

NAMING RATES
FOR
United Telephone Company of the Northwest
d/b/a CenturyLink
TELEPHONE SERVICE
AT
ALL OREGON EXCHANGES
AND
CONTAINING RULES AND REGULATIONS
GOVERNING SERVICE

Effective July 28, 2009, United Telephone Company of the Northwest registered the fictitious name CenturyLink. Effective October 19, 2009, United Telephone Company of the Northwest d/b/a Embarq, began operating under the name CenturyLink, **at which time the Company adopted** all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, **which had previously been filed by or** adopted by United Telephone Company d/b/a Embarq. (T)
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Effective March 1, 2015, United Telephone Company of the Northwest d/b/a CenturyLink PUC OR No. 4 replaced in its entirety P.U.C. OR No. 3, at which time certain services previously appearing in P.U.C. OR No. 3 were transferred to Oregon Price List No. 102. (N)

Service Area Maps previously filed by United Telephone Company as Schedule AB and subsequently adopted by United Telephone Company of the Northwest d/b/a CenturyLink are incorporated by reference into this PUC OR No. 4, as described in Section 5, Pages 1 and 2. (N)

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Trade Names, Trademarks and Service Marks Used in this Tariff

Below is a list of trade names, trademarks and/or service marks for services which are offered in this Tariff. These trade names, trademarks and/or service marks are owned by **CenturyLink Communications, LLC** and are used by **CenturyLink Communications, LLC**. Trademark and service mark designations will not be listed hereafter in the Tariff. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by **CenturyLink Communications, LLC** cannot be used by another party without authorization.

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Service Mark/Trademark:

CenturyLink®

Lumen®

Lumen Technologies®

Trade Name:

CenturyLink

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PRELIMINARY STATEMENTS

SYMBOLS

The symbols listed below are used in this tariff to indicate the modifications of all tariff material submitted to the Commission. Symbols appear on the right side of the text to which they apply and within the lined margin of the page.

<u>SYMBOL</u>	<u>DEFINITION</u>
(C)	To signify a change in text, rule, or condition which may affect rates or charges.
(D)	To signify discontinued material, including text, rates, rules, or conditions.
(I)	To signify an increase of rates or charges.
(M)	To signify material moved from or to another part of the tariff with no change in text, rate, rule, or condition.
(N)	To signify new material including text, rate, rule, or condition.
(R)	To signify a reduction in rates or charges.
(T)	To signify a change in text, wording or format which will not affect rates or charges.

PRELIMINARY STATEMENTS

FILING OF RATES, RULES AND REGULATIONS

The schedules contained in this tariff have been regularly filed with the Public Utility Commissioner of Oregon and are the effective rates, rules, and regulations of this Company.

No officer, employee, or agent of the Company has any authority to waive, alter, or amend in any respect these rates, rules, and regulations, or to make any agreement inconsistent therewith.

The rates, rules, and regulations contained in this tariff are subject at all times to addition, change, or abolition by the Public Utility Commissioner of Oregon. Changes to this tariff must be approved or accepted by the Public Utility Commissioner of Oregon.

Each page of this tariff bears a designating P.U.C. Oregon number and also the date issued and the date upon which it became effective.

TERRITORY SERVED

The United Telephone Company of the Northwest renders service in its exchange areas as shown by exchange maps which are an integral part of this tariff.

The procedure which will be followed by the Company in providing service is set forth in Section 2 (Rules and Regulations). The definitions of phrases and terms which are used in a specialized sense are included in Section 1 (Definitions).

DEFINITIONS

900 and 976 Blocking Service

900/976 Blocking Service prevents direct access to ALL 900 and 976 service, including time of day and road condition reports. 900 Blocking Service prevents direct access only to the 900 network, including time of day and road condition reports. 976 Blocking Service prevents direct access only to the 976 network, including time of day and road condition reports. When customers dial a 900 or 976 number from a line with 900, 976 or 900/976 Blocking Service, the call is diverted to a Company provided intercept announcement.

9-1-1

9-1-1 Emergency Communication System service is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive calls dialed to the telephone number 9-1-1. The service provides the capability to answer emergency calls originated by persons within the serving area who dial 9-1-1.

