)** - A network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

M. **Logical Channel** - A communications channel that allows two-way, simultaneous transmission of sequenced data packets through the network. No circuit capacity is pre-assigned to a logical channel. Capacity is made available as the data is transmitted. Each PVC is considered one logical channel.

N. **Maximum Burst Rate (MBR)** - The term “Maximum Burst Rate (MBR)” denotes the maximum information rate at which customer traffic will be admitted to the Frame Relay network. Traffic rates in excess of MBR will be automatically discarded on ingress to the network. Maximum Burst Rate is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size (Be).

(M) Material now found on this page previously appeared in this section on Page 2, Release No. 1.
FRAME RELAY SERVICE

2. DEFINITIONS (Continued)

O. **Network to Network Interface (NNI)** - The NNI specifies how a frame relay switch sends and receives data from a frame relay interexchange carrier’s or other customer's network.

P. **Permanent Virtual Circuits (PVCs)** - The PVC provides a software-defined electronic path between the two ports within the FRS Network. A UNI or NNI Port Connection can be associated with multiple PVCs. Since all PVCs need not be in use at the same time, it is possible for the total CIR of all PVCs associated with one port to exceed the bandwidth of the port. It is not possible, however, for the simultaneous aggregate of the PVCs throughput to exceed the bandwidth of the port. Such a relationship is referred to as oversubscription or overbooking, and when this occurs, there can be no guarantee that the bandwidth defined for that PVC will be available at any point in time.

Q. **Protocol** - A specific set of rules, procedures or conventions relating to format and timing of data transmission between two devices. It is a standard procedure that two data devices must accept and use to be able to understand each other. Protocols break a file into parts called blocks or packets. These packets are sent and the receiving computer checks the arriving packet and sends an acknowledgment back to the sending computer.

R. **Serving Wire Center (SWC)** - The customer’s serving wire center is the Telephone Company central office from which the customer normally receives dial tone.

S. **Systems Network Architecture (SNA)** - IBM's data communications scheme.

T. **Statistical Multiplexing** - A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

U. **User to Network Interface (UNI)** - The UNI is a standard interface used to connect the end user to the Telephone Company FRS Network. It receives the data frame from the customer’s LAN or other CPE devices and verifies that the DLCI is valid before relaying the frame to the destination point.

V. **Utilization Reports** - Reports that the customer can order that display circuit utilization for Frame Relay Access Ports (FRAP) and Permanent Virtual Circuits (PVC).
FRAME RELAY SERVICE

2. DEFINITIONS (Continued)

The following diagram illustrates some of the above mentioned terms.

**FRAL = Frame Relay Access Line**
**FRAP = Frame Relay Port**
**FRS = Frame Relay Service**
**CDL = Customer Designated Location**
**SWC = Serving Wire Center**
**NNI = Network to Network Interface**
**EXCHANGE BOUNDARY**

FRAL = Frame Relay Access Line
FRAP = Frame Relay Port
FRAME RELAY SERVICE

3. GENERAL REGULATIONS

A. FRS will be available at Company Service Point locations. FRS, as provided for in this Catalog section, is offered for local and intraLATA use when Telephone Company facilities exist. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other tariffs and other sections of this Catalog. If it is necessary to construct facilities to satisfy service requests, the service may be provided pursuant to the Company’s Special Construction provisions.

B. FRS is provided to the customer in the form of a FRAL or a combination of digital, private line transport facilities (i.e. DigiLink or TransLink) a FRAP, and a PVC at a specified CIR. The FRAL or a combination of DigiLink/TransLink and a FRAP forms the customer access component to the FRS Network. DS3 Frame Relay Service is not offered bundled with the Frame Relay Access Line. DS3 Frame Relay Service is available on a UNI port only basis and the DS3 access line is obtained on an Individual Case Basis (ICB). The Frame Relay UNI Port Only offerings are provided for digital special access line connections to the network supporting Frame Relay Service. Digital special access lines are available from the EMBARQ MINNESOTA, Inc. Access Service Tariff. A PVC must be ordered for transmission between any two locations. The CIR determines the speed that will be supported by the Telephone Company FRS Network under normal operating conditions.

C. The minimum service period for FRS is three months. FRS may be ordered on a month-to-month basis or through a Term Discount Plan for fixed periods of 12 to 84 months.

D. When the customer orders additional PVCs, nonrecurring charges shall apply. In addition, nonrecurring charges shall apply to all changes made to a customer’s frame relay configuration at the customer’s request. Such changes are defined as those necessary to add, delete, or rearrange the customer’s configuration, including changes to CIRs. One PVC nonrecurring charge shall apply for each PVC changed.

E. A customer subscribing to a PVC will be referred to as the Controller of the Frame Relay Port. A customer may request data transmission capability to another customer. Both customers must subscribe to Frame Relay Service. The Controller of the Frame Relay Access Line must have written permission from the Controller of the other Frame Relay Access Line for this data transmission capability. The Frame Relay Access Line or Frame Relay Port and PVC may be ordered and billed independently and can have different customers as Controllers. A request by one customer to discontinue a PVC does not result in the disconnection of the Frame Relay Access Line and/or Port. Only the Controller of a Frame Relay Access Line may authorize the disconnection of that FRAL.

F. Whenever facilities are provided jointly by the Telephone Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange FRS provided by the Company.
FRAME RELAY SERVICE

3. GENERAL REGULATIONS (Continued)

G. Where it is necessary to use interexchange or local channel facilities of another telephone company in order to furnish a private line service to interconnect to the Company's FRS, such service will be furnished only if satisfactory arrangements can be made with the other company.

H. Due to technical limitations, the distance between the SWC and the customer designated location (CDL) is limited to approximately 12,000 feet for 1.544 mbps access or 18,000 feet for 56 kbps access. A Company engineer may allow some deviation of this specification based on the gauge of wire used. For access lines that exceed this specification, the access line may be made operational by adding additional equipment. The Company will apply a special construction charge for the additional time and material required.

I. Guaranteed Installation Intervals for initial and additional installations are as follows:

1. With facilities available

   The Company shall install initial service within forty-five (45) working days from the date of the request for service or on the customer requested installation date, whichever is later. For subsequent service additions, which do not include the addition of a Frame Relay Access Line or a Frame Relay Access Port, the Company shall install service within ten (10) days from the date of the request for service or on the customer requested installation date, whichever is later. A request for additional service that includes a Frame Relay Access Line or Frame Relay Access Port will be installed within the parameters of an initial install.

   If the Company fails to meet the above installation dates, the associated installation charge(s) will be waived.

2. With facilities not available

   The Company shall install service within sixty (60) days from the date of the request for service or on the customer requested installation date, whichever is later.

   If the Company fails to meet this installation date, the installation charges will be waived.

4. OBLIGATIONS OF THE COMPANY

A. The responsibility of the Company shall be limited to furnishing network equipment suitable for FRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for the through transmission of signals generated by the customer provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
4. OBLIGATIONS OF THE COMPANY (Continued)

B. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting FRS to the technological requirements of any specific customer equipment.

C. The Company shall not be responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of FRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.

D. In order to maintain the quality of FRS, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is defined as occurring between midnight and 6 a.m., local switch time, seven days per week. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is used when FRS network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

5. OBLIGATIONS OF THE CUSTOMER

A. The customer’s Frame Relay compatible terminal equipment has the responsibility for re-transmitting frames that are discarded due to errors or network congestion.
5. OBLIGATIONS OF THE CUSTOMER (Continued)

B. Where FRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of Company employees or the public; damage, harm, require change in or alteration of the equipment or other services of the Company; interfere with the proper operation of the Company’s equipment or otherwise injure the public in its use of Company services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

C. The customer, upon request, shall furnish such CPE information as may be required to permit the Company to design and maintain the FRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.

D. At service subscription, the customer should specify the CIR and BE of each PVC ordered. CIR is the maximum information rate at which the customer's traffic will be admitted to the Frame Relay network without being designated eligible for discard. A default of fifty (50) percent of the smallest port size will be assigned as the CIR should the information not be provided. No individual PVC CIR shall exceed (95) percent of the FRAP access rate. The sum of all CIR on a single FRAP must not exceed two hundred (200) percent of the FRAP access rate.

6. TERM DISCOUNT PLAN (TDP)

A. Term Discount Plans (TDPs) are available for FRALs, FRAPs and Private NNIs. TDPs provide the customer with discounted rates for the services listed. The customer agrees to a minimum service commitment period for FRS when the TDP is established. Customers may disconnect or move PVCs and not be subject to termination liability charges. The customer must order a TDP in writing to the Company. A TDP may be ordered in increments of one month, based on the following plan options.

- Plan A: 12 - 23 months
- Plan B: 24 - 35 months
- Plan C: 36 - 59 months
- Plan D: 60 - 84 months

The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, no administrative charges are applied toward facilities in-service at that time. If a customer moves from a month-to-month plan to a TDP, or upgrades from one TDP to another, no administrative charges are applied.
6. TERM DISCOUNT PLAN (TDP) (Continued)

B. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of Frame Relay Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to sum of 50% of the payments remaining for the rest of the TDP. If Charges Applicable Under Special Conditions were applied to the service being terminated, any termination charges associated with Charges Applicable Under Special Conditions will also apply.

C. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire Frame Relay Service under the TDP to increase by 10% or more at any one time, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

D. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.

E. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in Section VIII following. If the customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates.

F. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:

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

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

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

G. The Company will determine whether the replacement service qualifies as a next generation service offering.

H. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.
7. SERVICE COMPONENTS

A. **Frame Relay Access Line (FRAL)** - A nonrecurring charge and monthly rate apply based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.

B. **Frame Relay Access Port (FRAP)** - A nonrecurring charge and monthly rate based on the speed of the port connection applies per port connection to the network supporting FRS. The port rate element can be used in lieu of the FRAL element if the customer has an alternative Company-approved means of access to the Frame Relay Network (such as DigiLink/TransLink).

C. **CIR and PVC** - A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated Frame Relay Port. A nonrecurring charge applies for the establishment of each PVC and for each subsequent order of PVC(s).

Customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion:

- Standard Priority - Frame for LAN
- Higher Priority - Frame for SNA
- Highest Priority - Frame for Voice

This flexibility helps to ensure maximum performance and satisfaction for individual customer data applications.

D. **Administrative Charge** - Applies to changes in a customer’s network configuration such as additions or changes of PVCs. Although multiple changes can be caused by such actions, only one administrative charge applies.

E. **Private Network-to-Network Interface (Private NNI)** - A charge for a DS1 facility from a customer’s FRS switch location to the Company’s FRS Network. In addition to the access facility, a 1.544 FRAP will be purchased.
7. SERVICE COMPONENTS (Continued)

F. Frame to Asynchronous Transfer Mode (ATM) Inter-Networking Links - The Company may establish facilities between FRS switching equipment and ATM Service switching equipment and may allow customers to share bandwidth on these facilities. Where these shared facilities are available to customers, the Frame to ATM Inter-Networking Link option exists. In addition to the FRS Customer Connection, the customer may subscribe to a Frame to ATM Inter-Networking Link. Links that extend between Frame Relay and ATM switches must have an associated CIR. One PVC exists between both customer premises through the Link. All CIRs on this PVC must have the same value. Frame to ATM Inter-Networking Links are only available where such facilities exist.

G. Gateway Service - This service allows the Company FRS customers to interconnect to another FRS Network. The service is available wherever the Company has established a network interface with another private or public frame relay network. The charge for this service covers the facility from the Company FRS port to the interconnecting FRS of another company. The charge includes the software defined PVC to the other company's network to the UNI port, but does not include the UNI port provided by the other company. The Gateway charge is purchased in increments of CIR. The following diagram shows a typical customer network that has three data devices interconnected to the Company FRS (sites D, E & F). The customer needs to interconnect their data devices to a fourth site (C) located on the FRS of another company. The customer accomplishes this by ordering three PVCs and three Gateway service connections to the other company's FRS Network. This example assumes that frame relay access from site C is already established as illustrated on page 14.

H. Utilization Reports - Reports that the customer can order that display certain circuit utilization statistics for Permanent Virtual Circuits (PVC) and Frame Relay Access Ports (FRAP). The PVC report summarizes inbound and outbound packet discards and displays utilization as a percentage of CIR. The FRAP report summarizes inbound and outbound packet discards and displays utilization as a percent of port speed. Reports are ordered on a per port basis. Service is not available to NNI locations. In addition to a monthly plan, Term Discount Plans are available for fixed periods of 12 to 60 months. Reports are available only where Company facilities permit.
FRAME RELAY SERVICE

GATEWAY SERVICE

OTHER TELCO OR PRIVATE FRAME RELAY NETWORK

COMPANY FRAME RELAY NETWORK

NNI PORTS

PVC

FRAL

UNI PORT

GATEWAY SERVICE

A

B

C

D

E

F
# Frames Relay Service

## 8. Rates and Charges

### A. Frame Relay Access Line (FRAL) (includes Access Line and Port)

<table>
<thead>
<tr>
<th>Frame Rate</th>
<th>S&amp;É Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
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<td>56 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTA</td>
<td>$90.00</td>
<td>$595.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTA(F1Y)</td>
<td>$85.00</td>
<td>$445.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTA(F2Y)</td>
<td>$80.00</td>
<td>$295.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTA(F3Y)</td>
<td>$75.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTA(F5Y)</td>
<td>$70.00</td>
<td>N/A</td>
</tr>
<tr>
<td>64 Kbps(1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTC</td>
<td>$95.00</td>
<td>$595.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTC(F1Y)</td>
<td>$90.00</td>
<td>$445.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTC(F2Y)</td>
<td>$85.00</td>
<td>$295.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTC(F3Y)</td>
<td>$80.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTC(F5Y)</td>
<td>$75.00</td>
<td>N/A</td>
</tr>
<tr>
<td>128 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTE</td>
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<td>$795.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTE(F1Y)</td>
<td>$225.00</td>
<td>$595.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTE(F2Y)</td>
<td>$220.00</td>
<td>$395.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTE(F3Y)</td>
<td>$215.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTE(F5Y)</td>
<td>$205.00</td>
<td>N/A</td>
</tr>
<tr>
<td>256 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTG</td>
<td>$265.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTG(F1Y)</td>
<td>$255.00</td>
<td>$595.00</td>
</tr>
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<td>24-35 months</td>
<td>FCEALTG(F2Y)</td>
<td>$250.00</td>
<td>$395.00</td>
</tr>
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<td>36-59 months</td>
<td>FCEALTG(F3Y)</td>
<td>$245.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTG(F5Y)</td>
<td>$235.00</td>
<td>N/A</td>
</tr>
<tr>
<td>384 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTF</td>
<td>$300.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTF(F1Y)</td>
<td>$290.00</td>
<td>$595.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTF(F2Y)</td>
<td>$285.00</td>
<td>$395.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTF(F3Y)</td>
<td>$280.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTF(F5Y)</td>
<td>$270.00</td>
<td>N/A</td>
</tr>
<tr>
<td>512 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTG</td>
<td>$335.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTG(F1Y)</td>
<td>$325.00</td>
<td>$595.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTG(F2Y)</td>
<td>$320.00</td>
<td>$395.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTG(F3Y)</td>
<td>$315.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTG(F5Y)</td>
<td>$305.00</td>
<td>N/A</td>
</tr>
<tr>
<td>1.544 Mbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALTB</td>
<td>$455.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALTB(F1Y)</td>
<td>$445.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALTB(F2Y)</td>
<td>$440.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALTB(F3Y)</td>
<td>$435.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALTB(F5Y)</td>
<td>$425.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

(1) Where conditions allow
**FRAME RELAY SERVICE**

8. **RATES AND CHARGES (Continued)**

A. **Frame Relay Access Line (FRAL) (includes Access Line and Port) (Continued)**

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCEALTM</td>
<td>$800.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>FCEALTM(F1Y)</td>
<td>$650.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>FCEALTM(F2Y)</td>
<td>$550.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>FCEALTM(F3Y)</td>
<td>$500.00</td>
<td>N/A</td>
</tr>
<tr>
<td>FCEALTM(F5Y)</td>
<td>$475.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*3 Mbps (2xDS1)*

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCEALTN</td>
<td>$1,450.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>FCEALTN(F1Y)</td>
<td>$1,300.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>FCEALTN(F2Y)</td>
<td>$1,100.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>FCEALTN(F3Y)</td>
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<td>N/A</td>
</tr>
<tr>
<td>FCEALTN(F5Y)</td>
<td>$950.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*6 Mbps (4xDS1)*

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCEALTY</td>
<td>$2,075.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>FCEALTY(F1Y)</td>
<td>$1,900.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>FCEALTY(F2Y)</td>
<td>$1,800.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>FCEALTY(F3Y)</td>
<td>$1,725.00</td>
<td>N/A</td>
</tr>
<tr>
<td>FCEALTY(F5Y)</td>
<td>$1,675.00</td>
<td>N/A</td>
</tr>
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</table>

*10.5 Mbps (7xDS1)*

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCEALTZ</td>
<td>$2,275.00</td>
<td>$795.00</td>
</tr>
<tr>
<td>FCEALTZ(F1Y)</td>
<td>$2,125.00</td>
<td>$500.00</td>
</tr>
<tr>
<td>FCEALTZ(F2Y)</td>
<td>$2,025.00</td>
<td>$350.00</td>
</tr>
<tr>
<td>FCEALTZ(F3Y)</td>
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</tr>
<tr>
<td>FCEALTZ(F5Y)</td>
<td>$1,900.00</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*12 Mbps (8xDS1)*

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
</table>

* Where facilities are available. CPE must be compliant with Frame Relay Forum.16 (FRF.16), Multilink Frame Relay Protocol Industry Standard.*
8. **RATES AND CHARGES (Continued)**