9-1-1 Service Area

The geographic area which contains the Serving Central Office and Originating End Offices and in which the 9-1-1 customer can respond to all 9-1-1 calls or initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the customer in those areas where there is a choice.

Access Line

A circuit between the customer's premises and the serving central office providing access to the network and including a network interface device (NID).

Access Line Installation Charge

A nonrecurring charge made to cover all or a portion of the cost associated with the installation of telephone access line.

Acoustic/Inductive Coupler

A device which makes connection with CPE through use of sound/electromagnetic waves as opposed to direct electrical connection.

Advanced Business Connection

A central office arrangement that provides optional custom calling features to simple business lines and allows a multiline customer to integrate separate lines into a communications system.

Ancillary Service (ANS)

A service, such as Billing and Collection Service, which is performed by a local exchange carrier to directly administer or support provision of the LEC's basic and enhanced services. ANS's do not include the provision of common administration such as human resources, accounting, purchasing, inventory control, or other similar functions.

Anonymous Call Rejection

Anonymous Call Rejection allows a subscriber to route blocked calls to a prerecorded message which indicates to the calling party that the subscriber to Anonymous Call Rejection does not accept blocked calls. Blocked calls are calls that have been designated as private by the calling party by use of either Caller ID, Per Call or All Call Blocking. This feature is automatically available to customers of Caller ID Number or Caller ID Name and Number. To activate, customers must press *77 (1177 on rotary phones). To deactivate customers must press *87 (1187 on rotary phones).

DEFINITIONS

Applicant

An individual or legal entity who (1) applies for service with a utility or (2) reapplies for service at a new or existing location after service has been discontinued for more than 20 days.

Audio Transmission

Denotes speech or music transmission by means of an Audio channel.

Auto Call Return

Captures and saves the number of the last incoming call, whether it was answered or not, and allows the customer to automatically redial the number if desired. Unless the incoming number is blocked the telephone number of the last call is announced (including non-published and non-listed telephone numbers). The customer is given the choice of returning the call or not. If the calling party's number is blocked, the service will not return the call or announce the calling party's number. This service is available on a usage or subscription basis.

Auto Answer Back

The Auto Answer Back feature, when implemented on a business set, allows any incoming call to the number of the set to be automatically answered after four seconds.

Automatic Dialing and Announcement Device (ADAD)

A device that can be programmed to dial telephone numbers, randomly or in a predetermined sequence, and play a recorded message when a call is answered.

Automatic Line

This feature provides an automatic connection between a calling station that goes off-hook and a predetermined location.

Automatic Line and Multiple Appearance Directory Number (MADN)

This feature allows a MADN to be assigned as an Automatic Line.

Automatic Ringdown

Denotes a two-point or multipoint channel with Company provided signaling at a serving wire center. Either end of the channel can originate a seizure which will cause a 20 Hz ringing signal to be applied to the remote ends until answered. The customer must identify primary and remote stations.

Automatic Route Selection

For customers who have several types of routing available. The trunks are automatically searched and each call sent over the next trunk available. Trunks can be searched in the order that the least expensive route available is selected.

B (Bearer) Channel

The B-channel carries voice and/or data communications at speeds up to 64 kbps, from the customer's premises, over the loop facility, to the central office.

B-Channel Data

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

DEFINITIONS

Baseband Transmission

Baseband is defined as a form of modulation in which signals are pulsed directly on the transmission medium without frequency division and without a modem. The electronics of a baseband network are simpler than a broadband network.

Base Rate Area (BRA)

A specific area within any exchange service area as set forth in the tariff map. Local exchange service within this area is furnished at uniform rates without extra mileage charges.

Basic Service

A service which provides transmission capacity for the movement of information. Basic services include data processing, computer memory or storage, switching techniques and other activities which facilitate the movement of information. Examples of Basic Services: R1, B1, Trunks, Centrex, Private Lines, CCF's.

Baud

Denotes a unit of signaling speed. It is the reciprocal of the time duration in seconds of the shortest signal element (mark or space) within a code signal. The rates specified are the number of signal elements per second.

Billing Date

The latest of (1) the date stated on the billing or (2) the date billing was placed in the mail.

Billing Number Screening

Permits full access to the local and toll networks while blocking billing of collect and/or third-number calls to the customer's number.

Blind Transfer Recall

This feature enables the user to transfer a call to another party without waiting for that party to answer. If the other party does not answer the transferred call within a specific time-out period, the set from which the call was transferred is recalled.

Building

A structure under one roof, or two or more structures under separate roofs but connected by enclosed passageways, not crossing a public thoroughfare other than an alley, in which telephone wires or cables may be safely run. Pipes and conduits are not considered enclosed passageways.

Call Back Queuing

A station user encountering an all-trunks-busy condition has the option of being notified when a trunk becomes idle, then automatically connected to the called number.

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.

DEFINITIONS

Call Forward Fixed

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. 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.

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.

Call Forward No Answer-Fixed

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.

Call Forward No Answer-Customer Programmable

Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

Call Forward No Answer-Customer Controlled

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. 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.

Call Forward Busy-Fixed

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.

Call Forward Busy-Customer Programmable

Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

Call Forward Busy-Customer Controlled

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. 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.

Call Forward of Call Waiting

Automatically forwards a call waiting call to voice mail or another predetermined number. The customer must subscribe to both Call Forward and Call Waiting services. There is no additional charge for this feature. It is an enhancement of the Call Forwarding service.

Call Park

Allows a user to "hold" an in-progress call on his or her own number by dialing a code. The call can then be picked up from any other station by dialing a code.

Call Park Recall Identification

This feature enables a user to distinguish Call Park and Directed Call Park recalls from other types of calls. This feature is provided on an Individual Case Basis.

DEFINITIONS

Call Pick-up

Allows a station other than the called station, within a predetermined group of stations, to pick up an incoming call.

Call Tracer

Allows customers who have been receiving harassing or obscene calls to place an immediate trace of the last incoming call. This information is recorded by United Telephone and is delivered to the appropriate law enforcement authorities. The customer does not receive the traced number. Call Tracer will be placed on all subscribers lines and Call Tracer will be charged on a per activation arrangement.

Call Waiting

A tone provided to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through hookswitch operation.

Call Waiting and Three-Way Calling Interactions

This feature enhances Call Waiting by allowing the second leg of a Three-Way call to wait on a busy 500/2500 set. This applies to 500/2500 type sets that have Call Waiting assigned and also to 500/2500 type sets that are called by sets with Dial Call Waiting or Call Waiting Originating assigned.

Call Waiting Originating

Permits a station user to impose Call Waiting on a busy station. A line option is available to exempt the called station from Call Waiting Originating.

Call Waiting with Options

Provides options for handling an incoming call waiting call to Customers that subscribe to Call Waiting and Caller ID features and also have Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with current caller, the call waiting caller is identified in the subscriber's ADSI telephone display window. The Subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to a voice mail or conferencing the caller with the current call.

Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 9-1-1 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

Caller ID with Name

This feature delivers the name and telephone number of the caller (including non-published and non-listed telephone numbers), allowing the subscriber to see the name and number displayed. This feature requires a special display unit or telephone equipment capable of displaying Caller ID information. The caller's name and number will not be displayed if the caller activates Per Call Blocking or All Call Blocking.

DEFINITIONS

Caller ID–Number Only

Delivers the telephone number of the caller (including non-published and non-listed telephone numbers) on a special display allowing the subscribers to see the number before answering. This feature requires a special Caller Display Unit or telephone capable of displaying Caller ID information. The caller's number will not be displayed if the caller activates Per Call Blocking or All Call Blocking.

Customers of Caller ID may not, without permission of the calling party, publicize or disclose to third parties name or telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services.

Calling Name Display

For the user with Display, this feature enables the name of the calling or called party to be displayed on incoming and outgoing calls. This feature is provided on an Individual Case Basis.

Calling Number Identification Blocking

Calling Number Identification Blocking is for customers desiring not to have their telephone number delivered to Caller Identification and Auto Call Return subscribers. There are two forms of Calling Number Identification Blocking; Per Call Blocking, and All Call Blocking. Except as discussed below, there are no charges for either Per Call Blocking or All Call Blocking.

Camp-on with Music

This feature will allow the connection of music to the calling party when the caller is camped-on to the destination.

Centrex Trunk

A trunk that allows access to certain Centrex features.