**B. Frame Relay Port (FRAP) Only**

<table>
<thead>
<tr>
<th>Class of Service</th>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>56 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEAL0</td>
<td>$60.00</td>
<td>$195.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEAL0(F1Y)</td>
<td>$55.00</td>
<td>$145.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEAL0(F2Y)</td>
<td>$50.00</td>
<td>$ 95.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEAL0(F3Y)</td>
<td>$45.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEAL0(F5Y)</td>
<td>$40.00</td>
<td>N/A</td>
</tr>
<tr>
<td>64 Kbps(1)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALC0</td>
<td>$65.00</td>
<td>$195.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALC0(F1Y)</td>
<td>$60.00</td>
<td>$145.00</td>
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<tr>
<td>24-35 months</td>
<td>FCEALC0(F2Y)</td>
<td>$55.00</td>
<td>$ 95.00</td>
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<tr>
<td>36-59 months</td>
<td>FCEALC0(F3Y)</td>
<td>$50.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALC0(F5Y)</td>
<td>$45.00</td>
<td>N/A</td>
</tr>
<tr>
<td>128 Kbps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALD0</td>
<td>$140.00</td>
<td>$195.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALD0(F1Y)</td>
<td>$130.00</td>
<td>145.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALD0(F2Y)</td>
<td>$125.00</td>
<td>$ 95.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALD0(F3Y)</td>
<td>$120.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCEALD0(F5Y)</td>
<td>$110.00</td>
<td>N/A</td>
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<tr>
<td>256 Kbps</td>
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<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALE0</td>
<td>$175.00</td>
<td>$195.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALE0(F1Y)</td>
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<tr>
<td>24-35 months</td>
<td>FCEALE0(F2Y)</td>
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<tr>
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<td>FCEALE0(F3Y)</td>
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<tr>
<td>60-84 months</td>
<td>FCEALE0(F5Y)</td>
<td>$145.00</td>
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</tr>
<tr>
<td>384 Kbps</td>
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<td></td>
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<tr>
<td>Month to month</td>
<td>FCEALF0</td>
<td>$215.00</td>
<td>$195.00</td>
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<td>FCEALF0(F1Y)</td>
<td>$205.00</td>
<td>$145.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCEALF0(F2Y)</td>
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<td>$ 95.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCEALF0(F3Y)</td>
<td>$195.00</td>
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</tr>
<tr>
<td>60-84 months</td>
<td>FCEALF0(F5Y)</td>
<td>$185.00</td>
<td>N/A</td>
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<tr>
<td>512 Kbps</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Month to month</td>
<td>FCEALG0</td>
<td>$245.00</td>
<td>$195.00</td>
</tr>
<tr>
<td>12-23 months</td>
<td>FCEALG0(F1Y)</td>
<td>$235.00</td>
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<td>24-35 months</td>
<td>FCEALG0(F2Y)</td>
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<td>36-59 months</td>
<td>FCEALG0(F3Y)</td>
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<td>60-84 months</td>
<td>FCEALG0(F5Y)</td>
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(1) Where conditions allow
FRAME RELAY SERVICE

8. RATES AND CHARGES (Continued)

B. Frame Relay Port (FRAP) Only (Continued)

<table>
<thead>
<tr>
<th>S&amp;E Code</th>
<th>Rate</th>
<th>NRC</th>
</tr>
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<tbody>
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<td>FCEALB0</td>
<td>$385.00</td>
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<td>FCEALB0(F1Y)</td>
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<td>FCEALB0(F2Y)</td>
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<td>FCEALB0(F3Y)</td>
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<td>FCEALB0(F5Y)</td>
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</table>

<table>
<thead>
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<th>S&amp;E Code</th>
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<th>NRC</th>
</tr>
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<tbody>
<tr>
<td>FCEALH0</td>
<td>$3,895.00</td>
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<td>FCEALH0(F5Y)</td>
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C. Permanent Virtual Circuit (PVC)

<table>
<thead>
<tr>
<th>CIR, per PVC</th>
<th>S&amp;E Code</th>
<th>Rate</th>
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<tbody>
<tr>
<td>Over 0 thru 8 Kbps</td>
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<td></td>
</tr>
<tr>
<td>Frame for LAN</td>
<td>FCEALVL(AP3)</td>
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<td>Frame for SNA</td>
<td>FCEALVL(AP2)</td>
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<tr>
<td>Frame for Voice</td>
<td>FCEALVL(AP1)</td>
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<tr>
<td>Over 8 thru 16 Kbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(BP3)</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(BP2)</td>
<td>$4.00</td>
</tr>
<tr>
<td>Frame for Voice</td>
<td>FCEALVL(BP1)</td>
<td>$5.00</td>
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<tr>
<td>Over 16 thru 24 Kbps</td>
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<td></td>
</tr>
<tr>
<td>Frame for LAN</td>
<td>FCEALVL(CP3)</td>
<td>$4.00</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(CP2)</td>
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<tr>
<td>Frame for Voice</td>
<td>FCEALVL(CP1)</td>
<td>$6.00</td>
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<tr>
<td>Over 24 thru 32 Kbps</td>
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<td></td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(DP3)</td>
<td>$5.00</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(DP2)</td>
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<td>FCEALVL(DP1)</td>
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<tr>
<td>Over 32 thru 40 Kbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(EP3)</td>
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<td>Frame for Voice</td>
<td>FCEALVL(EP1)</td>
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### FRAME RELAY SERVICE

8. **RATES AND CHARGES** (Continued)

C. **Permanent Virtual Circuit (PVC)** - (Continued)

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<tr>
<th>CIR, per PVC</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
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<tbody>
<tr>
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<td>Frame for SNA</td>
<td>FCEALVL(FP2)</td>
<td>$10.00</td>
<td>$15.00</td>
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<tr>
<td>Frame for Voice</td>
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<td>$12.00</td>
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<tr>
<td>Over 48 thru 56 Kbps</td>
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<td></td>
<td></td>
</tr>
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<td>Frame for LAN</td>
<td>FCEALVL(GP3)</td>
<td>$11.00</td>
<td>$10.00</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(GP2)</td>
<td>$12.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Frame for Voice</td>
<td>FCEALVL(GP1)</td>
<td>$14.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Over 56 thru 64 Kbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(HP3)</td>
<td>$13.00</td>
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<td>$15.00</td>
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<td>Frame for Voice</td>
<td>FCEALVL(HP1)</td>
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<td>Over 64 thru 128 Kbps</td>
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<td>Frame for LAN</td>
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<td>Frame for SNA</td>
<td>FCEALVL(IP2)</td>
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<td>$15.00</td>
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<tr>
<td>Frame for Voice</td>
<td>FCEALVL(IP1)</td>
<td>$23.00</td>
<td>$20.00</td>
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<tr>
<td>Over 128 thru 256 Kbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(JP3)</td>
<td>$24.00</td>
<td>$10.00</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(JP2)</td>
<td>$27.00</td>
<td>$15.00</td>
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<tr>
<td>Frame for Voice</td>
<td>FCEALVL(JP1)</td>
<td>$30.00</td>
<td>$20.00</td>
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<tr>
<td>Over 256 thru 384 Kbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(KP3)</td>
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<td>FCEALVL(KP2)</td>
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<td>Over 384 thru 512 Kbps</td>
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<td>Frame for LAN</td>
<td>FCEALVL(LP3)</td>
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<td>Frame for Voice</td>
<td>FCEALVL(LP1)</td>
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<td>Over 512 thru 768 Kbps</td>
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<td>Frame for LAN</td>
<td>FCEALVL(MP3)</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(MP2)</td>
<td>$40.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>Frame for Voice</td>
<td>FCEALVL(MP1)</td>
<td>$45.00</td>
<td>$20.00</td>
</tr>
<tr>
<td>Over 768 thru 1.536 Mbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(NP3)</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(NP2)</td>
<td>$61.00</td>
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<td>Frame for Voice</td>
<td>FCEALVL(NP1)</td>
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<td>$20.00</td>
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<tr>
<td>Over 1.536 thru 4 Mbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(OP3)</td>
<td>$120.00</td>
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<tr>
<td>Frame for SNA</td>
<td>FCEALVL(OP2)</td>
<td>$132.00</td>
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<td>Frame for Voice</td>
<td>FCEALVL(OP1)</td>
<td>$150.00</td>
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FRAME RELAY SERVICE

8. RATES AND CHARGES (Continued)

C. Permanent Virtual Circuit (PVC) - (Continued)

<table>
<thead>
<tr>
<th>CIR, per PVC</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 4 thru 10 Mbps</td>
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<tr>
<td>Frame for LAN</td>
<td>FCEALVL(PP3)</td>
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<td>Frame for Voice</td>
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<tr>
<td>Over 10 thru 16 Mbps</td>
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<td>Frame for LAN</td>
<td>FCEALVL(QP3)</td>
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<td>Frame for SNA</td>
<td>FCEALVL(QP2)</td>
<td>$249.00</td>
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<td>Frame for Voice</td>
<td>FCEALVL(QP1)</td>
<td>$283.00</td>
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<tr>
<td>Over 16 thru 34 Mbps</td>
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<td>Frame for LAN</td>
<td>FCEALVL(RP3)</td>
<td>$250.00</td>
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<td>Over 34 thru 44.210 Mbps</td>
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</table>

D. An administrative charge will be applied whenever a change is made to a customer’s frame relay configuration (including changes to an existing group’s addressing), at the customer’s request. Such changes are defined as those rearrangements necessary to add, delete or rearrange the customer’s configuration and changes of CIR on a PVC.

Administrative Charge (Nonrecurring) $50.00

E. Private Network-to-Network Interface (Private NNI)

<table>
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<tr>
<th>1.544 Mbps NNI</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
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<tr>
<td>Month to month</td>
<td>FCECRTA</td>
<td>$195.00</td>
<td>$495.00</td>
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<tr>
<td>12-23 months</td>
<td>FCECRTA(1YR)</td>
<td>$175.00</td>
<td>$375.00</td>
</tr>
<tr>
<td>24-35 months</td>
<td>FCECRTA(2YR)</td>
<td>$165.00</td>
<td>$245.00</td>
</tr>
<tr>
<td>36-59 months</td>
<td>FCECRTA(3YR)</td>
<td>$155.00</td>
<td>N/A</td>
</tr>
<tr>
<td>60-84 months</td>
<td>FCECRTA(5YR)</td>
<td>$135.00</td>
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</table>
## FRAME RELAY SERVICE

### 8. RATES AND CHARGES (Continued)

#### F. Frame To ATM Inter-Networking Link

<table>
<thead>
<tr>
<th>CIR, per PVC</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 0 thru 256 Kbps</td>
<td>FCEALVI(FA1)</td>
<td>$20.00</td>
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</tr>
<tr>
<td>Over 256 thru 384 Kbps</td>
<td>FCEALVI(FA2)</td>
<td>$30.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>Over 384 thru 512 Kbps</td>
<td>FCEALVI(FA3)</td>
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<td>$50.00</td>
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<tr>
<td>Over 512 thru 768 Kbps</td>
<td>FCEALVI(FA4)</td>
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<tr>
<td>Over 768 thru 1.536 Mbps</td>
<td>FCEALVI(FA5)</td>
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<tr>
<td>Over 1.536 thru 4 Mbps</td>
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<td>Over 4 thru 10 Mbps</td>
<td>FCEALVI(FA7)</td>
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<td>$50.00</td>
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<tr>
<td>Over 10 thru 16 Mbps</td>
<td>FCEALVI(FA8)</td>
<td>$225.00</td>
<td>$50.00</td>
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<tr>
<td>Over 16 thru 34 Mbps</td>
<td>FCEALVI(FA9)</td>
<td>$250.00</td>
<td>$50.00</td>
</tr>
<tr>
<td>Over 34 thru 44.736 Mbps</td>
<td>FCEALVI(FA0)</td>
<td>$375.00</td>
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#### G. Gateway Service

<table>
<thead>
<tr>
<th>CIR, per PVC</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over 0 thru 8 Kbps</td>
<td>FCEALMT(008)</td>
<td>$10.00</td>
<td>$50.00</td>
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<tr>
<td>Over 8 thru 16 Kbps</td>
<td>FCEALMT(016)</td>
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<tr>
<td>Over 16 thru 24 Kbps</td>
<td>FCEALMT(024)</td>
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<td>Over 24 thru 32 Kbps</td>
<td>FCEALMT(032)</td>
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<td>Over 32 thru 40 Kbps</td>
<td>FCEALMT(040)</td>
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<tr>
<td>Over 40 thru 48 Kbps</td>
<td>FCEALMT(048)</td>
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<tr>
<td>Over 48 thru 56 Kbps</td>
<td>FCEALMT(056)</td>
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<tr>
<td>Over 56 thru 64 Kbps</td>
<td>FCEALMT(064)</td>
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<td>Over 64 thru 128 Kbps</td>
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<td>Over 128 thru 256 Kbps</td>
<td>FCEALMT(256)</td>
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<td>FCEALMT(384)</td>
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<td>FCEALMT(512)</td>
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<td>Over 512 thru 768 Kbps</td>
<td>FCEALMT(768)</td>
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<td>Over 768 thru 1.536 Mbps</td>
<td>FCEALMT(1M)</td>
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#### H. Utilization Reports

<table>
<thead>
<tr>
<th>Per Port</th>
<th>S&amp;E Code</th>
<th>Monthly Rate</th>
<th>NRC</th>
</tr>
</thead>
<tbody>
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<td>12 - 23 months</td>
<td>FCEALUN R12</td>
<td>$16.95</td>
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<tr>
<td>24 - 35 months</td>
<td>FCEALUN R24</td>
<td>$14.95</td>
<td>$50.00</td>
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<tr>
<td>36 - 59 months</td>
<td>FCEALUN R36</td>
<td>$12.95</td>
<td>$50.00</td>
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<tr>
<td>60 - 84 months</td>
<td>FCEALUN R60</td>
<td>$10.95</td>
<td>$50.00</td>
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</tbody>
</table>
1. GENERAL

A. Digilink, Translink, and Lightlink Services are furnished for Private Line IntraLATA Intraexchange and Interexchange communications by the Company.

B. Digilink, Translink, and Lightlink Services are for the transmission of digital signals and uses digital transmission facilities.

C. Digilink Service provides for the simultaneous two-way transmission of synchronous digital signals at speeds of 19.2 Kbps, 56.0 Kbps, and 64.0 Kbps, where facilities exist.

Translink Service provides for the simultaneous two-way transmission of isochronous digital signals at speeds of 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, and 1.544 Mbps (DS1), where facilities exist.

Lightlink Service provides for the simultaneous two-way transmission of isochronous digital signals at a speed of 44.736 Mbps (DS3), where facilities exist.

D. To ensure satisfactory operation, the terminal equipment provided by the customer must be compatible with the Digilink, Translink, and Lightlink Service channel facility provided by the Company.

E. Unless specified following, the regulations for Digilink, Translink, and Lightlink Services specified herein apply in addition to the regulations set forth in other sections of this Catalog.

F. The rates specified for Digilink, Translink, and Lightlink Services in 1.G. following contemplate the provision of a digital quality facility utilizing existing interoffice carrier equipment and/or exchange cable facilities compatible with this service. If equipment, new facilities or changes to existing facilities are required for the provision of this service, then charges as specified in Section 4, Special Construction, will apply in addition to the rates for Digilink, Translink, and Lightlink Services.

G. Temporary Suspension of Service as defined in Section 3 of this Catalog is not allowed.

H. The minimum period for which Digilink and Translink Services are furnished and for which charges are applicable is six (6) months. The minimum period for Lightlink Service is twelve (12) months.

(1) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
LINK SERVICES

2. REGULATIONS

A. Description of Service

1. Digilink Service is furnished for the simultaneous two-way transmission of digital signals at synchronous rates of 19.2 Kbps, 56.0 Kbps, and 64.0 Kbps between two or more points located within a LATA. Digilink is furnished for duplex operation only. The required format and interface specifications are contained in Technical Reference Publications TR-NWT-000341 and MDP-326-726.

2. Translink Service provides a high capacity channel for the transmission of 1.544 Mbps isochronous serial data having a line code of Bipolar Return-to-Zero (BPRZ). Translink Service is provided between two points located within a LATA. The required format and interface specifications are contained in Technical Reference Publications GR-54 and GR-342.

3. Fractional DS1 channels are also available and provide simultaneous, two-way transmission at contiguous bit rates of 128, 256, 384 and 512 Kbps. Fractional DS1 Channels operate over the combined bandwidth of adjacent channels to create a contiguous bit rate. Due to technical limitations associated with the provision of Fractional DS1 Channels, this service will be offered only in end offices where a compatible channel bank exists and the distance between the central office and the customer designated premises is less than or equal to twelve thousand (12,000) feet.

4. Lightlink Service provides a high capacity channel for the transmission of 44.736 Mbps isochronous serial data having a line code of bipolar three zero substitution (B3ZS). Lightlink Service is provided between two points located within a LATA. Lightlink Service is available utilizing an electrical interface. The interface will have the characteristics of its respective signal at the point of demarcation. The required format and interface specifications are contained in Technical Reference Publication 62508 and 62411, and the associated Addendum TR-INS-000342 and TR-NPL-000054.

5. A Channel Service Unit (CSU) or appropriate termination equipment provided by the customer is required at a customer's or authorized user's premises to perform such functions as:

   - proper termination of the service
   - amplification
   - signal shaping
   - remote loop-back

6. The design, maintenance and operation of Digilink, Translink, and Lightlink Services contemplate communications originating and terminating as, (1) a customer premises to customer premises channel via the Company's Serving Wire Center and/or through remote Serving Wire Centers; (2) a customer premises to the Serving Wire Center and/or remote Serving Wire Centers - partial channel (link); or (3) a central office to central office (interoffice) partial channel (link).
LINK SERVICES

2. REGULATIONS (Continued)

A. Description of Service (Continued)

7. Service Configurations

There are two types of service configurations over which Link Services are provided: two-point service and multipoint service. Multipoint service is available with Digilink Service and involves applications requiring three or more locations. Multipoint service is not available with Translink Service or Lightlink Service.

a. Two-Point Service

A two-point service connects two customer designated premises, either on a directly connected basis or through a hub where multiplexing functions are performed or a customer designated premises.

Applicable rate elements are:

- Channel Terminations
- Channel Mileage (as applicable)
- Optional Features and Functions (when applicable)

The following diagram depicts a two-point service connecting two customer designated premises located 15 miles apart.

![Diagram of two-point service](image)

Applicable rate elements are:

- Channel Terminations (2 applicable)
- Channel Mileage (1 Termination and 15 Facility)
2. REGULATIONS (Continued)

A. Description of Service (Continued)

8. Service Configurations (Continued)

b. Multipoint Service

Multipoint service connects three or more customer designated premises through a Company hub. There is no limitation on the number of mid-links available with multipoint service. However, when more than three mid-links are provided in tandem, the quality of the service may be degraded. A mid-link is a channel between hubs (i.e., bridging locations).

Applicable rate elements are:

- Channel Terminations (one per customer designated premises)
- Channel Mileage (as applicable between each designated customer premises and the hub, and between hubs)
- Additional Optional Features and Functions (when applicable)
2. REGULATIONS (Continued)

A. Description of Service (Continued)

9. Service Configurations (Continued)

b. Multipoint Service (Continued)

The following diagram depicts a service connecting four customer premises via two customer specified bridging hubs.

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CT - Channel Termination
CM - Channel Mileage
B - Bridging
SWC - Serving Wire Center

Applicable rate elements are:

- Channel Terminations (4 applicable)
- Channel Mileage (5 sections, Termination and Facility as appropriate)
- Bridging (6 applicable, i.e., each bridge port)
2. REGULATIONS (Continued)

B. Definitions

1. **Central Office Bridging Capability** - Provides for the parallel connection of one virtual circuit to another virtual circuit without interrupting the integrity or continuity of the first. This service is only available from a Company-designated digital hub.

2. **Channel Mileage** - Provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two customer designated premises, between a Serving Wire Center associated with a customer designated premises and a Company hub, or between two Company hubs. Channel Mileage is comprised of Channel Mileage Facility (per mile) and Channel Mileage Termination (fixed) rates.
   
   a. **Channel Mileage Facility (Per Mile)** - The Channel Mileage Facility (per mile) recovers the cost for the transmission path that extends between the Company Serving Wire Centers and/or hub(s) and includes primarily outside plant used to provide the facility.

   b. **Channel Mileage Termination (Fixed)** - Channel Mileage Termination (fixed) recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers).

3. **Channel Service Unit (CSU)** - Denotes equipment provided by the customer which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format errors and remote loop back.

4. **Channel Termination** – The local facility from the customer's designated premises to the Serving Wire Center.

5. **Data Amplification** – Provides for data transmission when the customer is located beyond the normal range for high speed digital data service. Channel Terminations greater than five (5) cable route miles in length for 19.2 Kbps service or three (3) miles in length for 56 Kbps and 64 Kbps service may require circuit repeaters and associated equipment be installed to regenerate the digital signal in order for accurate and acceptable data transmission to occur. The distances given are an indication of the potential requirement for Data Amplification. The actual distance is dependent on decibel (db) loss and not just physical loop length and is a function of the specific Company cable between the Serving Wire Center and the customer's location.
2. REGULATIONS (Continued)

B. Definitions (Continued)

6. **Clear Channel Capability (CCC)** - Denotes the transport of twenty-four, 64 Kbps channels over a 1.544 Mbps Translink Service via B8ZS line code format.

7. **Customer Designated Premises** - Denotes the premises specified by the customer for the provision of Link Services.

8. **DS3** - Denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It has a 44.736 Mbps transmission data rate, and provides for the two-way simultaneous transmission of randomized Non-Return-to-Zero (NRZ) signals with B3ZS format.

9. **Hub** - A Company designated Serving Wire Center at which bridging or multiplexing functions are performed. The bridging functions performed may be used to connect three or more customer designated premises in a multipoint arrangement. The multiplexing functions are to channelize digital facilities to individual services requiring a lower capacity or bandwidth.

10. **Multipoint Service** - Connects three or more customer designated premises through a Company hub. There is no limitation on the number of mid-links available with multipoint service. However, when more than three mid-links are provided in tandem, the quality of the service may be degraded. A mid-link is a channel between hubs (i.e., bridging locations).

11. **Nonrecurring Charge** - A one-time charge for the initial installation, the installation of functions and features and service rearrangements.

12. **Serving Wire Center** - Denotes the wire center from which the customer designated premises would normally obtain dial tone from the Company.

13. **Two-Point Service** - Connects two customer designated premises, either on a directly connected basis or through a hub where multiplexing functions are performed or a customer designated premises.
2. REGULATIONS (Continued)

C. Connections

1. Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected to Digilink, Translink and Lightlink Services when such connection is made in accordance with the provisions specified in (2), (3) and (4) following.

2. Responsibility of the Company

a. The responsibility of the Company shall be limited to the furnishing and maintenance of Digilink, Translink and Lightlink Services to a network interface on the customer’s premises where provision is made for the connection of local service.

b. The Company shall not be responsible for installation, operation or maintenance of any terminal equipment or communications systems provided by the customer. Digilink, Translink and Lightlink Services are not represented as adapted for the use of such equipment or system. Where such equipment or system is connected to Company facilities, the responsibility of the Company shall be limited to the furnishing of facilities suitable for Digilink, Translink and Lightlink Services and to the maintenance and operation in a manner proper for such digital service. The Company shall not be responsible for:

   - The through transmission of signals generated by such equipment or system, or for the quality of, or defects in, such transmission, or
   - The reception of signals by such equipment or systems, or
   - Damage to terminal equipment or communications systems provided by a customer or authorized user due to testing.

c. The Company shall not be responsible to the customer if changes in any of the facilities, operations or procedures of the Company utilized in the provision of Digilink, Translink and Lightlink Services render any facilities or equipment provided by a customer obsolete, or require modification or alteration of such equipment or system or otherwise affects its use or performance.
LINK SERVICES

2. REGULATIONS (Continued)

C. Connections (Continued)

2. Responsibility of the Company (Continued)

d. The Company is responsible for maintaining and repairing the facilities it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without prior written consent of the Company.

e. Digilink, Translink and Lightlink Services are designed to meet or exceed a performance objective of 99% error-free seconds of transmission per 1000 seconds on a daily basis and 99.9% availability on an annual basis when measured through the digital termination equipment.

f. In order to maintain the quality of Digilink, Translink and Lightlink Services, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified maintenance as follows:

(1) Scheduled Maintenance

Scheduled maintenance is performed for functions such as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

(2) Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is performed when Digilink, Translink and Lightlink Services network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance, prior notification may not be possible; however, the customer will be informed when the maintenance has been completed.
LINK SERVICES

2. REGULATIONS (Continued)

C. Connections (Continued)

3. Responsibility of the Customer
   a. The customer is responsible for installing and testing the customer premises equipment or facilities to insure that when they are connected to Digilink, Translink and Lightlink Services such equipment or facilities are operating properly.

   b. The operating characteristics of the customer premises equipment or facilities shall be such as to not interfere with any of the services offered by the Company. Such use is subject to the further provisions that the equipment provided by a customer does not: endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services. Upon notice that the equipment provided by a customer is causing or is likely to cause such hazard or interference, the customer shall take such steps as shall be necessary to remove or prevent such hazard or interference.

   c. The customer's responsibility shall include cooperative testing with the Company as may be necessary. Where regeneration and/or equalization adjustments or changes may be required to compensate for rearrangements and/or changes in outside plant facilities, the customer will be responsible for all expenses incurred in changes to his customer premises equipment.

4. Connection of Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems

   a. The following provisions will apply:

      (1) Customer-Provided Terminal Equipment and/or Customer-Provided Communications Systems may be connected at the premises of the customer to Digilink, Translink and Lightlink Services.
LINK SERVICES

2. REGULATIONS (Continued)

C. Connections (Continued)

4. Connection of Customer-Provided… (Continued)

   a. The following provisions will apply: (Continued)

      (2) The customers, by use of their own derivation equipment, may create digital bit
          streams from Digilink, Translink and Lightlink Services and such equipment may
          be connected for transmission of such bit streams when connected through a
          customer-provided CSU.

      (3) The undertaking of the Company is to furnish Digilink, Translink and Lightlink
          Services as ordered and specified by the customer except as specified in (d)
          following.

   b. Connections to Other Services Furnished by the Company to the Same Customer

      Digilink, Translink and Lightlink Services furnished by the Company may be
      connected by the customer to another service or to other services furnished by the
      Company as specified in (2) preceding. Connected services are subject to all rules
      and regulations governing the provisioning of those services.

   c. Connections to Other Services Furnished by the Company to Different Customers

      The customer may connect at the premises of the customer, to another Digilink,
      Translink and Lightlink Service or other services furnished by the Company to different
      customers as specified in (2) preceding. Connected services are subject to all rules
      and regulations governing provisioning of those services.

   d. Connection of Channel Service Units

      A Channel Service Unit (CSU) or appropriate termination equipment must be provided
      by the customer to connect a Company-provided digital facility. This equipment must
      comply with the technical requirements outlined in Part 68 of the FCC Rules and
      Regulations.
2. REGULATIONS (Continued)

C. Connections (Continued)

4. Connection of Customer-Provided… (Continued)

   e. The customer shall be responsible for payment of a Maintenance of Service Charge, as set forth in Section 3.2. of this Catalog, for visits by the Company to the customer's premises where the service difficulty or trouble report results from the use of equipment or facilities provided by the customer.

   f. The customer may not rearrange, disconnect, remove or attempt to repair any equipment installed by the Company without the prior written consent of the Company.

   g. For maintenance purposes, upon request of the Company, the customer will be responsible for notifying the Company of the type of digital terminating equipment used.

3. TERM DISCOUNT PLAN (TDP)

A. A Term Discount Plan (TDP) provides the customer with discounted rates for Digilink, Translink and Lightlink Services. Digilink, Translink and Lightlink Service may be ordered under a TDP for fixed periods of 12 - 23 months, 24 - 35 months, 36 - 59 months, and 60 - 84 months. For Lightlink Service, month-to-month rates may apply only after the expiration of a TDP. All rate elements within the same Digilink, Translink and Lightlink Service facilities must be ordered under the same commitment period and under the same service date. The customer must order the TDP in writing to the Company. A TDP may be ordered in one-month increments, (e.g. a 28-month commitment period or a 37-month commitment period).

B. The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, Nonrecurring Charges do not apply toward facilities in-service at that time. If a customer converts from month-to-month rates to a TDP or upgrades from one TDP to another, Nonrecurring Charges and Service Connection Charges do not apply.

C. At the end of the TDP the customer may subscribe to a new TDP at the prevailing rates set forth in 1.G. following. If the customer does not select a new TDP, the rates will convert to the prevailing month-to-month rates.

D. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If Company initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Digilink, Translink or Lightlink Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.
3. TERM DISCOUNT PLAN (TDP) (Continued)

   E. The customer can extend TDP commitment periods at any time during the term of the plan, up to a maximum of 84 months. The number of remaining months in the original term plan will become part of the total term in the new term plan.

4. TERMINATION LIABILITY CHARGES

   A. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of Digilink, Translink or Lightlink Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to sum of 50% of the payments remaining for the rest of the TDP.

   B. Customers may move Channel Terminations and not be subject to Termination Liability Charges providing the terms of the TDP are maintained. If charges as specified in 1.A.6. were applied to the service being terminated or moved, any termination or move charges associated with that construction apply, as well as any construction charges at the new location.

   C. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in tariff jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:

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

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

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

   D. The Company will determine whether the replacement service qualifies as a next generation service offering.

   E. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.
5. RATE CATEGORIES

A. Digilink Service

There are two rate categories which apply to Digilink Service:

- Channel Termination
- Channel Mileage

1. Channel Termination

The Channel Termination rate category provides for the communications path between a customer designated premises and the Serving Wire Center. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected at the point of termination (POT) and the type of signaling capability if any. The signaling capability itself is provided as a part of this rate category. One Channel Termination charge applies per customer designated premises at which the channel is terminated. Channel Termination charges are set forth in 1.G.1.

2. Channel Mileage

The Channel Mileage rate category provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two customer designated premises, between a Serving Wire Center associated with a customer designated premises and a Company hub, or between two Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility (per mile) rate and the Channel Mileage Termination (fixed) rate. Channel Mileage charges are set forth in 1.G.2.

a. Channel Mileage Facility (Per Mile)

The Channel Mileage Facility (per mile) rate recovers the cost for the transmission path, which extends between the Company Serving Wire Centers and/or hub(s) and includes primarily outside plant used to provide the facility.

b. Channel Mileage Termination (Fixed)

The Channel Mileage Termination (fixed) rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers). The Company applies a 50% billing percentage to the channel mileage fixed rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.
5. RATE CATEGORIES (Continued)

B. Translink Service

There are two rate categories which apply to Translink Service:

- Channel Termination
- Channel Mileage

1. Channel Termination

The Channel Termination rate category provides for the communications path between a customer designated premises and the Serving Wire Center. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected at the point of termination (POT) and the type of signaling capability if any. The signaling capability itself is provided as a part of this rate category. One Channel Termination charge applies per customer designated premises at which the channel is terminated. Channel Termination charges are set forth in 1.G.1.

2. Channel Mileage

The Channel Mileage rate category provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two customer designated premises, between a Serving Wire Center associated with a customer designated premises and a Company hub, or between two Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility (per mile) rate and the Channel Mileage Termination (fixed) rate. Channel Mileage charges are set forth in 1.G.2.

a. Channel Mileage Facility (Per Mile)

The Channel Mileage Facility (per mile) rate recovers the cost for the transmission path, which extends between the Company Serving Wire Centers and/or hub(s) includes primarily outside plant used to provide the facility.

b. Channel Mileage Termination (Fixed)

The Channel Mileage Termination (fixed) rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers). The Company applies a 50% billing percentage to the channel mileage fixed rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.
C. Lightlink Service

There are two rate categories which apply to Lightlink Service:

- Channel Termination
- Channel Mileage

1. Channel Termination

The Channel Termination rate category provides for the communications path between a customer designated premises and the Serving Wire Center. Included as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected at the point of termination (POT) and the type of signaling capability if any. The signaling capability itself is provided as a part of this rate category. One Channel Termination charge applies per customer designated premises at which the channel is terminated. The charges applicable to the Channel Termination vary based on distance, as set forth in 1.G.1. following.

2. Channel Mileage

The Channel Mileage rate category provides for the end office equipment and the transmission channel between the Serving Wire Centers associated with two customer designated premises, between a Serving Wire Center associated with a customer designated premises and a Company hub, or between two Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility (per mile) rate and the Channel Mileage Termination (fixed) rate. Channel Mileage charges are set forth in 1.G.2.

a. Channel Mileage Facility (Per Mile)

The Channel Mileage Facility (per mile) rate recovers the cost for the transmission path, which extends between the Company Serving Wire Centers and/or hub(s) includes primarily outside plant used to provide the facility.

b. Channel Mileage Termination (Fixed)

The Channel Mileage Termination (fixed) rate recovers the cost for end office equipment associated with terminating the facility (i.e., basic circuit equipment and terminations at Serving Wire Centers). The Company applies a 50% billing percentage to the channel mileage fixed rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.
5. RATE CATEGORIES (Continued)

D. Optional Features and Functions - Applicable to Translink and Lightlink Service

Optional Features and Functions may be added to improve the quality or utility to meet the customer’s specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics, which may be obtained. These characteristics may be obtained by using various combinations of equipment. Optional Features and Functions that are available include the following:

1. Central Office Multiplexing

   DS3 to DS1 - An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing. Central Office Multiplexing is not available at the customer’s premises.

   DS1 to DS0 - An arrangement that converts a 1.544 Mbps channel to twenty-four (24) 64.0 Kbps channels utilizing digital time division multiplexing. Central Office Multiplexing is not available at the customer’s premises.

2. Clear Channel Capability (CCC)

   Clear Channel Capability (CCC) is an arrangement that alters a DS1/1.544 Mbps signal with unconstrained information bits to meet pulse density requirements outlined in Technical Reference Publications GR-54 and GR-342. This will allow a customer to transport an all zero octet over a DS1/1.544 Mbps channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference Publications GR-54 and GR-342.

   CCC is provided on DS1/1.544 Mbps channels of a Translink and Lightlink Service facility between two customer designated premises and is subject to the availability of facilities. This optional feature may be ordered at the same time the Translink and Lightlink Service channel is ordered, or it may be ordered as an additional feature of an existing Translink and Lightlink Service channel.
5. RATE CATEGORIES (Continued)

D. Optional Features and Functions - Applicable to Translink and Lightlink Service (Continued)

3. Extended Superframe Format (ESF)

The ESF optional feature is available at suitably equipped end offices, and passes a customer provided framing format for 1.544 Mbps service. ESF extends the customer’s 1.544 Mbps framing structure from twelve (12) to twenty-four (24) frames and divides the 8 Kbps 193rd bit position pattern into three distinct functionalities: 2 Kbps for frame synchronization, 2 Kbps for cyclic redundancy checking, and 4 Kbps used primarily for performance monitoring information.

4. Multiplexed Service Connection

For Translink Service, a Multiplexed Service Connection is an arrangement that allows one DS0 channel of a multiplexed Company service to be connected to one DS0 channel with like signaling of another Company service. A Multiplexed Service Connection will be provided at all Company locations where Central Office Multiplexing is performed.

For Lightlink Service, a Multiplexed Service Connection is an arrangement that allows one DS1 channel of a multiplexed Company service to be connected to one DS1 channel with like signaling of another Company service. For example, the lesser speed may be an ISDN-PRI DS1 channel connected between a multiplexed DS3 service. A Multiplexed Service Connection will be provided at all Company locations where Central Office Multiplexing is performed.
6. APPLICATION OF RATES

A. Digilink Service

1. Each Digilink Service facility may be comprised of two or more Channel Terminations. Where both customer premises are served by the same Serving Wire Center, the service will consist of two or more Channel Terminations. Where each customer premises is served by different Serving Wire Centers, the service will consist of two or more Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers and/or hub(s).

2. Intraexchange channels furnished between Company central offices will be charged at rates based on airline distance between the central offices. Interexchange channels will be charged at rates based on airline distance between Company central offices. Fractional mileage will be rounded up to the next full mile. The mileage measurement is determined by utilizing exchange maps and mileage tables located in designated Company offices for such purposes.