Central Office

A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

Central Office Connecting Facility

A facility furnished to another common carrier by the Company between the terminal location of the other common carrier and a point of connection on the Company premises for intra or interstate use.

Central Office Station Termination

An extension of a station line into a location other than the premises where the station line originated.

Centrex Trunk

A trunk that allows access to certain Centrex features.

Channel

A path for communication or signaling between two or more locations which provides service to the general public, having the necessary equipment and operating arrangements for terminating and interconnecting customer lines and trunks.

DEFINITIONS

Channel Performance

Denotes establishing or enhancing the performance characteristics of a channel.

Charge

The one time, nonrecurring, price of providing equipment or services.

Class of Service

The various categories of service generally available to the customer: business, residence.

Client

A caller to an Information Delivery Service number is a "client" of an Information Provider.

Code Call Access

This feature allows stations to gain access to customer provided code call equipment by dialing an access code.

Code Restrictions

Enables customers to define NPA or NXX restrictions for stations or groups of stations within a customer group.

Collocation

A service which provides for placement and installation of a customer's equipment, software, and database on LEC premises. Premises include central offices, remote network facilities, or any other similar locations owned by the LEC. The equipment, software, and databases are owned by the customer.

Company

United Telephone Company of the Northwest, Inc.

Concurrence

A statement that the Company conforms to the charges, rates, and/or conditions for a particular service as described in the tariff(s) or price-list document(s) of another telecommunications company.

Conditioning

Denotes an enhancement to the transmission performance of a Voice Grade circuit. Performance(s) affected are attenuation distortion, envelope delay, distortion and noise.

Connecting Arrangement (Coupler)

The protective equipment provided to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Company.

Consultation Hold

Consultation Hold is part of the Three-Way Conference/Transfer feature. Consultation Hold allows the transferring party to talk privately with the destination before transferring the call or establishing a Three-Way Conference.

DEFINITIONS

Contact Closure

Denotes the low resistance short provided by a pair of electrical contacts which indicate a change in signaling states on a circuit.

Contiguous Exchanges

Two exchanges whose boundaries adjoin.

Continuous Property

Property occupied by a customer which is not separated by public highways or by property occupied by others. Non-continuous property is treated as continuous if the customer furnishes pipe or conduit that is suitable for the company to place wire facilities.

Contract

The service application-agreement between a customer and the Company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs and under special conditions.

Contractual Agreement

A specific contract between an Information Provider and the Company detailing the actual price that the Information Provider will charge for calls to its 976 telephone number.

Cost

The words "cost" or "actual cost," as used in this tariff, are intended to mean the actual cost of material, labor, vehicles, and incidentals, plus a charge for administration.

Custom Calling Features

A term describing special features provided from digital central offices. These can include call forwarding, call waiting, speed dial, and three-way calling.

Customer

A person or legal entity that (1) is currently receiving service from the Company; or (2) subsequently requests service within 20 days after voluntary disconnection. Also called a "subscriber."

Customer-of-Record

The person or entity who resells or shares exchange service.

Customer Premises Equipment (CPE)

Devices or apparatus located on the customer's premises which are connected to the communications path of the Company's exchange network either electrically, acoustically, inductively, or with an interface arrangement to Company facilities.

Customer Premises Inside Wiring

Wire for telecommunications purposes which is on the customer's premises. Customer Premises Inside Wire begins on the customer's side of the Network Interface Device (NID).

Customer Provided Pay Telephone Service

Pay telephone service provided through an instrument owned by the customer. The instrument must be connected to a Pay Telephone Access Line.

DEFINITIONS

Customer Provided Poles or Trench

"Customer Provided poles or trench" are poles or trench previously put in place by a power or cable company, the applicant, or some other entity. The poles or trench must meet the construction standards of the Company before they will be utilized for line extension.

D (Delta) Channel

The D-channel carries signaling at speeds up to 16 kbps on BRI, from the customer's premises to the central office. The D-channel does not have voice capability.

Data-Call Protection

This feature protects the data calls from interruption by not allowing the connection of test or busy-verification circuits to the line while the line is busy.