3. Whenever facilities are provided jointly by the Company and another telephone company, the regulations, rates and charges of the other telephone company shall apply for the equipment and facilities furnished by the other telephone company for use in connection with Digilink Service. The Company applies a 50% billing percentage to the Channel Mileage Termination (fixed) rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.

4. Data Amplification provides for data transmission when the customer is located beyond the normal range for high speed digital data service. Local channel terminations greater than five (5) cable route miles in length for 19.2 Kbps service or three (3) miles in length for 56 Kbps and 64 Kbps service may require circuit repeaters and associated equipment be installed to regenerate the digital signal in order for accurate and acceptable data transmission to occur. The distances given are an indication of the potential requirement for Data Amplification. The actual distance is dependent on decibel (db) loss and not just physical loop length and is a function of the specific Company cable between the serving wire center and the customer's location. Applications requiring Data Amplification may also require special construction charges, Special Construction, as specified in Section 4 of this Catalog.

5. One Central Office Bridging Capability charge applies per port. When more than one Serving Wire Center is involved, the origin of the bridge(s) will dictate if there are additional interoffice transport charges (i.e., Channel Mileage Facility, Per Mileage). Refer to diagrams in 1.B.1.(g) preceding.
LINK SERVICES

6. APPLICATION OF RATES (Continued)

B. Translink Service

1. Each Translink Service facility is comprised of two Channel Terminations. Where both customer premises are served by the same Serving Wire Center, the service will consist of two Channel Terminations. Where each customer premises is served by different Serving Wire Centers, the service will consist of two Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers and/or hub(s).

2. Intraexchange channels furnished between Company central offices will be charged at rates based on airline distance between the central offices. Interexchange channels will be charged at rates based on airline distance between Company central offices. Fractional mileage will be rounded up to the next full mile. The mileage measurement is determined by utilizing exchange maps and mileage tables located in designated Company offices for such purposes.

3. Whenever facilities are provided jointly by the Company and another telephone company, the regulations, rates and charges of the other telephone company shall apply for the equipment and facilities furnished by the other telephone company for use in connection with Translink Service. The Company applies a 50% billing percentage to the Channel Mileage Termination (fixed) rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.
6. APPLICATION OF RATES (Continued)

C. Lightlink Service

1. Each Lightlink Service facility may be comprised of one or two Channel Terminations. Where both customer premises are served by the same Serving Wire Center, the service will consist of two Channel Terminations. Where each customer premises is served by different Serving Wire Centers, the service will consist of two Channel Terminations, one Channel Mileage Termination (fixed) and the Channel Mileage Facility (per mile) between Serving Wire Centers and/or hub(s). Where one customer premises is involved, the Channel Termination of a lower bandwidth service can be replaced with a Lightlink Service Channel Termination. For example, the Channel Termination associated with ISDN-PRI Service, referred to as an ISDN-PRI Primary Rate Access Line, can be replaced with a Lightlink Service Channel Termination to connect the ISDN-PRI Service to the Serving Wire Center of the customer's designated premises.

2. The Channel Termination rate element for Lightlink Service will vary based on distance. The mileage used to determine the monthly rate for Channel Terminations located outside a Company central office is the airline distance between the customer's designated premises and the Company's Serving Wire Center. The mileage measurement is determined by utilizing exchange maps and mileage tables located in designated Company offices for such purposes.

3. Intraexchange channels furnished between Company central offices will be charged at rates based on airline distance between the central offices. Interexchange channels will be charged at rates based on airline distance between Company central offices. Fractional mileage will be rounded up to the next full mile.

4. Whenever facilities are provided jointly by the Company and another telephone company, the regulations, rates and charges of the other telephone company shall apply for the equipment and facilities furnished by the other telephone company for use in connection with Lightlink Service. The Company applies a 50% billing percentage to the Channel Mileage Termination (fixed) rate on jointly owned circuits, and applies 100% on wholly owned circuits. When the Channel Mileage Facility (per mile) is zero (i.e., collocated Serving Wire Centers), neither the Channel Mileage Facility (per mile) rate nor the Channel Mileage Termination (fixed) rate will apply.
7.  RATES AND CHARGES

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge Installation</th>
<th>Nonrecurring Charge Rearrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Channel Termination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per Point of Termination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Digilink Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.2 Kbps</td>
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</tr>
<tr>
<td>Month to Month</td>
<td>$100.00</td>
<td>$276.16</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>95.00</td>
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<td>36 - 59 Months</td>
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<td>60 - 84 Months</td>
<td>88.00</td>
<td>276.16</td>
</tr>
<tr>
<td>56.0 Kbps, 64.0 Kbps</td>
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<tr>
<td>Month to Month</td>
<td>100.00</td>
<td>276.16</td>
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<tr>
<td>12 - 23 Months</td>
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<td>93.00</td>
<td>276.16</td>
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<td>88.00</td>
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7. RATES AND CHARGES (Continued)

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<th>Monthly Rate</th>
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<th>Nonrecurring Charge Rearrangement</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Channel Termination (Continued)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Per Point of Termination</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Translink Service

<p>| | | | |</p>
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<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>128 Kbps</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>$115.00</td>
<td>$281.41</td>
<td>$200.00</td>
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<tr>
<td>12 - 23 Months</td>
<td>109.00</td>
<td>281.41</td>
<td>200.00</td>
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<td>24 - 35 Months</td>
<td>107.00</td>
<td>281.41</td>
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<td>36 - 59 Months</td>
<td>105.00</td>
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<td>60 - 84 Months</td>
<td>101.00</td>
<td>281.41</td>
<td>200.00</td>
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<p>| | | | |</p>
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<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>256 Kbps</td>
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<td>281.41</td>
<td>200.00</td>
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<tr>
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<td>113.00</td>
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<td>24 - 35 Months</td>
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<td>200.00</td>
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<td>36 - 59 Months</td>
<td>108.00</td>
<td>281.41</td>
<td>200.00</td>
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<tr>
<td>60 - 84 Months</td>
<td>104.00</td>
<td>281.41</td>
<td>200.00</td>
</tr>
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</table>

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>384 Kbps</td>
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<td>124.00</td>
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<td>200.00</td>
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<td>24 - 35 Months</td>
<td>115.00</td>
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<td>200.00</td>
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<td>36 - 59 Months</td>
<td>113.00</td>
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<td>200.00</td>
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<tr>
<td>60 - 84 Months</td>
<td>109.00</td>
<td>281.41</td>
<td>200.00</td>
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</table>

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<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>512 Kbps</td>
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<td>131.00</td>
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<td>200.00</td>
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<td>36 - 59 Months</td>
<td>119.00</td>
<td>281.41</td>
<td>200.00</td>
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<tr>
<td>60 - 84 Months</td>
<td>115.00</td>
<td>281.41</td>
<td>200.00</td>
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</tbody>
</table>

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>1.544 Mbps</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>149.29</td>
<td>281.41</td>
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<td>60 - 84 Months</td>
<td>131.00</td>
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<td>200.00</td>
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### LINK SERVICES

7. **RATES AND CHARGES (Continued)**

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Installation</th>
<th>Nonrecurring Rearrangement</th>
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<tbody>
<tr>
<td></td>
<td>Per Point of Termination</td>
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#### A. Channel Termination (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Within CO</th>
<th>0-3 miles</th>
<th>Over 3 miles</th>
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<tbody>
<tr>
<td><strong>3. Lightlink Service</strong></td>
<td>$1,395.00</td>
<td>1,695.00</td>
<td>2,595.00</td>
</tr>
<tr>
<td></td>
<td>$1,195.00</td>
<td>1,495.00</td>
<td>2,395.00</td>
</tr>
<tr>
<td></td>
<td>1,095.00</td>
<td>1,395.00</td>
<td>2,295.00</td>
</tr>
<tr>
<td></td>
<td>1,045.00</td>
<td>1,345.00</td>
<td>2,195.00</td>
</tr>
<tr>
<td></td>
<td>945.00</td>
<td>1,245.00</td>
<td>1,995.00</td>
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</table>

44.736 Mbps

<table>
<thead>
<tr>
<th></th>
<th>Within CO</th>
<th>0-3 miles</th>
<th>Over 3 miles</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Month to Month</strong>$^{(1)}**</td>
<td>$1,395.00</td>
<td>N/A</td>
<td>$250.00</td>
</tr>
<tr>
<td>0-3 miles</td>
<td>1,695.00</td>
<td>N/A</td>
<td>250.00</td>
</tr>
<tr>
<td>Over 3 miles</td>
<td>2,595.00</td>
<td>N/A</td>
<td>250.00</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>1,195.00</td>
<td>$900.00</td>
<td>250.00</td>
</tr>
<tr>
<td>0-3 miles</td>
<td>1,495.00</td>
<td>900.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Over 3 miles</td>
<td>2,395.00</td>
<td>900.00</td>
<td>250.00</td>
</tr>
<tr>
<td>24 - 35 Months</td>
<td>1,095.00</td>
<td>800.00</td>
<td>250.00</td>
</tr>
<tr>
<td>0-3 miles</td>
<td>1,395.00</td>
<td>850.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Over 3 miles</td>
<td>2,295.00</td>
<td>850.00</td>
<td>250.00</td>
</tr>
<tr>
<td>36 - 59 Months</td>
<td>1,045.00</td>
<td>700.00</td>
<td>250.00</td>
</tr>
<tr>
<td>0-3 miles</td>
<td>1,345.00</td>
<td>800.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Over 3 miles</td>
<td>2,195.00</td>
<td>800.00</td>
<td>250.00</td>
</tr>
<tr>
<td>60 - 84 Months</td>
<td>945.00</td>
<td>500.00</td>
<td>250.00</td>
</tr>
<tr>
<td>0-3 miles</td>
<td>1,245.00</td>
<td>600.00</td>
<td>250.00</td>
</tr>
<tr>
<td>Over 3 miles</td>
<td>1,995.00</td>
<td>600.00</td>
<td>250.00</td>
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</table>

$^{(1)}$ Month-to-month rates are available only after the expiration of one of the Term Discount Plans.
### LINK SERVICES

7. RATES AND CHARGES (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
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<tbody>
<tr>
<td><strong>B. Channel Mileage</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Termination (Fixed)</td>
<td></td>
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</tr>
<tr>
<td>- Per Circuit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Digilink Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19.2 Kbps, 56.0 Kbps, 64.0 Kbps</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month to Month</td>
<td>$50.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>48.00</td>
<td>0.00</td>
</tr>
<tr>
<td>24 - 35 Months</td>
<td>47.00</td>
<td>0.00</td>
</tr>
<tr>
<td>36 - 59 Months</td>
<td>46.00</td>
<td>0.00</td>
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<tr>
<td>60 - 84 Months</td>
<td>44.00</td>
<td>0.00</td>
</tr>
<tr>
<td>b. Translink Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps</td>
<td></td>
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<tr>
<td>Month to Month</td>
<td>$69.96</td>
<td>$0.00</td>
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<tr>
<td>12 - 23 Months</td>
<td>66.00</td>
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<td>24 - 35 Months</td>
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<td>36 - 59 Months</td>
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<td>60 - 84 Months</td>
<td>61.00</td>
<td>0.00</td>
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<tr>
<td>c. Lightlink Service</td>
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</tr>
<tr>
<td>44.736 Mbps</td>
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<tr>
<td>Month to Month</td>
<td>$750.00</td>
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<td>12 - 23 Months</td>
<td>725.00</td>
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<td>715.00</td>
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<td>36 - 59 Months</td>
<td>700.00</td>
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<tr>
<td>60 - 84 Months</td>
<td>685.00</td>
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(1) Month-to-month rates are available only after the expiration of one of the Term Discount Plans.
7. RATES AND CHARGES (Continued)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
</table>

B. Channel Mileage (Continued)

2. Facility (Per Mile)

a. Digilink Service

<table>
<thead>
<tr>
<th>Service Details</th>
<th>19.2 Kbps, 56.0 Kbps, 64.0 Kbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>Nonrecurring Charge</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Month to Month</td>
<td>$2.00</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>1.90</td>
</tr>
<tr>
<td>24 - 35 Months</td>
<td>1.86</td>
</tr>
<tr>
<td>36 - 59 Months</td>
<td>1.82</td>
</tr>
<tr>
<td>60 - 84 Months</td>
<td>1.75</td>
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</table>

b. Translink Service

<table>
<thead>
<tr>
<th>Service Details</th>
<th>128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>Nonrecurring Charge</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Month to Month</td>
<td>$28.77</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>27.33</td>
</tr>
<tr>
<td>24 - 35 Months</td>
<td>26.76</td>
</tr>
<tr>
<td>36 - 59 Months</td>
<td>26.18</td>
</tr>
<tr>
<td>60 - 84 Months</td>
<td>25.17</td>
</tr>
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</table>

c. Lightlink Service

<table>
<thead>
<tr>
<th>Service Details</th>
<th>44.736 Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>Nonrecurring Charge</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Month to Month</td>
<td>$145.00</td>
</tr>
<tr>
<td>12 - 23 Months</td>
<td>130.00</td>
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<td>24 - 35 Months</td>
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<tr>
<td>36 - 59 Months</td>
<td>110.00</td>
</tr>
<tr>
<td>60 - 84 Months</td>
<td>105.00</td>
</tr>
</tbody>
</table>

(1) Month-to-month rates are available only after the expiration of one of the Term Discount Plans.
LINK SERVICES

7. RATES AND CHARGES (Continued)

C. Optional Features and Functions

1. Translink Service

   a. Central Office Multiplexing

      DS1 to DS0
      - Per Arrangement
        Month to Month $251.00 96.00
        12 - 23 Months 251.00 96.00
        24 - 35 Months 251.00 96.00
        36 - 59 Months 251.00 96.00
        60 - 84 Months 251.00 96.00

   b. Clear Channel Capability (CCC) (2)
      - Per Channel Termination $0.00 320.00

   c. Extended Superframe Format (ESF)
      - Per Channel Termination N/A N/A

   d. Multiplexed Service Connection
      - Per DS0 $8.00 100.00

2. Lightlink Service

   a. Central Office Multiplexing

      DS3 to DS1
      - Per Arrangement
        Month to Month (1) $475.00 N/A
        12 - 23 Months 475.00 150.00
        24 - 35 Months 475.00 150.00
        36 - 59 Months 475.00 150.00
        60 - 84 Months 475.00 150.00

   b. Clear Channel Capability (CCC) (2)
      - Per Channel Termination $0.00 275.00

   c. Multiplexed Service Connection
      - Per DS1 $8.00 65.00

(1) Month-to-month rates are available only after the expiration of one of the Term Discount Plans.

(2) A nonrecurring charge will apply when clear channel capability is ordered for a DS1 circuit already in service and will not apply when provided as part of the initial installation.
7. RATES AND CHARGES (Continued)

D. Data Amplification (2)
   - Per Repeater $85.00 $100.00

E. Central Office Bridging Capability (2)
   - Per Port

   19.2 Kbps, 56.0 Kbps, 64.0 Kbps
   Month to Month $25.00 $108.61
   12 - 23 Months 22.00 108.61
   24 - 35 Months 20.00 108.61
   36 - 59 Months 18.00 108.61
   60 - 84 Months 16.00 108.61

F. Nonrecurring Charge
   The Installation Nonrecurring Charge is applicable for the initial installation of a Channel Termination to a given Serving Wire Center. The Rearrangement Nonrecurring Charge is applicable for any rearrangement of an existing Channel Termination.

G. Move Charges
   A Move Charge applies for Channel Terminations moved to a new location, even when moved on the same premises. The Move Charge is equal to the Channel Termination Installation Nonrecurring Charge and applies in addition to the Service Ordering Charge located in Section 12 of this Catalog.

H. Service Charges
   A Service Ordering Charge as set forth in Section 12 of this Catalog is applicable per customer request. Nonrecurring Charges specified in this tariff section are in lieu of all other Service Connection Charges.

(2) Circuit Repeater and Central Office Bridging Capability only apply to Digilink Service.
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II

   A. General

   Centrex Service II is a central office communications system package provided on individual
   access lines from Telephone Company central office equipment. The service provides local
   exchange access, interexchange access, intrasystem communication, and Centrex Service II
   feature packages. Customers subscribing to Centrex Service II with 26 or more Centrex
   Service II access lines may subscribe to Centrex Service II as Special Pricing.

   B. Definitions

   Abbreviated Dialing

   Allows station abbreviated dialing (i.e., 3, 4, or 5 digit dialing) to other station members within
   the same customer group.

   Auto Answer Back

   Allows any incoming call to the Primary Directory Number of the set to be automatically
   answered after four seconds.

   Automatic Call Distribution (ACD)

   Automatic Call Distribution is a digital central office service that provides advanced call
   distribution and queuing capabilities as an integrated function of Centrex Service II. The
   customer must subscribe to and maintain a minimum of two ACD positions and at least one
   ACD group.

   Automatic Line

   Provides an automatic connection between a calling station that goes off-hook and a
   predetermined terminating number.

   Call Forward - Universal, Busy, and No Answer

   Allows a customer to have incoming calls to a station automatically forwarded to a
   predetermined telephone number, either on all calls and/or busy calls and/or calls not
   answered.

---

(1) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If
applicable, specific special pricing arrangements that are currently in effect can be obtained from
your assigned CenturyLink representative.
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)

   B. Definitions (Continued)

   Call Hold
   Allows the station user to hold one call for any length of time provided neither party hangs up. The station user may also place other calls while a call is on hold.

   Call Park
   Allows the station user to park one call against its own directory number. The parked call can be retrieved from any station within the same customer group. Once a call is parked against a directory number, the user is free to make or receive calls on that directory number.

   Call Pick-Up
   Allows the station user to answer incoming calls directed to another station within a defined pick-up group by dialing a feature activation code.

   Call Transfer
   Allows a station to transfer an incoming call to another extension.

   Call Waiting
   Informs a station user, while on an established call, that a second call is waiting.

   Class of Service Restrictions
   Defines the specific features and calling patterns available to stations and attendants within a customer group. Access code restrictions can be set up to restrict stations and attendants from trunk types such as local, toll, DID, and WATS. The following options are available:

   - Fully Restricted Service – Allows intragroup dialing only. The station user must dial 9
   - Toll Restricted Service – Allows intragroup and local dialing only. The station user must dial 9
   - Unrestricted Service – Allows full access to all facilities. The station user must dial 9
   - Unrestricted Assume Dial 9 – Same as unrestricted; however, the station user cannot utilize abbreviated dialing

   Note: 900 and 976 block are available with all options
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)

B. Definitions (Continued)

Direct Inward Dialing

Allows for incoming calls from the exchange network to reach a specific station. The calling party dials the seven-digit directory number to reach the station.

Direct Outward Dialing

Allows a station user to place external calls to the exchange network by dialing the access code (usually the digit 9), receiving an optional second dial tone, then dialing the external number.

Distinctive Ringing

Provides the station user the ability to determine whether the call is from a station within the customer group or from the exchange network by the cadence of the ringing of the phone. The ringing cadence will be one (1) long ring for internal calls and two (2) short rings for external calls.

Last Number Redial

Enables the station user to redial the last called number by pressing a single key rather than dialing the entire number.

Meet-Me-Conference

Allows up to six (6) conferees to hold a conference call by dialing a directory number at a specified time. Meet-Me-Conference is limited to one (1) per Centrex Service II access line.

Multiple Appearance Directory Number (MADN)

A directory number that is assigned to more than one station.

Music On-Hold

Provides the music-on-hold capability to calls that terminate on business sets. When a call is put on hold, the caller hears music, announcement, silence, or a combination of the three treatments. The music source must be provided by the subscriber and requires an additional Centrex Service II access line connecting the customer’s music source to the Company’s central office.
SPECIAL PACKAGED OFFERINGS

I. CENTREX SERVICE II (Continued)

B. Definitions (Continued)

Ring Again

Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring-again mode.

Secondary Directory Number

Directory number not associated with a line, but assigned for use with priority hunting. Secondary Directory Numbers are limited to two (2) per Centrex Service II access line.

Speed Call Long (30)

Provides for the calling of up to 30 numbers by dialing an abbreviated code.

Speed Call Short (10)

Provides for the calling of up to 10 numbers by dialing an abbreviated code.

Station Hunting (sequential, circular, multiline)

Allows a call to be routed to another telephone number when the called station is busy.

Three-Way Conference With Consultation Hold and Transfer

Allows a station user to call a third party to conference the third party in, notify the third party of a call being transferred or consult with the third party while the other party is on hold.

Touch-Tone

A central office provided tone network signaling arrangement for origination of telephone calling.

Uniform Call Distribution (UCD)

Allows for an even distribution of incoming calls to a listed directory number. Each station has its own directory number. Included with this feature is the provision of message announcement for calls in queuing. The customer will be responsible for providing the compatible tape and the announcement.
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)

C. Regulations

1. Centrex Service II is provided subject to the availability of facilities and central office equipment as determined by the Company.

2. Centrex Service II does not include terminal equipment on the customer’s premises. Provision of the telephone instruments or other equipment is the responsibility of the customer. Some features require specific customer provided customer premises equipment (CPE). In addition, not all CPE will support all features.

3. Directory Listings are furnished in accordance with the rates and regulations specified in Section 5 of this Catalog.

4. Service Connection Charges as specified in Section 12 of this Catalog apply to the services offered in this section and are in addition to the Service Establishment Translation Charge. For feature changes after the initial installation, the Service Ordering Charge will apply in addition to applicable nonrecurring charges.

5. The minimum service period for Centrex Service II is one month.

6. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.

7. Directory Assistance charges, as specified in Section 17 of this Catalog, apply to Centrex Service II.

8. Call Forward-Universal, Busy, and No Answer shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred nor shall it be used to simulate rotary service from the Telephone Company central office. Each Centrex Service II access line allows for the forwarding of one call at a given time.
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)

C. Regulations (Continued)

9. Seasonal Service, as specified in Section 2 of this Catalog, is not allowed for Centrex Service II.

10. Not all Centrex Service II features are compatible with one another. Some combinations of features will not work when applied on the same Centrex Service II access line.

11. Centrex Service II is not offered in conjunction with key or PBX trunk local exchange service.

12. The assignment of telephone numbers and the sequence of the numbers assigned to a Centrex Service II are made at the discretion of the Company. The Company does not guarantee to provide telephone numbers arranged in a consecutive manner. If the customer requests telephone numbers under a special numbering arrangement to be terminated in a Centrex Service II customer group, then additional recurring and non-recurring charges may apply as determined on a Special Assemblies as specified in Section 4.5.

13. Centrex Service II is not provided in association with Local Measured Service, residential lines, or Payphone Line Service.

14. All exchange access lines terminating in a Centrex Service II system must be served by the same central office or associated remote switch.

15. The rates and charges applicable to Extended Area Service (EAS), as specified in Section 1 of this Catalog also apply per Centrex Service II access line and will be included with the Centrex Service II Access Line as a single item on the customer’s bill.

16. The Company shall not be liable, directly or indirectly for damages, unless caused by gross negligence of the Company in failing to maintain reasonable standards of maintenance and inspection and exercise reasonable supervision.
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)
   
   D. Service Features
      
   1. Standard Features
      
      The Centrex Service II access line rate includes the following features, however the customer may select which features are activated on a per line basis.
      
      Abbreviated Dialing
      Auto Answer Back
      Call Forward - Universal, Busy, and No Answer
      Call Hold
      Call Transfer
      Call Waiting
      Direct Inward Dialing
      Direct Outward Dialing
      Last Number Redial
      Speed Call Short (10)
      Station Hunting
      Three-Way Conference with Consultation Hold and Transfer
      Touch-Tone Service
      
   2. Optional Features
      
      The following optional features are available at the monthly rate specified in 1.F.5. of this Section.
      
      Automatic Call Distribution
      Automatic Line
      Call Park/Call Pick-Up
      Class-of-Service Restrictions
      Distinctive Ringing/Ring Again
      Meet-Me-Conference
      Multiple Appearance Directory Number (MADN)
      Music On-Hold
      Secondary Directory Number
      Speed Call Long (30)
      Uniform Call Distribution
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)

E. Term Discount Plan (TDP)

1. Term Discount Plans (TDPs) are available for Centrex Service II, and provide the customer with discounted rates. The customer must agree to a minimum service commitment period for Centrex Service II when the TDP is established. The customer must order a TDP in writing to the Company. A TDP may be ordered based on the following plan options:

   Plan A: 1 Year
   Plan B: 3 Year

2. The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, no Service Establishment Translation Charge is applied toward Centrex Service II facilities in-service at that time. If a customer moves from a month to month plan to a TDP, or upgrades from a 1 year TDP to a 3 year TDP, then no Service Establishment Translation Charge is applied.

3. If a TDP customer disconnects service prior to the end of the TDP, the customer is liable for 100% of the payments remaining for the remainder of the term plan. If Special Construction Charges were applied to the service being terminated, any termination charges associated with those services will also apply.

4. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If Company initiated rate increases to any rate element or combination of rate elements causes the charges for the entire Centrex Service II under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the Company within 30 days after the effective date of the rate increase.

5. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 3 years. The number of months accrued in the current plan will apply toward the new plan selected.

6. Upon expiration of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in Section 27.I.F.1. following. At the end of the TDP service commitment period there is no automatic renewal of the TDP, and the rates will convert to the prevailing month to month rates unless the customer selects a new TDP.

7. Customers under a TDP who change physical locations will not be subject to termination charges if the customer subscribes to a new Centrex Service II TDP at the new location.
**SPECIAL PACKAGED OFFERINGS**

1. CENTREX SERVICE II (Continued)

   F. Rates and Charges

   1. Business, Centrex Service II Access Line

      | Monthly Rate |
      |--------------|
      | Month to Month | $30.00 |
      | 1 Year         | 28.00  |
      | 3 Year         | 26.00  |

   2. Service Establishment Translation Charge

      | Nonrecurring Charge |
      |---------------------|
      | $50.00              |

      a. This charge applies when performing the central office translation associated with configuring a Centrex Service II customer's network parameters.

      b. This charge applies to each Centrex Service II customer group translation activity performed.

      c. An Installation Charge as specified in Section 12 of this Catalog applies to the services offered in this section and is in addition to the Service Establishment Translation Charge. The Installation Charge is applicable on a per access line basis.

   3. Feature Change Charge

      | Nonrecurring Charge |
      |---------------------|
      | Per line $10.00     |
      | Maximum charge per order 50.00 |

      a. This charge applies when performing changes to service features after the initial installation. This charge applies to both standard features and optional features.

      b. For feature changes after the initial installation, a Service Ordering Charge will also apply.

   4. Federal monthly end user charges apply on a per line basis, as described in Embarq LOCs' FCC Tariff No. 1, Section 4 (e.g., End User Common Line (EUCL), Presubscribed Interexchange Carrier Charge (PICC), Line Port Charge (LPC), Local Number Portability (LNP), Federal Universal Service Fund (USF).
SPECIAL PACKAGED OFFERINGS

1. CENTREX SERVICE II (Continued)
   
   F. Rates and Charges (Continued)
      
   5. Optional Features

<table>
<thead>
<tr>
<th>Optional Feature</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Automatic Call Distribution</td>
<td>ICB</td>
</tr>
<tr>
<td>Automatic Line</td>
<td>$ 2.00</td>
</tr>
<tr>
<td>Call Park/Call Pick-Up</td>
<td>2.00</td>
</tr>
<tr>
<td>Class-of-Service Restrictions</td>
<td>2.00</td>
</tr>
<tr>
<td>Distinctive Ringing/Ring Again</td>
<td>2.00</td>
</tr>
<tr>
<td>Meet-Me-Conference</td>
<td>20.25</td>
</tr>
<tr>
<td>Multiple Appearance Directory Number</td>
<td>3.00</td>
</tr>
<tr>
<td>(per number, per appearance)</td>
<td></td>
</tr>
<tr>
<td>Music On-Hold (per customer group)</td>
<td>25.00</td>
</tr>
<tr>
<td>Secondary Directory Number</td>
<td>3.00</td>
</tr>
<tr>
<td>(per directory number)</td>
<td></td>
</tr>
<tr>
<td>Speed Call Long (30) (per customer group)</td>
<td>5.00</td>
</tr>
<tr>
<td>Uniform Call Distribution</td>
<td>ICB</td>
</tr>
</tbody>
</table>
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE

A. General

Solutions is an optional residence service enrollment plan that permits a customer to receive Residence Flat Rated Local Exchange Service plus features for a flat monthly rate, for each Solutions package residence line provided.

B. Regulations

Solutions customers may terminate their enrollment in the Plan at any time upon notice to the Company.

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.

The Plan is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.

No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.

Service Connection Charges do not apply when Solutions replaces existing Local Exchange Service or if the customer requests a change from Solutions back to regulated Local Exchange Service. Service Connection Charges as specified in Section 12 of this Catalog apply for new and additional Solutions lines and moves of existing Solutions lines.

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.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

   C. Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rate&lt;sup&gt;(1)&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Solution&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>$35.75</td>
</tr>
<tr>
<td>Clear Solution&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>$34.75</td>
</tr>
</tbody>
</table>

<sup>(1)</sup> The Solutions monthly rate and the applicable EAS monthly rate will appear as separate items on the customer's bill.

<sup>(2)</sup> Effective March 2, 2007, this service will no longer be available for new installations. As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)
   
   C. Rates and Charges (Continued)

   3. Personal II Solution\(^{(2)}\)\(^{(3)}\)
      
      Monthly Rate\(^{(1)}\) $32.95

      Local Exchange Service
      Enhanced Call Waiting - Optional
      Call Waiting ID
      Call Forwarding
      Three-Way Calling
      Caller ID with Name (includes
      Anonymous Call Rejection)
      Return Call
      Repeat Dial
      Call Forward No Answer - Fixed
      Call Forward Busy - Fixed
      Selective Call Forward

---

\(^{(1)}\) The Solutions monthly rate and the applicable EAS monthly rate will appear as separate items on the customer’s bill.

\(^{(2)}\) Privacy ID is available as an add-on to this package at the monthly rate shown in Section 3.7.H.2 of this catalog.

\(^{(3)}\) Limited to existing customers at existing locations as of June 23, 2008. As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

C. Rates and Charges (Continued)

5. Special Plan Bundle (2)
   Local Exchange Service
   Enhanced Call Waiting - Optional
   Call Waiting ID
   Call Forward No Answer - Fixed
   Call Forward Busy - Fixed
   Caller ID with Name (includes Anonymous Call Rejection)
   Return Call
   Repeat Dial
   Call Forwarding
   Selective Call Acceptance

   Monthly Rate (1)

   $40.95 (3)

6. Progressive Plan (4) (5)
   Local Exchange Service
   Enhanced Call Waiting - Optional
   Call Waiting ID
   Three-Way Calling
   Caller ID with Name (includes Anonymous Call Rejection)
   Call Forwarding
   Call Forward No Answer - Fixed
   Call Forward Busy - Fixed

   $26.45

(1) The Solutions monthly rate and the applicable EAS monthly rate will appear as separate items on the customer's bill.
(2) Limited to existing customers at existing locations as of June 23, 2008. As of July 15, 2011 this service is limited to lines in service for existing customers.
(3) The Special Plan Bundle is available for $21.95 when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited-Option 1 long distance plan plus either the Company's High-Speed Internet (DSL), DISH Network Satellite TV from the Company or Embarq Wireless.
(4) Effective January 19, 2007, new customers must also subscribe to Voicemail. If Voicemail is not available, one of the following features may be substituted: Home Phone Warranty, LineGuard, or Data LineGuard.
(5) As of July 15, 2011 this service is limited to lines in service for existing customers.

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## SPECIAL PACKAGED OFFERINGS

### 2. SOLUTIONS - RESIDENCE (Continued)

#### C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Plan Description</th>
<th>Monthly Rate&lt;sup&gt;(1)&lt;/sup&gt;</th>
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</thead>
<tbody>
<tr>
<td>7. Simple Solution&lt;sup&gt;(6)&lt;/sup&gt;</td>
<td>$24.99</td>
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<tr>
<td>Local Exchange Service</td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
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</tr>
<tr>
<td>Speed Dial 8</td>
<td></td>
</tr>
<tr>
<td>8. Standard Home Phone Service II&lt;sup&gt;(2) (3) (5)&lt;/sup&gt;</td>
<td>$32.95</td>
</tr>
<tr>
<td>Local Exchange Service</td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Repeat Dial</td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Selective Call Forward</td>
<td></td>
</tr>
<tr>
<td>Speed Dial 8</td>
<td></td>
</tr>
<tr>
<td>9. Follow Me Plan&lt;sup&gt;(4) (6)&lt;/sup&gt;</td>
<td>$26.95</td>
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<tr>
<td>Local Exchange Service</td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting - Optional</td>
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<tr>
<td>Call Waiting ID</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name (includes Anonymous Call Rejection)</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer-Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy-Fixed</td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Repeat Dial</td>
<td></td>
</tr>
</tbody>
</table>

<sup>(1)</sup> The Solutions monthly rate and the applicable EAS monthly rate will appear as separate items on the customer's bill.

<sup>(2)</sup> Customers must also subscribe to the Company's Voicemail and must initially subscribe to any Embarq Communications, Inc. long distance plan plus any one of the following services: LineGuard or Home Phone Warranty.

<sup>(3)</sup> Privacy ID is available as an add-on to this Solutions Package at the monthly rate shown in Section 3.7.H.2 of this Catalog.

<sup>(4)</sup> Customers must also subscribe to the Company's non-regulated Voicemail with Integrated Calling Features (ICF). This bundle is only available where Voicemail with ICF is technically feasible.

<sup>(5)</sup> Limited to existing residence customers at existing locations as of May 15, 2009. As of July 15, 2011 this service is limited to lines in service for existing customers.

<sup>(6)</sup> As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
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</thead>
<tbody>
<tr>
<td>$25.95</td>
</tr>
<tr>
<td>$17.00</td>
</tr>
</tbody>
</table>

10. **Essential Home Phone Plan** *(1) (2)*
    - Local Exchange Service
    - Caller ID with Name (includes Anonymous Call Rejection)
    - Call Waiting ID (optional)
    - Enhanced Call Waiting
    - Speed Dial 8

11. **Pure Bundle – GRANDFATHERED** *(3) [4]*
    - Local Exchange Service
    - Outbound Call Block Feature
    - Non-Published Number
    - Billed Number Screening (optional)

---

*(1)* The Solutions monthly rate and the applicable EAS monthly rate will appear as separate items on the customer’s bill.

*(2)* As of July 15, 2011 this service is limited to lines in service for existing customers.

*(3)* 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.

*(4)* EAS rates do not apply.
### SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Exchanges with EAS Rate</td>
</tr>
<tr>
<td>12. Simple Choice Bundle</td>
<td>$29.95 (3)</td>
</tr>
</tbody>
</table>

- Local Exchange Service
- Choice of Available Custom Calling or ExpressTouch Features

(1) The customer must also subscribe to the Embarq Communications, Inc. Easy Talk Simple Choice Long Distance plan.

(2) EAS is included in the monthly rate.

(3) Simple Choice Bundle is available for $26.00 when customers subscribe to the Company's Voicemail in addition to Embarq Communications, Inc. Easy Talk Simple Choice Long Distance.

(4) Simple Choice Bundle is available for $23.60 when customers subscribe to the Company's Voicemail in addition to Embarq Communications, Inc. Easy Talk Simple Choice Long Distance.