Date of Presentation

The date upon which a bill or notice is mailed, postage prepaid, in a sealed envelope properly addressed to the customer, or if not mailed, the date upon which that bill or notice is presented to the customer by a representative of the Company.

Demarcation Point

See "Interface or Demarcation Point."

Deposit

A cash payment made by the customer to establish or reestablish credit with the Company.

Dial Call Waiting

Allows a station user the flexibility to choose whether he/she wants to impose Call Waiting on a busy station.

Dictation Access and Control (DTMF only)

This feature provides station access to customer provided dictation recording equipment by dialing an access code.

Digital Switched Services (DSS)

Digital Switched Services (DSS) provides digital exchange service for PBX customers. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

Direct Electrical Connection

A physical connection of the electrical conductors in the communications.

Direct Inward Dialing

Provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant.

Direct Outward Dialing (DOD)

With this service, a station user can place external calls to the exchange network without attendant assistance.

DEFINITIONS

Directed Call Park

This feature allows a user to park a call against any station number in the customer group.

Directed Call Pick-up Non-Barge In

Permits a station to answer a call that is ringing any other line within the same customer group.

Directed Call Pick-up with Barge In

Permits a station to answer a call that is ringing any other line within the same customer group. If the called station has already answered the call by the time the instigating station has completed the pick-up sequence, the instigating station may barge-in to the answered call and be connected into a Three-Way Call.

Directory Assistance Service

A service provided to assist customers in obtaining telephone numbers which are, or are not, listed in the directory.

Directory Listings

Essential information in the telephone directory or information records of the Company whereby telephone users may ascertain the telephone number of a listed customer.

Display Called Number

This feature allows a business set equipped with the optional LCD Display, to receive visual feedback concerning the called number during the origination, termination, programming, and feature-activation operations.

Display Calling Number

When an incoming call is received, this feature provides the user with visual feedback concerning the calling number.

Distribution Facilities

Communication loops between the customer's premises and the serving central office for the purpose of providing access for local and toll telecommunications.

Distinctive Call-Waiting Tones

This feature applies to the various forms of Call Waiting available on the DMS-100. It permits a called station to determine whether an incoming call is external or internal to the customer group by providing different tone cadences for the two situations.

Distinctive Ringing

Allows a customer to identify certain call types by applying a distinctive ringing cadence to calls terminating on stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls permits a called station to determine whether an incoming call is external or internal to the customer group by providing different tone cadences for the two situations.

DSS Facility and Common Equipment

This element of Digital Switched Services includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.

DEFINITIONS

Emergency Reporting System

An exchange service furnished to a fire protection district, a municipality, or other governmental agency by means of special equipment for transmitting reports of public emergencies and for the purpose of public alarm signals.

Emergency Ringback

Allows the PSAP attendant to ring back a calling station whether the station is on or off hook where station equipment permits.

End User

A client of an interstate carrier taking services offered in combination with telephone companies and other carriers.

Enhanced Business Set Reason Display

For users of business sets with display, this feature enhances Call Forward Reason Display to provide information on redirected calls.

Enhanced Services

A service which employs computer processing applications that act on the format, content, code, protocol or similar aspects of the customer's transmitted information; provides the customer with additional, different, or restructured information; or involves customer interaction with stored information. Enhanced services include but are not limited to information retrieval services, voice messaging, and protocol translation between customer equipment or software.

Enhanced Frame Relay Service

Enhanced Frame Relay Service (EFRS) 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, 1.544 Mbps, or 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the EFRS network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.

Enhanced Service Provider (ESP)

A person or company which supplies enhanced services by using ONA services furnished by a LEC, including the enhanced services operation of a LEC and an IXC acting as an ESP. An IXC acts as an ESP only when it provides enhanced services to customers separate from its provision of basic services.

Exchange

A specified area established for the furnishing of communication service. It usually embraces a city, town, village, or unincorporated community and surrounding area and may consist of one or more central offices together with the associated plant used in furnishing service within that area.

Executive Busy Override

Allows a station user to gain access to a busy station; the calling station is then connected to the in-progress call at the busy station.

Expensive-Route Warning Tone

This feature provides a warning tone to indicate the selection of an expensive route.

DEFINITIONS

Express Touch Service

ExpressTouch Service is a group of central office-based call management features offered in addition to basic exchange telephone service and custom calling features. This service will be offered on or after May 15, 1995.