(5) As of December 5, 2014 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Exchanges with EAS Rate</th>
<th>All Other Exchanges</th>
</tr>
</thead>
<tbody>
<tr>
<td>13. Simple Choice Unlimited Bundle (2) (6)</td>
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<td></td>
</tr>
<tr>
<td>Local Exchange Service</td>
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<td></td>
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<tr>
<td>Choice of Available Custom Calling or ExpressTouch Features</td>
<td></td>
<td></td>
</tr>
<tr>
<td>“A” Exchanges (3)</td>
<td>$29.95 (4)</td>
<td>$27.55 (4)</td>
</tr>
<tr>
<td>“B” Exchanges (3)</td>
<td>$39.95 (5)</td>
<td>37.55 (5)</td>
</tr>
</tbody>
</table>

(1) EAS is included in the monthly rate.
(2) The customer must also subscribe to the Embarq Communications, Inc. Easy Talk Simple Choice Unlimited Long Distance plan.
(3) See Section 2.D. of this Section for listing of “A” and “B” Exchanges.
(4) Simple Choice Unlimited Bundle is available in “A” Exchanges at the following rates when customers also subscribe to the following services in addition to Embarq Communications, Inc. Easy Talk Unlimited Long Distance plan:
   - With subscription to the Company’s Voicemail, the Simple Choice Unlimited Bundle rate is $26.00 in Exchanges with EAS Rate and $23.60 in all other exchanges.
   - With subscription to the Company’s High Speed Internet (1.5M or higher), the Simple Choice Unlimited Bundle rate is $24.95 in Exchanges with EAS Rate and $22.55 in all other exchanges.
   - With subscription to the Company’s Voicemail and High Speed Internet (1.5M or higher), the Simple Choice Unlimited Bundle rate is $21.00 in Exchanges with EAS Rate and $18.60 in all other exchanges.
(5) Simple Choice Unlimited Bundle is available in “B” Exchanges at the following rates when customers also subscribe to the following services in addition to Embarq Communications, Inc. Easy Talk Unlimited Long Distance plan:
   - With subscription to the Company’s Voicemail, the Simple Choice Unlimited Bundle rate is $36.00 in Exchanges with EAS Rate and $33.60 in all other exchanges.
   - With subscription to the Company’s High Speed Internet (1.5M or higher), the Simple Choice Unlimited Bundle rate is $34.95 in Exchanges with EAS Rate and $32.55 in all other exchanges.
   - With subscription to the Company’s Voicemail and High Speed Internet (1.5M or higher), the Simple Choice Unlimited Bundle rate is $31.00 in Exchanges with EAS Rate and $28.60 in all other exchanges.
(6) As of December 5, 2014 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Exchanges with EAS Rate</th>
<th>All Other Exchanges</th>
</tr>
</thead>
</table>

14. Economy Pack Bundle
   Local Exchange Service
   Caller ID with Name (includes Anonymous Call Rejection) - Optional
   Call Waiting ID - Optional
   Enhanced Call Waiting - Optional
   Monthly Rate: $27.95 (2) $25.55 (2)

15. Economy Pack Plus Bundle (3)(5)
   Local Exchange Service
   Caller ID with Name (includes Anonymous Call Rejection) - Optional
   Call Waiting ID - Optional
   Enhanced Call Waiting - Optional
   Monthly Rate: $25.00 $22.60

16. Economy Pack Plus Lite Bundle (4)(5)
   Local Exchange Service
   Caller ID with Name (includes Anonymous Call Rejection) - Optional
   Call Waiting ID – Optional
   Enhanced Call Waiting – Optional
   Monthly Rate: $25.00 $22.60

(1) This rate includes applicable EAS charges that would otherwise apply for exchanges listed in Section 1.2.

(2) The monthly rate includes the Subscriber Line Charge. 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.

(3) Customers must also subscribe to the Company’s 768 Kbps High-Speed Internet.

(4) The customer must also subscribe to Embarq Communications, Inc, Easy Talk Economy long distance plan, the Company’s High-Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle.

(5) Effective April 12, 2019 Economy Pack Plus Bundle and Economy Pack Plus Lite Bundle are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

DIRECTV® is used with permission.
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

D. “A” and “B” Exchanges

1. “A” Exchanges

   a. “A” Exchanges with EAS Rates:

      ALTURA    DEERWOOD    NORWOOD
      BENNETTVILLE    ELGIN    OSSEO
      BROWERVILLE    EYOTA    ROGERS
      BROWNTON    GLENCOE    ROLLINGSTONE
      BUFFALO LAKE    GROVE CITY    SAINT MICHAEL
      CARLOS    HASTINGS    SILVER LAKE
      CHASKA    HOLMES CITY    STEWART
      COKATO    HOWARD LAKE    VICTORIA
      COLOGNE    Lester Prairie    VILLARD
      CROSBY    LEWISTON    WACONIA
      DASSEL    MILLVILLE

   b. All Other “A” Exchanges:

      AITKIN    GRANITE FALLS    NEW RICHLAND
      ALEXANDRIA    LAKE CITY    SAINT JAMES
      BENSON    LONG PRAIRIE

2. “B” Exchanges

   a. “B” Exchanges with EAS Rates

      PLAINVIEW
      PLATO
      WALDORF
      ZUMBRO FALLS

   b. All Other “B” Exchanges

      None
SPECIAL PACKAGED OFFERINGS

2. SOLUTIONS - RESIDENCE (Continued)

   C. Rates and Charges (Continued)

17. **Home Phone II – GRANDFATHERED**\(^{[1]}\)[\(^{4}\)]

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Exchanges with EAS Rate (^{[2]})</th>
<th>All Other Exchanges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Exchange Service</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Dialing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy – Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Forward Remote Access (where available)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Waiting ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancel Call Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Message Waiting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Acceptance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Forwarding</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Rejection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Ring</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice Mail (^{[5]})</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchanges with EAS Rate</td>
</tr>
<tr>
<td>&quot;A&quot; Exchanges (^{[3]})</td>
</tr>
<tr>
<td>&quot;B&quot; Exchanges (^{[3]})</td>
</tr>
</tbody>
</table>

\(^{[1]}\) Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

\(^{[2]}\) EAS is included in the monthly rate.

\(^{[3]}\) See Section 2.D. of this Section for listing of “A” and “B” Exchanges.

\(^{[4]}\) The customer must subscribe to either CenturyLink Communications, LLC Home Phone II per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

\(^{[5]}\) Deregulated service.
SPECIAL PACKAGED OFFERINGS

3. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE

A. Description

1. Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance (hereafter referred to as Essential Home Phone w/ 30 Minutes LD) is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

2. Customers must subscribe to either the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC for each package provided at a customer location.

3. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD includes a flat rate one-party residence line with Touch tone, flat rate Extended Area Service, unlimited expanded local calling (where available), and the following services and features:
   - Anonymous Call Rejection
   - Call Forward Busy – Fixed
   - Call Forward No Answer – Fixed
   - Call Forward Remote Access (where available)
   - Call Forwarding
   - Call Waiting ID
   - Caller ID with Name
   - Enhanced Call Waiting (includes Cancel Call Waiting)
   - Message Waiting
   - Busy Redial
   - Call Return
   - Selective Call Acceptance
   - Selective Call Forwarding
   - Selective Call Rejection
   - Selective Call Ring (a.k.a VIP Alert)
   - 3-Way Calling
   - Voicemail

B. Regulations

1. Components of Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

2. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

---

[1] 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.

SPECIAL PACKAGED OFFERINGS

3. UNLIMITED NATIONWIDE OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1]

B. Regulations (Cont’d)

3. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

4. Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD cannot be combined with any other discounts unless otherwise specified.

5. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to residence 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.

C. Rates and Charges

1. The monthly rate includes a flat rate one-party residence line with Touch tone, flat rate EAS, expanded local calling (where available), features, and the following fees and surcharges: Interstate Subscriber Line Charge, Intrastate Subscriber Line Charge (where applicable), Access Recovery Charge, Facilities Relocation Charge (where applicable), and the MN 911/TAM/TAP Surcharge.

2. Service Charges will not apply for new and additional package lines and moves of existing lines.

3. Service Charges do not apply when Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD replaces existing Local Exchange Service. The normally applicable Service Charges do apply when Customers request a change back to Local Exchange Service.

4. The Company retains the right, in its sole discretion, to change some or all of the network technology on which it delivers this service and the associated long distance service, including a change to Voice over Internet Protocol technology. If the Company’s network technology changes in such a way that this tariff will no longer apply to Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD, the following monthly rate will continue to apply, and the new service(s) or plan(s) will be governed by separate, commercial terms between the Company and the customer.

<table>
<thead>
<tr>
<th>Unlimited Nationwide Calling or Essential Home Phone w/ 30 Minutes LD</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per package, per location</td>
<td>$35.00 [2]</td>
</tr>
</tbody>
</table>

---

[1] 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.

[2] Rate includes local services, features, fees and surcharges described in C.1. preceding. 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.
SPECIAL PACKAGED OFFERINGS

3. SOLUTIONS – BUSINESS\(^{(1)}\) (T)

A. General

Solutions is an optional business service enrollment plan that permits a customer to receive Business Flat Rated Local Exchange Service plus features for a flat monthly rate, for each Solutions package business line provided.

B. Regulations

Solutions customers may terminate their enrollment in the Plan at any time upon notice to the Company.

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.

The Plan is not available with Business ISDN-BRI Service lines, to customers who are or become toll restricted. Rotary Hunt Service is not available in conjunction with this Plan unless Rotary Line Service is included in a specific Solutions Package. The Plan cannot terminate to a Key system, PBX or any other line trunking device.

No more than nine (9) business lines can be enrolled with the Solutions option(s) for each customer location or per account.

Service Connection Charges do not apply when:

1. Solutions replaces existing Local Exchange Service;
2. Customers request a change from Solutions back to regulated Local Exchange Service or;
3. New and additional Solutions lines are added.

Service Connection Charges as specified in Section 12 of this Catalog apply for moves of existing Solutions Lines.

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.

---

\(^{(1)}\) The Business Solutions products are subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
SPECIAL PACKAGED OFFERINGS

3. SOLUTIONS - BUSINESS (Continued)
   C. Term Discount Plan (TDP) (1)

1. General
   a. A Term Discount Plan (TDP) provides business Solutions-Business customers who have two or more packages at the same location with discounted rates for the second and each additional package (up to a maximum of eight discounted packages at the same location) when the customers also subscribe to any Embarq Communications, Inc. long distance plan.
   
   b. Only those Solutions business packages as specified in II.C.3.(b) are eligible for discounts under this Term Discount Plan. No discount applies on the initial business package subscribed to under this TDP.
   
   c. Customers may subscribe to the same or different business packages under this TDP. However, the discount applies only on those additional packages for which the tariffed monthly rate is equal to or less than the monthly rate of the initial business package.
   
   d. Customers must subscribe to a two-year TDP commitment period to receive the discount. At the end of the TDP commitment period the customer may renew the TDP for another two-year TDP commitment period. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.
   
   e. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

(1) As of July 15, 2011, availability of Term Discount Plan is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

3. SOLUTIONS - BUSINESS (Continued)

C. Term Discount Plan (TDP) (1) (Continued)

2. Termination Liability Charges

a. If a TDP customer disconnects any or all of the business packages subscribed to under the TDP, a termination liability charge will apply for the lines that are disconnected. The termination liability charge will be a one-time charge of $50.00 per business package that is prematurely disconnected.

b. If a TDP customer retains the access line associated with a Solutions business package, but discontinues any or all of remaining features and services that are required to receive the TDP discount, no termination liability charges will apply. However, all discounts for which the customer was eligible under this TDP will cease as of the date the required service(s) and/or feature(s) is discontinued, and the monthly rate for the remaining access lines will default to the applicable tariffed monthly rate for business individual line service.

3. Discounts

a. Customers who subscribe to two or more of the business packages listed as follows will receive a 10% discount off the tariffed monthly rate for the second and each additional package at the same location. A maximum of eight packages are eligible for the discount.

b. Business packages eligible for the discount under this TDP are:

Sure Solution II
Priority Solution
Economy Solution
Rotary Classic Solution
Economy Bundle II A

(1) As of July 15, 2011, availability of Term Discount Plan is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

3. SOLUTIONS - BUSINESS (Continued)

D. Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rate&lt;sup&gt;(1)&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Priority Solution&lt;sup&gt;(2)&lt;/sup&gt;</td>
</tr>
<tr>
<td>Local Exchange Service</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
</tr>
<tr>
<td>Call Forwarding</td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
</tr>
<tr>
<td>Caller ID with Name</td>
</tr>
<tr>
<td>2. Sure Solution II&lt;sup&gt;(4)&lt;/sup&gt;</td>
</tr>
<tr>
<td>Local Exchange Service</td>
</tr>
<tr>
<td>Enhanced Call Waiting</td>
</tr>
<tr>
<td>Return Call</td>
</tr>
<tr>
<td>Three-Way Calling</td>
</tr>
<tr>
<td>Call Forwarding</td>
</tr>
<tr>
<td>Repeat Dial</td>
</tr>
<tr>
<td>Caller ID with Name</td>
</tr>
<tr>
<td>Call Waiting ID</td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
</tr>
<tr>
<td>3. Classic Solution&lt;sup&gt;(3)&lt;/sup&gt;</td>
</tr>
<tr>
<td>Local Exchange Service</td>
</tr>
<tr>
<td>Return Call</td>
</tr>
<tr>
<td>Three-Way Calling</td>
</tr>
<tr>
<td>Call Forwarding</td>
</tr>
<tr>
<td>Caller ID with Name</td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
</tr>
</tbody>
</table>

---

<sup>(1)</sup> The Solutions monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

<sup>(2)</sup> Limited to existing customers at existing locations as of June 23, 2008. As of July 15, 2011 this service is limited to lines in service for existing customers.

<sup>(3)</sup> Effective June 16, 2005, this service will no longer be available for new installations. As of July 15, 2011 this service is limited to lines in service for existing customers.

<sup>(4)</sup> As of July 15, 2011 this service is limited to lines in service for existing customers.
3. SOLUTIONS - BUSINESS (Continued)

D. Rates and Charges (Continued)

4. **Preferred Solution** (2)
   - Local Exchange Service
   - Enhanced Call Waiting
   - Call Forwarding
   - Three-Way Calling
   - Call Forward Busy - Fixed
   - Call Forward No Answer – Fixed
   - Monthly Rate: $43.95

5. **Economy Solution** (3) (6)
   - Local Exchange Service
   - Choice of two of the following:
     - Call Forward No Answer - Fixed
     - Enhanced Call Waiting (5)
     - Caller ID with Name (includes Anonymous Call Rejection) (5)
     - Signal Ring
   - Monthly Rate: $47.25

6. **Economy Solution II** (3) (4)
   - Local Exchange Service
   - Choice of three of the following:
     - Call Forward No Answer - Fixed
     - Call Forward Busy - Fixed
     - Enhanced Call Waiting (5)
     - Caller ID with Name (includes Anonymous Call Rejection) (5)
     - Three-Way Calling
     - Repeat Dial
   - Monthly Rate: $47.25

---

(1) The Solutions monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(2) Effective June 16, 2005, this service will no longer be available for new installations. As of July 15, 2011 this service is limited to lines in service for existing customers.

(3) Customers must also subscribe to any Embarq Communications, Inc. long distance plan.

(4) Effective May 1, 2005, Economy Solution II will no longer be available for new installations. As of July 15, 2011 this service is limited to lines in service for existing customers.

(5) When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

(6) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

3. SOLUTIONS - BUSINESS ( Continued )

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>7. Rotary Classic Solution (2) (5)</td>
<td>$53.85 (l)</td>
</tr>
<tr>
<td>Local Exchange Service with Rotary</td>
<td></td>
</tr>
<tr>
<td>Return Call</td>
<td></td>
</tr>
<tr>
<td>Three-Way Calling</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Caller ID with Name</td>
<td></td>
</tr>
<tr>
<td>Call Forward Busy - Fixed</td>
<td></td>
</tr>
<tr>
<td>Call Forward No Answer - Fixed</td>
<td></td>
</tr>
</tbody>
</table>

8. Economy Bundle II A (3) (5)                           | $47.25 (l)   |
| Local Exchange Service                                   |              |
| Choice of three of the following:                        |              |
|   Call Forward No Answer - Fixed                         |              |
|   plus Call Forward Busy - Fixed                         |              |
|   Enhanced Call Waiting (4)                              |              |
|   Caller ID with Name (includes Anonymous Call Rejection) (4) |          |
|   Three-Way Calling                                      |              |
|   Return Call                                            |              |

(1) The Solutions monthly rate and the applicable EAS monthly rate will appear as a single item on the customer's bill.

(2) Customers must also subscribe to any Embarq Communications, Inc. long distance plan. Customers who subscribed to this service prior to June 16, 2005 who also subscribe to the grandfathered Small Business Unlimited long distance plan must also subscribe to Voicemail.

(3) Customers must also subscribe to any Embarq Communications, Inc. long distance plan.

(4) When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

(5) As of July 15, 2011 this service is limited to lines in service for existing customers.
## SPECIAL PACKAGED OFFERINGS

### 3. SOLUTIONS - BUSINESS (Continued)

C. Rates and Charges (Continued)

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
</tr>
</thead>
</table>
| 9. Complete Business Bundle | \$42.50<sup>(2)</sup> (1)<sup>(4)</sup>  
Local Exchange Service  
Enhanced Call Waiting  
Return Call  
Three-Way Calling  
Call Forwarding  
Repeat Dial  
Caller ID with Name (includes  
Anonymous Call Rejection)  
Call Waiting ID  
Call Forward Busy - Fixed  
Call Forward No Answer - Fixed  
  Initial bundle, per location | (1)  
  2nd through 9th bundle (per bundle), per location | (1)  
| 10. Pure Bundle | \$30.00<sup>(3)</sup>  
Local Exchange Service  
Outbound Call Block Feature  
Non-Published Number  
Billed Number Screening (optional) | (1)  

<sup>(1)</sup> The Solutions monthly rate and the applicable EAS monthly rate will appear as a single item on the customer's bill.

<sup>(2)</sup> Customers must also subscribe to 1.5 Mbps (or greater) High-speed Internet under a two year (or greater) term commitment, Voice Mail, DSL Secure, and Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan.

<sup>(3)</sup> Customers must also subscribe to the Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan.

<sup>(4)</sup> As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

4. CONNECTION CENTRAL BUNDLE (1)

A. General

1. Connection Central Bundle is an optional business service enrollment plan that permits a customer to receive features and services for a flat monthly rate for each bundle provided. Connection Central Bundle includes the following features and services:

   a. Local Exchange Service
   b. Rotary Hunt Service - optional
   c. Three-Way Calling with Transfer
   d. Caller ID with Name (includes Anonymous Call Rejection)
   e. Call Waiting - optional
   f. Call Waiting ID - optional

B. Regulations

1. The Plan is not available with Business Flat Rated Local Service, Centrex, ISDN Service lines, Payphone Line Service lines, or PBX Trunks.

2. The Plan is not available to customers who are or become toll restricted. Service Connection 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.

3. Customers may subscribe to a maximum of two Connection Central Bundles per location which must be billed under a single bill.

4. Service Connection Charges do not apply when:

   a. A Connection Central Bundle replaces existing Local Exchange Service;
   b. Customers request a change from a Connection Central Bundle back to regulated Local Exchange Service; or
   c. New and additional Connection Central Bundle lines are added.

(1) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

4. CONNECTION CENTRAL BUNDLE (4) (Continued)

C. Term Discount Plan (TDP)

1. Connection Central Bundle is available under a Term Discount Plan (TDP) for term commitments of one or two years. At the end of the TDP commitment period the customer may renew the TDP for another one or two year TDP commitment period. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.

2. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

3. If customers disconnect one or both of the access lines associated with Connection Central Bundle prior to the expiration of the TDP, a termination liability charge will apply for the disconnected line(s). The termination liability charge will be a one-time charge equal to the sum of 50% of the payments that would apply for the remainder of the TDP.

4. If a customer retains the access line(s) associated with Connection Central Bundle, but discontinues any or all of the associated features and services, no termination liability charges will apply. However, all discounts for which the customer was eligible under this TDP will cease as of the date the service(s) and/or feature(s) are discontinued, and the monthly rate for the access line(s) will default to the applicable tariffed monthly rates.

D. Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>(1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>One Year Commitment Period, per bundle</td>
<td>$35.00 (2) (3)</td>
</tr>
<tr>
<td>Two Year Commitment Period, per bundle</td>
<td>35.00 (2) (3)</td>
</tr>
</tbody>
</table>

(1) The Connection Central Bundle monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(2) Initial bundle - Customers must also subscribe to 1.5 Mbps (or greater) High-speed Internet under a one or two year term commitment, DSL Secure, Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan, and must purchase the Company’s non-regulated Connection Central CPE.

(3) Second bundle - Customers must also subscribe to Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan.

(4) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

5. PRIMARY RATE INTERFACE (PRI) BUNDLE - BUSINESS

A. General

1. PRI Bundle is an optional business service enrollment plan. This offering permits a customer to receive features and services for a flat monthly rate for each bundle provided. PRI Bundle includes the following ISDN-PRI features and services:

   a. Primary Rate Access Line (Intraexchange)
   b. Primary Rate Interface (Two-Way)
   c. Primary Rate Channels (24 Channels)
   d. Up to 100 Direct Inward Dialing (DID) Numbers (in blocks of 20) - Optional
   e. Standard Features
   f. Incoming Call Identification (Caller ID Name and Number)

B. Regulations

1. Unless specified otherwise in this section, the regulations for ISDN-PRI Service, including Non-recurring and Installation Charges, set forth in Section 22, apply in addition to the regulations herein.

2. Unless specified otherwise in this section, the regulations for DID Service, including Non-recurring and Installation Charges, set forth in Section 19, apply in addition to the regulations herein.

3. Service Connection Charges do not apply when PRI Bundle replaces existing Local Exchange Service.

4. Customers may activate all 100 DID numbers included in the bundle rate concurrent with installation of service or may activate the numbers in blocks of 20. When a customer activates fewer than 100 numbers concurrent with establishment of service, Installation Charges do not apply for the initial or subsequent activations of 20-number blocks (up to 100 numbers).
SPECIAL PACKAGED OFFERINGS

5. PRIMARY RATE INTERFACE (PRI) BUNDLE – BUSINESS (Continued)

B. Regulations (Continued)

5. Customers may order additional DID numbers, in excess of 100 for an individual PRI Bundle, subject to availability, at the rates specified in Section 19 of this Catalog. Non-recurring and Installation Charges apply for subsequent activation of numbers beyond those included in the bundle.

6. The Optional Features available for ISDN-PRI Service are available with PRI Bundle at the rates specified in Section 22.

7. PRI Bundle is available under the term commitments of 2 years, 3 years, and 5 years. Termination Liability Charges set forth in Section 22.2.G.8 apply for PRI Bundle.

8. Unless terminated by the PRI Bundle customer or the Company, a customer will remain enrolled in the PRI Bundle, as amended from time to time, with any applicable changes in rate, for as long as the PRI Bundle continues to be offered by the Company. If any features or services in the bundle are discontinued by the customer, the remaining features and services will be charged the normal tariff rate or charge.

9. Customers enrolled in the bundle, who subsequently become subject to Company initiated toll restriction will have all existing PRI Bundle lines converted to the applicable tariff rates. Service Connection Charges will not apply for those existing lines converted, in-place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable tariff rates. Such customers will not be permitted to re-enroll in this bundle until such time as all associated unpaid balances are satisfactorily paid in full.

C. Rates and Charges

<table>
<thead>
<tr>
<th>Term Commitment</th>
<th>Monthly Rate</th>
<th>Monthly Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 years</td>
<td>$624.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>3 years</td>
<td>584.00</td>
<td>0.00</td>
</tr>
<tr>
<td>5 years</td>
<td>554.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
SPECIAL PACKAGED OFFERINGS

6. MULTILINE BUNDLE (1) (C)

A. General

1. MultiLine Bundle is an optional business service enrollment plan that permits customers to receive Local Exchange Service and additional features and services for a flat monthly rate, for each MultiLine Bundle provided. Customers must subscribe to at least two MultiLine Bundles per location, which must be billed under a single invoice.

B. Regulations

1. The Plan is not available with Centrex, ISDN Service lines, Payphone Line Service lines, or PBX Trunks.

2. The Plan is not available to customers who are or become toll restricted. Service Connection 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.

3. Service Connection Charges as specified in Section 12 of this Catalog apply for new and additional MultiLine Bundles and moves of existing MultiLine Bundles.

4. Service Connection Charges do not apply when a MultiLine Bundle replaces existing Local Exchange Service.

(1) As of July 15, 2011 this service is limited to lines in service for existing customers.
6. MULTILINE BUNDLE (1) (Continued) (C)

C. Term Discount Plan (TDP)

1. MultiLine Bundle is available under a Term Discount Plan (TDP) for term commitments of one, two or three years. At the end of the TDP commitment period the customer may renew the TDP for another one, two or three year TDP commitment period. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.

2. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

3. If a customer disconnects any of the access lines associated with MultiLine Bundle prior to the expiration of the TDP, there will be no termination liability charges applicable to MultiLine Bundle regulated services. A termination liability charge is only applicable should the customer also disconnect required non-regulated companion service(s).

4. Customers must retain a minimum of two MultiLine Bundles. If disconnection of any access line associated MultiLine Bundle(s) prior to the end of the TDP results in only one remaining MultiLine Bundle, that remaining bundle will default to the applicable tariffed rates for the Local Exchange Service access line or key trunk, including Rotary Hunt Service if the line or trunk is so equipped, plus the tariffed rates for the individual features.

5. If a customer retains the access line(s) associated with MultiLine Bundle, but discontinues any or all of the required regulated services then associated access line(s) will default to the applicable tariffed rates for the Local Exchange Service access line or key trunk, including Rotary Hunt Service if the line or trunk is so equipped, plus the tariffed rates for the individual features.

(1) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

6. MULTILINE BUNDLE (3) (Continued)

D. Rates and Charges

Each MultiLine Bundle includes the following:

- Flat Rated Key Trunk or Flat Rated Business Individual Line
- Rotary Hunt Service - optional
- Three-Way Calling with Transfer - optional
- Caller ID with Name (includes Anonymous Call Rejection) - optional

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Month-to-Month, per bundle</td>
<td>$49.50 (2)</td>
</tr>
<tr>
<td>2. One Year Commitment Period, per bundle</td>
<td>44.00 (2)</td>
</tr>
<tr>
<td>3. Two Year Commitment Period, per bundle</td>
<td>38.50 (2)</td>
</tr>
<tr>
<td>4. Three Year Commitment Period, per bundle</td>
<td>33.00 (2)</td>
</tr>
</tbody>
</table>

(1) The MultiLine Bundle monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(2) In addition to subscribing to an Embarq Communications, Inc. long distance plan, customers must also subscribe to one of the following qualifying services per MultiLine Bundle location:

1) the Company’s non-regulated 1.5 Mbps (where available) or greater High-speed Internet. (In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company’s 768 Kbps High-speed Internet or non-regulated Satellite Broadband Service or;
2) the Company’s non-regulated Dedicated IP Service.

The qualifying service must be billed on the same invoice as the MultiLine Bundles, but may be provisioned on access lines or trunks other than the MultiLine Bundle that are billed under the same invoice.

(3) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

7. HOSTED MULTILINE BUNDLE\(^{(1)}\) (T)

A. General

1. Hosted MultiLine Bundle is an optional business service enrollment plan that permits customers to receive Local Exchange Service and additional features and services for a flat monthly rate, for each Hosted MultiLine Bundle provided. Each Hosted MultiLine Bundle includes one Centrex Service II access line. Customers must subscribe to a minimum of two and a maximum of nine Hosted MultiLine Bundles per location, which must be billed under a single invoice. Each Hosted MultiLine Bundle includes:
   a. Centrex Service II access line
   b. Centrex Service II Standard Features (see 1.D.1. of this Section)
   c. Caller ID with Name (includes Anonymous Call Rejection)
   d. Call Waiting ID
   e. Return Call
   f. Distinctive Ringing/Ring Again
   g. Call Park/Call Pick-Up
   h. Multiple Appearance Directory Number (MADN)

B. Regulations

1. The Plan is provided subject to the availability of facilities and central office equipment as determined by the Company.

2. The Plan is not available for lines that terminate into Key or PBX systems. Customers must purchase the Company’s non-regulated Meridian M6320 digital set (CPE) for each Hosted MultiLine Bundle.

3. Directory Listings are furnished in accordance with the rates and regulations specified in Section 5 of this Catalog.

4. The Plan is not available to customers who are or become toll restricted. Service Connection 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.

5. Service Connection Charges do not apply when:
   a. A Hosted MultiLine Bundle replaces existing Local Exchange Service;
   b. Customers request a change from a Hosted MultiLine Bundle back to regulated Local Exchange Service; or
   c. New and additional Hosted MultiLine Bundle lines are added.

\(^{(1)}\) This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

\(\text{(T)}\)
SPECIAL PACKAGED OFFERINGS

7. HOSTED MULTILINE BUNDLE (Continued)

B. Regulations (Continued)

6. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.

7. Directory Assistance charges, as specified in Section 16 of this Catalog, apply to Hosted MultiLine Bundle.

8. Call Forward features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message toll charges that would regularly be applicable between the station originating the call and the station to which the call is transferred nor shall it be used to simulate rotary service from the Company central office. Only one call forwarding arrangement, consisting of a single calling path, may be provided per Hosted MultiLine Bundle for which the customer subscribes to a Call Forward feature.

9. Seasonal Service, as specified in Section 2 of this Catalog, is not allowed for Hosted MultiLine Bundle.

10. The assignment of telephone numbers and the sequence of the numbers assigned to a Hosted MultiLine Bundle are made at the discretion of the Company. The Company does not guarantee to provide telephone numbers arranged in a consecutive manner. If the customer requests telephone numbers under a special numbering arrangement to be terminated in a Hosted MultiLine Bundle customer group, then additional recurring and non-recurring charges may apply as determined under an ICB arrangement.

11. The Company shall not be liable, directly or indirectly for damages, unless caused by gross negligence of the Company in failing to maintain reasonable standards of maintenance and inspection and exercise reasonable supervision.

C. Term Discount Plan (TDP)

1. Hosted MultiLine Bundle is available under a Term Discount Plan (TDP) for term commitments of one or three years. At the end of the TDP commitment period the customer may renew the TDP for another one or three year TDP commitment period. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the discount in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.

2. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.
SPECIAL PACKAGED OFFERINGS

7. HOSTED MULTILINE BUNDLE (Continued)

C. Term Discount Plan (TDP) (Continued)

3. If a customer disconnects any or all of the access lines associated with Hosted MultiLine Bundle prior to the expiration of the TDP, a termination liability charge will apply for the disconnected access line(s). The termination liability charge will be a one-time charge equal to the sum of 50% of the remaining payments that would apply for the remainder of the TDP.

4. Customers must retain a minimum of two Hosted MultiLine Bundles. If disconnection of any access line associated Hosted MultiLine Bundle(s) prior to the end of the TDP results in only one remaining Hosted MultiLine Bundle, that remaining bundle will default to the applicable tariffed rates for the Local Exchange Service access line, including Rotary Hunt Service if the line is so equipped, plus the tariffed rates for the individual features.

5. If a customer retains the access line(s) associated with Hosted MultiLine Bundle, but discontinues any or all of the required services prior to the expiration of the TDP, the termination liability charge will be a one-time charge equal to the sum of 50% of the remaining payments that would apply for the remainder of the TDP for each Hosted MultiLine Bundle for which the required services were discontinued, and the associated access line(s) will default to the applicable tariffed rates for the Local Exchange Service access line, including Rotary Hunt Service if the line is so equipped, plus the tariffed rates for the individual features.

D. Rates and Charges

1. Monthly Recurring Charges

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$30.00 (2)</td>
<td>One Year Commitment Period, per bundle</td>
</tr>
<tr>
<td>28.00 (2)</td>
<td>Three Year Commitment Period, per bundle</td>
</tr>
</tbody>
</table>

(1) The Hosted MultiLine Bundle monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(2) Customer must also subscribe to an Embarq Communications, Inc. long distance plan per bundle and the Company’s non-regulated Elite Voicemail per bundle.
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS

A. GENERAL
   1. Solutions II is an optional business service enrollment plan that permits a customer to receive business Local Exchange Service and additional features and services for a flat monthly rate for each Solutions II business line.

B. REGULATIONS
   1. Solutions II customers may terminate their enrollment in the plan at any time upon notice to the Company.
   2. Unless terminated by the Solutions II 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.
   3. The Plan is not available with Centrex, ISDN Service lines, Payphone Line Service lines, or PBX Trunks.
   4. The Plan is not available to customers who are or become toll restricted. Service Connection 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.
   5. No more than nine (9) business lines can be enrolled with the Solutions II option(s) for each customer location or per account, except as specified following. There is no per location or per account limit on the number of business lines that can be enrolled with Basic Offer Bundle.
   6. Service Connection Charges, as described in Section 12 of this Catalog, apply to requests for new and additional Solutions II lines, and for moves of existing lines.
   7. Service Connection Charges do not apply when:
      a. Solutions II replaces existing Local Exchange Service or;
      b. Customers request a change from Solutions II back to Local Exchange Service.
   8. Solutions II customers are not eligible for promotional offerings associated with the Custom Calling Services and ExpressTouch Features included in the Plan, unless specifically provided for in a promotional offering.
   9. Service Connection Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. In addition, any optional services not affected by the toll restriction will convert to their applicable tariff rates. 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.
   10. Prices of the individual services included in these packages may be higher or lower than the packaged offering. These packages are available for as long as the customer retains all of the required services. If a customer discontinues any of the services that are required to be eligible for a package, the non-discounted rates for each remaining individual service that was part of the packaged offering will apply.

(1) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS (1) (Cont’d) (C)

C. TERM DISCOUNT PLAN (TDP)

1. Solutions II is available under a Term Discount Plan (TDP) for term commitments of one, two or three years. At the end of the TDP commitment period the customer may renew the TDP one, two or three year TDP commitment period. If the customer does not specify renewal terms in writing 90 days prior to the expiration of the TDP, the commitment period and the monthly rate in effect at the time of expiration will automatically be extended for 12 months. The customer can terminate service at the end of the commitment period with no penalty or obligation to continue the service.

2. Rate increases or decreases will automatically be applied to the monthly term commitment rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

3. For Complete Business Bundle II, if a customer disconnects any of the access lines prior to the expiration of the TDP, there will be no termination liability charges applicable to regulated services. A termination liability charge is only applicable should the customer also disconnects the Company’s non-regulated High-speed Internet when originally purchased as an accompanying qualifier service prior to the expiration of the associated TDP.

For Connected II and Economy Bundle II B, if a customer disconnects any of the access lines prior to the expiration of the TDP, a termination liability charge will apply for the disconnected access line(s). The termination liability charge will be a one-time charge of $50.00 for each access line associated with Connected II and/or Economy Bundle II B that is prematurely disconnected.

4. If a customer retains the access line(s) associated with a Solutions II business package, but discontinues any or all of the associated regulated features and services, no termination liability charges will apply. However, all discounts for which the customer was eligible under this TDP will cease as of the date the service(s) and/or feature(s) are discontinued, and the monthly rate for the access line(s) will default to the applicable tariffed monthly rates.

(1) As of July 15, 2011 this service is limited to lines in service for existing customers. (N)
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS (3) (Cont'd)

D. RATES AND CHARGES

1. Connected II (1)(3)

Flat Rated Key Trunk or Flat Rated Business Individual Line
Rotary Hunt Service (optional)
Enhanced Call Waiting
Three-Way Calling or Three-Way Calling with Transfer
Call Forwarding
Return Call
Repeat Dial
Speed Dial 8
Caller ID with Name (includes
Anonymous Call Rejection)
Call Forward No Answer-Fixed
Call Forward Busy-Fixed
Call Waiting ID

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Month-to-Month, per bundle</td>
<td>Term Commitments</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 Year, per bundle</td>
<td>2 Years, per bundle</td>
</tr>
<tr>
<td>All Exchanges</td>
<td>$54.95</td>
<td>$54.95</td>
<td>$54.95</td>
</tr>
</tbody>
</table>

(1) Customers must also subscribe to Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA).

(2) The Solutions II monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(3) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS (4) (Cont'd)

D. RATES AND CHARGES (Cont’d)

2. Economy Bundle II B (1)(4)

Flat Rated Business Individual Line
Choice of three of the following:
- Call Forward No Answer - Fixed
- plus Call Forward Busy - Fixed
- Enhanced Call Waiting (3)
- Caller ID with Name (includes Anonymous Call Rejection) (3)
- Three-Way Calling
- Return Call

<table>
<thead>
<tr>
<th>Monthly Rates (2)</th>
<th>Term Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year, per bundle</td>
</tr>
<tr>
<td>All Exchanges</td>
<td>$47.25</td>
</tr>
</tbody>
</table>

(1) Customers must also subscribe to an Embarq Communications, Inc. long distance plan.