ExpressTouch Service Area

ExpressTouch features will only operate on calls originating and terminating within the defined ExpressTouch or Custom Local Area Signaling Services (CLASS) capable central office. It is not necessary for both parties to subscribe to ExpressTouch features.

Extended Area Service (EAS)

Interexchange telephone service furnished at flat, measured rates or combination of flat/measured between one or more exchanges.

Facilities

Terminal equipment, supplemental equipment, apparatus, wiring, poles, cables, and other materials and mechanisms necessary for, or furnished in connection with, telephone service.

Feature Code Access

This feature provides an alternate method of accessing features other than through the use of feature keys.

Feature Display

For the user of business set equipment with 32-character LCD. This feature provides visual feedback on incoming-call information.

Fixed Remote Call Forwarding

Provides a customer with a telephone number equipped in the company's central office and permanently forwards all incoming calls to another customer selected telephone number.

Flat Rate Service

Service furnished at a fixed monthly rate.

Flexible Intercept

This service allows for the automatic rerouting of calls that cannot be completed because of the equipment, imposed restrictions, or dialing irregularities. Calls are routed to a tone, or to an announcement.

Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 9-1-1 call regardless of the action of the calling party. Forced disconnect prevents the dedicated facilities (lines or trunks) to the PSAP from being tied up by calling parties who remain off-hook. After the PSAP attendant releases from a 9-1-1 call, the dedicated 9-1-1 trunk or line facility to the PSAP is automatically released and made available for other 9-1-1 calls. Forced disconnect may be used to disconnect any established 9-1-1 call connection to a PSAP.

Foreign Exchange

Any exchange other than that in which the customer is located.

Foreign Exchange Directory Listing

An alphabetical listing in the directory of an exchange other than the exchange in which a subscriber is furnished local service.

DEFINITIONS

Foreign Exchange Service

Exchange service furnished to a customer from a central office located in an exchange other than that in which the customer's primary station is located, or off-premises station service furnished to a customer in an exchange other than that in which the customer's primary station is located (a grandfathered service).

Forwarded Message Information

Forwarded Message Information furnishes data about the origin and destination of a message that has been forwarded to a Provider's hunt group arrangement.

Fully-Restricted Service

Fully-restricted stations are denied access to the exchange network.

Grandfathered Service or Equipment

Service that is not available for new installation, regrade, or supersedure. Equipment that was connected to the network before the FCC Part 68 Rules and Regulations for equipment registration were in effect.

Group Intercom

This feature enables a customer to terminate on a member of a predesignated group by using abbreviated dialing.

Half Duplex

Denotes service which provides for transmission in both directions, but in only one direction at a time.

Held Calls

This feature allows users to hold an established call on any Directory Number. The user can then originate or receive another call on any other idle Directory Number.

Hunting

Hunting is a call completion feature that increases the likelihood of an incoming call being completed. When attempting to terminate a call to a busy line to which hunting is assigned, the switch offers the call to a sequence of other lines.

Idle Tone

A reorder tone at 120 IPM that is given to alert the PSAP attendant that the originating party has gone on-hook after the 9-1-1 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

In-Only DID Trunk

In-only trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

In-Only Trunk

One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.

Individual Line Service (a.k.a. One-Party Line)

An exchange access line designed for the connection of one main station.

(N)
(N)

Individual Business Line

This feature allows the user to give one of the Directory Number Keys the appearance of a POTS line.

Individual Line Business Service

This feature allows a station in a customer group to have the appearance of a POTS line. The station has a POTS dialing plan, and does not have access to any features.

Individual Page from Group Intercom

This feature allows a Group Intercom member to page another group member using the built-in speaker on the set. This feature is provided on an Individual Case Basis.

OR 17-11

Advice No. OR 17-02

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DEFINITIONS

Information Delivery Service (IDS)

Communication services and facilities provided to third party information providers who offer prerecorded announcements or interactive programs to call-in customers.

Information Provider

A person or company, unaffiliated with the Company, that provides announcements or interactive programs.

Information Provider Pricing

A pricing plan where the Information Provider determines the price that a client will be billed for a call to its announcement service.