(2) The Solutions II monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(3) When Enhanced Call Waiting and Caller ID with Name are the selected features, Call Waiting ID is also provided.

(4) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS (3) (Cont'd)

D. RATES AND CHARGES (Cont'd)

3. Complete Business Bundle II (1) (3)

Flat Rated Key Trunk or Flat Rated Business Individual Line
Rotary Hunt Service (optional)
Enhanced Call Waiting
Three-Way Calling or Three-Way Calling with Transfer
Call Forwarding
Return Call
Repeat Dial
Speed Dial 8
Caller ID with Name (includes
Anonymous Call Rejection)
Call Waiting ID
Call Forward No Answer-Fixed
Call Forward Busy-Fixed

<table>
<thead>
<tr>
<th></th>
<th>Month-to-month, per bundle</th>
<th>Term Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year, per bundle</td>
<td>2 Years, per bundle</td>
</tr>
<tr>
<td>All Exchanges</td>
<td>$38.50</td>
<td>$38.50</td>
</tr>
</tbody>
</table>

(1) Customers must also subscribe to Embarq Communications, Inc. Small Business Unlimited Solutions II long distance plan (Option 2 – Extended Calling USA). In addition, customers must also subscribe to 1.5 Mbps (or greater) High-speed Internet.

(2) The Solutions II monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(3) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

8. SOLUTIONS II – BUSINESS (3) (Cont’d)

D. RATES AND CHARGES (Cont’d)

4. Basic Offer Bundle (1) (3)

Flat Rated Key Trunk or Flat Rated Business Individual Line
Rotary Hunt Service (optional)
Caller ID with Name (includes
  Anonymous Call Rejection)
Enhanced Call Waiting
Call Waiting ID
Three-Way Calling with Transfer
Call Forwarding
Call Forward No Answer-Fixed
Call Forward Busy-Fixed
Return Call
Repeat Dial
Selective Call Rejection

<table>
<thead>
<tr>
<th></th>
<th>Term Commitments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Year, per bundle</td>
</tr>
<tr>
<td>All Exchanges</td>
<td>$55.00</td>
</tr>
</tbody>
</table>

(1) Customers must also subscribe to the Company’s non-regulated 1.5 Mbps (where available) or greater High-speed Internet under a one, two or three year term commitment with the initial bundle at each customer location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company’s 768 Kbps High-speed Internet or non-regulated Satellite Broadband Service.

(2) The Solutions II monthly rate and the applicable EAS monthly rate will appear as a single item on the customer’s bill.

(3) As of July 15, 2011 this service is limited to lines in service for existing customers.
SPECIAL PACKAGED OFFERINGS

9. BUSINESS ASSIST ADVANTAGE PLANS

A. GENERAL

Business Assist Advantage Plans are optional business service enrollment plans that permit customers to receive flat rated Local Exchange Service plus features and services for a flat monthly rate, for each Business Assist Advantage Plan business line provided.

B. REGULATIONS

1. Business Assist Advantage Plan customers may terminate their enrollment in the plan at any time upon notice to the Company.

2. Unless terminated by the Business Assist Advantage Plan 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.

3. The plan is not available with Business ISDN-BRI Service lines, Payphone Line Service, to customers who are or become toll restricted. Rotary Hunt Service, as defined in Section 10, is not available in conjunction with the Plan unless Rotary Hunt Service is included in a specific Business Assist Advantage Plan Package. The Plan cannot terminate to a PBX or any other line trunking device, unless indicated for a specific Business Assist Advantage Plan Package.

4. A customer may subscribe to a maximum of ten (10) Business Assist Advantage Plan business lines for each customer location, except as specified following. There is no per location limit on the number of business lines that can be enrolled with Business Assist Basic Plan or Business Assist Basic Plan Plus.

5. Service Connection Charges, as described in Section 12 of this tariff, apply for new and additional Business Assist Advantage Plan lines, and moves of existing lines.


7. Business Assist Advantage Plan customers are not eligible for promotional offerings associated with the Custom Calling Services and/or ExpressTouch features included in the plan, unless specifically provided for in a promotional offering.

8. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. In addition, any optional services not affected by the toll restriction will convert to their applicable tariff rates. 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.
SPECIAL PACKAGED OFFERINGS

9. BUSINESS ASSIST ADVANTAGE PLANS (Cont’d)

B. REGULATIONS (Cont’d)

9. Prices of the individual services included in the Business Assist Advantage Plan may be higher or lower than the packaged offering. Business Assist Advantage Plan is available for as long as the customer retains all of the required services. If a Customer discontinues any of the services that are required to be eligible for the Plan, the non-discounted rates for each remaining individual service that was part of the packaged offering will apply.

C. Term Discount Plan (TDP)

1. General

   a. A Term Discount Plan (TDP) provides Business Assist Advantage Plan customers with discounted rates when the customer(s) subscribe to a one, two or three-year TDP.

   b. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase causes the services under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.

2. Termination Liability Charges

   If a customer who subscribes to a Business Assist Advantage Plan discontinues service prior to the end of the commitment period, there will be no termination liability charges applicable for the regulated portion(s) of the Business Assist Advantage Plan.

3. Discounts

   The following discount applies for each occurrence of the monthly recurring charges applicable for the service to which the customer is subscribed. Usage charges are not discounted. The discount applies for the initial and each additional bundle at the same location.

<table>
<thead>
<tr>
<th>One Year</th>
<th>Two Years</th>
<th>Three Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>10%</td>
<td>15%</td>
<td>20%</td>
</tr>
</tbody>
</table>

   Upon expiration of the customer’s TDP, the discount will expire and the customer will be charged at the prevailing monthly rates unless the customer renews or signs up for a new TDP.
SPECIAL PACKAGED OFFERINGS

9. BUSINESS ASSIST ADVANTAGE PLANS (Cont’d)

D. RATES AND CHARGES

1. Business Assist Advantage Plan

Flat Rate Individual Business Line or Key Trunk
Rotary Hunt Service (optional)
Choice of available Custom Calling and/or ExpressTouch Features

<table>
<thead>
<tr>
<th>Monthly Rates</th>
<th>Exchanges with EAS Rate (3)</th>
<th>All Other Exchanges (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial bundle, per location (1)</td>
<td>$58.25</td>
<td>$50.92</td>
</tr>
<tr>
<td>2\textsuperscript{nd} through 10\textsuperscript{th} bundle (per bundle), per location</td>
<td>38.95</td>
<td>32.29</td>
</tr>
</tbody>
</table>

2. Unlimited Business Assist Advantage Plan (2)

Flat Rate Individual Business Line or Key Trunk
Rotary Hunt Service (optional)
Choice of available Custom Calling and/or ExpressTouch Features

<table>
<thead>
<tr>
<th>Monthly Rates</th>
<th>Exchanges with EAS Rate (3)</th>
<th>All Other Exchanges (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial bundle, per location (1)</td>
<td>$56.45</td>
<td>$49.12</td>
</tr>
<tr>
<td>2\textsuperscript{nd} through 10\textsuperscript{th} bundle (per bundle), per location</td>
<td>33.95</td>
<td>27.29</td>
</tr>
</tbody>
</table>

(1) When customers also subscribe to the Company’s non-regulated Voicemail, a $2.50 discount is applied to the monthly rate.

(2) Customers must also subscribe to Embarq Communications, Inc. long distance Business Unlimited, a Business Assist Advantage Plan.

(3) See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS

10. RESERVED
SPECIAL PACKAGED OFFERINGS

10. RESERVED (Continued)
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT\(^{(1)}\)

A. Description

1. 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 bundles are available under a one-year, two-year or three-year Term Discount Plan (TDP) and are available on a month-to-month basis as specified in E. following.

B. Regulations

1. 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.

(M) Material previously appeared on Page No. 46.

(M1) Material now appears on Page No. 49.
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT

B. Regulations (Cont’d)

2. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.

3. 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 was in service. **Early termination liability charges for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in C. following.**
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT (Cont'd)

B. Regulations (Cont'd)

4. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

5. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

8. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.

9. This plan is not available to customers who are or become toll restricted. Service Connection 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.

(M) Material now appears on Page No. 46.
(M1) Material now appears on Page No. 45.
(M2) Material now appears on Page No. 45.1.
SPECIAL PACKAGED OFFERINGS

11.  CORE CONNECT (Cont’d)

C.  Term Discount Plan

1.  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.

2.  Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.

3.  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 tariffed rates in effect when those lines are added.

4.  Upon expiration of a TDP, the TDP discounts specified in E. following 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 tariffed rates then in effect will apply for the new or renewed TDP.

5.  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 portion(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.
11. CORE CONNECT (Cont’d)

D. Application of Rates

1. The monthly rates include the Local Exchange Service, flat rate EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.

2. Service Connection Charges, as described in Section 12 of the General Exchange Tariff apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Connection 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.

3. Service Connection Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Connection charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

(M) Material now appears on Page Nos. 49 and 50.
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT (Cont’d)

E. Rates and Charges

The rates for the following CORE CONNECT bundles apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1 [1][2]

Flat Rate Individual Business Line or Key Trunk Service
Rotary Hunt Service (optional)
Choice of the following features and services:
• Caller ID with Name (includes Anonymous Call Rejection)
• Call Forwarding
• Call Forward Busy - Fixed
• Call Forward No Answer - Fixed
• Enhanced Call Waiting
• Call Waiting ID
• Three-Way Calling
• Three-Way Calling with Transfer
• Return Call
• SignalRing
• Repeat Dial
• Message Waiting
• Voicemail [3]

<table>
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<tr>
<th>Exchanges</th>
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<tr>
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<td>Exchanges with EAS Rate [4]</td>
<td>$60.00</td>
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<tr>
<td>All other Exchanges [4]</td>
<td>53.00</td>
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</tbody>
</table>

[1] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

[2] Customers must also subscribe to the Embarq Communications, Inc. Business Assist Advantage – Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.


[4] See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT (Cont’d)

E. Rates and Charges (Cont’d)

2. Core Connect 1 LITE [1]

Flat Rate Individual Business Line or Key Trunk Service
Rotary Hunt Service (optional)
Choice of the following features and services:
• Caller ID with Name (includes Anonymous Call Rejection)
• Call Forwarding
• Call Forward Busy - Fixed
• Call Forward No Answer - Fixed
• Enhanced Call Waiting
• Call Waiting ID
• Three-Way Calling
• Three-Way Calling with Transfer
• Return Call
• SignalRing
• Message Waiting
• Voicemail [2]

<table>
<thead>
<tr>
<th>Exchanges</th>
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<tr>
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<td>Initial Bundle</td>
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<td></td>
<td>2nd through 10th bundle</td>
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<tr>
<td></td>
<td>All Terms</td>
</tr>
<tr>
<td>Exchanges with EAS Rate [4]</td>
<td>$60.00</td>
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<tr>
<td>All other Exchanges [4]</td>
<td>53.00</td>
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</tbody>
</table>

[1] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.


[3] 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.

[4] See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT (Cont’d)

E. Rates and Charges (Continued)

3. Core Connect 2 \[1\][2]

Business Individual Line Service or Key Trunk Service
Hunting (optional)
Choice of the following features and services:
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer - Fixed
- Enhanced Call Waiting
- Call Waiting ID
- Three-Way Calling
- Three-Way Calling with Transfer
- Return Call
- SignalRing
- Repeat Dial
- Selective Call Rejection
- Message Waiting
- Voicemail \[3\]

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<tr>
<td>All other Exchanges [4]</td>
<td>49.74</td>
<td>29.74</td>
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</table>

[1] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.

[2] Customers must also subscribe to the Embarq Communications, Inc. Business Assist Advantage – Business Unlimited (Option 2) long distance plan for each CORE CONNECT 2 line or trunk subscribed.


[4] See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS

11. CORE CONNECT (Cont’d)

E. Rates and Charges (Continued)

3. Core Connect 2 LITE [1]

Business Individual Line Service or Key Trunk Service
Hunting (optional)
Choice of the following features and services:
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer - Fixed
- Enhanced Call Waiting
- Call Waiting ID
- Three-Way Calling
- Three-Way Calling with Transfer
- Return Call
- SignalRing
- Selective Call Rejection
- Message Waiting
- Voicemail [2]

<table>
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<tr>
<th>Exchanges</th>
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<th>2nd through 10th bundle</th>
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<td>2nd through 10th bundle</td>
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<td></td>
<td>All Terms</td>
<td>Month-to-Month [3]</td>
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<tr>
<td>Exchanges with EAS Rate [4]</td>
<td>$60.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>All other Exchanges [4]</td>
<td>54.74</td>
<td>29.74</td>
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</tbody>
</table>

[1] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.


[3] Customers must initially subscribe to Core Connect 2 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.

[4] See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS

12. CENTURYLINK BUSINESS BUNDLE

A. General

1) CENTURYLINK BUSINESS BUNDLE, an optional enrollment plan available to business customers with up to twenty-five access lines and/or key trunks across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). This plan permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services specified in 3., following for a flat monthly rate.

2) CENTURYLINK BUSINESS BUNDLE is available for a maximum of ten (10) business lines at each customer location.

B. Regulations

1) Customers must also subscribe to companion long distance service provided by CenturyLink Communications, LLC for the initial and each additional CENTURYLINK BUSINESS BUNDLE and the Company’s 1.5 Mbps or greater High Speed Internet provided by the Company or a CenturyLink affiliate: at each CENTURYLINK BUSINESS BUNDLE 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. The qualifying High Speed Internet service must be billed on the same invoice as CENTURYLINK BUSINESS BUNDLE, but may be provisioned on access lines or trunks other than CENTURYLINK BUSINESS BUNDLE. Specific requirements are as follows:

a. Month-To-Month Option

- CenturyLink Business Bundle Unlimited long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet on a month-to-month basis or under a two-year term minimum commitment period at each CENTURYLINK BUSINESS BUNDLE location.

b. Two-Year Term Option

- CenturyLink Business Bundle Unlimited long distance plan, and
- Non-regulated 1.5 Mbps or greater High-speed Internet under a two-year term minimum commitment period at each location.

2) There is no minimum service period for the Local Exchange Service and features provided in CENTURYLINK BUSINESS BUNDLE. Customers who discontinue this service within thirty days after establishment of service will be charged only for the number of days of service.

3) CENTURYLINK BUSINESS BUNDLE lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

(M) Moved within this page.
SPECIAL PACKAGED OFFERINGS

12. CENTURYLINK BUSINESS BUNDLE (Continued)

B. Regulations (Continued)

4) Components of CENTURYLINK BUSINESS BUNDLE will be converted to a la carte rates for the remaining services if customers remove any of the qualifying services. If the qualifying High Speed Internet service is discontinued at any CENTURYLINK BUSINESS BUNDLE location, components of all CENTURYLINK BUSINESS BUNDLES at that location will be converted to a la carte rates. No termination liability charges will apply for the regulated portion(s) of CENTURYLINK BUSINESS BUNDLE if a qualifying service is discontinued prior to the minimum service period or term commitment period for that qualifying service. Early Termination Fees may apply if non-regulated HSI is discontinued prior to the end of a two-year commitment.

5) All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

6) Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

7) CENTURYLINK BUSINESS BUNDLE cannot be combined with any other discounts unless otherwise specified.

8) This plan is not available to customers who are or become toll restricted. Service Connection 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.

9) An Activation Fee as specified in D. following will apply for the month-to-month option in lieu of any other Service Charge(s), except that if a premises visit is required in order to establish service, the nonrecurring charge normally applicable for a premises visit will apply in addition to the Activation Fee.

The Activation Fee will be waived when:

- customer migrates existing Local Exchange Service lines to CENTURYLINK BUSINESS BUNDLE, or
- customer orders CENTURYLINK BUSINESS BUNDLE additional lines subsequent to establishment of the initial line, or
- customer orders initial and/or additional lines and selects the two-year term commitment for the required High Speed Internet service.

The Activation Fee does not apply for the two-year term option.
SPECIAL PACKAGED OFFERINGS

12. CENTURYLINK BUSINESS BUNDLE (Continued)

C. Service Description

CENTURYLINK BUSINESS BUNDLE includes a Flat Rate Individual Business Line or Trunk Service, flat rate EAS\[4\] and the following optional services and features:

- Rotary Hunt Service
- Busy Redial (aka Repeat Dial)
- Caller ID with Name (includes Anonymous Call Rejection)
- Call Forwarding
- Call Forward Busy - Fixed
- Call Forward No Answer – Fixed
- Call Forward Remote Activation
- Enhanced Call Waiting
- Call Waiting ID
- Three-Way Calling
- Three-Way Calling with Transfer
- Return Call
- SignalRing
- Selective Call Rejection
- Selective Call Acceptance
- Message Waiting
- Voicemail \[1\]

D. Rates and Charges \[2\]

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<th>CenturyLink Business Bundle</th>
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<td></td>
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<td>Per Line, Per Location</td>
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<td>Month-to-Month</td>
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\[1\] Deregulated service.
\[2\] This product is subject to Individual Case Basis (ICB) pricing under certain circumstances. If applicable, specific special pricing arrangements that are currently in effect can be obtained from your assigned CenturyLink representative.
\[3\] Monthly rates for the CenturyLink Business Bundle Unlimited long distance plan provided by CenturyLink Communications, LLC and for 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.
\[4\] See Section 1 of this tariff for list of exchanges for which EAS Rates apply.
SPECIAL PACKAGED OFFERINGS
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RESERVED FOR FUTURE USE
RESERVED FOR FUTURE USE
EMBARQ MINNESOTA, INC., d/b/a CENTURYLINK
TELECOMMUNICATIONS SERVICES
CATALOG

Section No.: 27
Page No.: 9
Release No.: 2

Issued: November 28, 2011
Effective: November 29, 2011

RESERVED FOR FUTURE USE

(T)

(D)
RESERVED FOR FUTURE USE
RESERVED FOR FUTURE USE
RESERVED FOR FUTURE USE