Installation Charge

See "Access Line Installation Charge."

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

ISDN-BRI Service 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 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 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 transmissions channels on the same line. ISDN-PRI Service consists of twenty-three 64 Kbps B-channels and one 64 Kbps D-channel.

Interactive Programs

A program or service whereby a caller, once connected to an Information Provider's announcement machine, can through the use of a U-Touch pad or similar device, access more specific or individualized announcement information.

Intercom

Allows abbreviated digit dialing of one station within the Centrex system by another station.

Intercom Service

Allows a customer to call his/her own number, hang up, and thereby ring all the extensions at that number.

Interexchange Carrier

Any individual or special groups engaged for hire in interstate, intrastate interLATA, or foreign communication with or without wires. Services are normally provided to end users.

Interexchange Receiving Service

A combination of exchange and toll service, whereby a business customer in one exchange may arrange to receive calls placed to a special number by customers from another exchange. The customer agrees to accept such calls on a prepaid station toll call basis. The special number may be published in the directory of the exchange where the call originates.

DEFINITIONS

Interface or Demarcation Point

The point of interconnection between telephone company communications facilities and equipment, protective apparatus, and wiring on a customer's premises. The interface or demarcation point shall be located at the customer's side of the Company's protector, or the equivalent thereof in cases where a protector is not employed, as provided under the Company's standard operating practices. The demarcation point may be located near a common building protector or inside each individual unit in a multi-tenant building.

Intergroup Calling

Allows customers in different customer groups to call each other by using abbreviated dialing, in the same manner that callers in the same customer group can call each other by dialing from two to five digits.

Joint User Service

A person, firm, or corporation authorized by the Company and a customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer. This service is grandfathered.

Key Telephone Service

A service using key telephones or key adapters and other equipment to provide call holding, multi-line pickup, signaling, intercommunication, conference, and other services.

Last Number Redial

Allows a customer to redial the last called number by pressing a single key or designated access code.

Last Number Redial Associated with Set

This feature allows a user to redial the last number called from any directory number dialed from the set with either a single key or a designated access code. This feature is provided on an Individual Case Basis.

Lifeline Assistance

Lifeline Assistance is a Federally funded program which provides a reduction in the price of basic local residential access service to qualifying low-income subscribers. See also "Oregon Telephone Assistance Program."

Line Connection

Installation of facilities provided by the Company for a circuit from the central office to the Network Interface Device, inclusive.

Line Extension

The outside plant required to extend existing facilities to render telephone service within an exchange.

Listen on Hold

This feature allows a user to place a called party on hold and listen through the speaker. Should privacy be desired or an answer be required, the terminator picks up the handset, establishing a two-way voice path and disabling the speaker.

Local Access and Transport Area (LATA)

A geographic area encompassing designated exchanges for the provision and administration of communication services.

DEFINITIONS

Local Exchange

The Local Exchange is the exchange from which service (or dial-tone) is provided.

Local Exchange Carrier (LEC)

A telecommunications utility, unincorporated association, or cooperative corporation which provides basic services within the boundaries of exchange maps filed with and approved by the Oregon Public Utility Commission.

Local Measured Service

A local service for which charges may be based upon frequency, time of day, duration, and distance of calling.

Local Message

A message not subject to toll charges.

Local Service

Telephone service provided between customers' stations located within the same local service area.

Loudspeaker and Radio Paging Access

This service allows stations to access customer provided loudspeaker paging equipment.

Make Set Busy

This feature allows user to make the set busy to incoming calls.

Make Set Busy Except Group Intercom

This feature allows users to continue to receive Group Intercom calls when the Make Set Busy feature is activated. This feature is provided on an Individual Case Basis.

Mass Calling Applications

Information services which are expected to provide call volumes characterized by a peaked distribution. These are usually the result of focused media stimulation, primarily radio and television, i.e., call-in contests, vote polling, and similar applications. Information Delivery Service is not suited for these applications.

Meet Point

A predetermined point in the provision of a circuit between two or more operating companies, i.e., where United Telephone provides the facilities to this point and another telephone company provides further facilities in order to provide end-to-end service to a customer.

McCulloh Loop Signaling

Denotes a signaling format which provides a contact closure to the tip and ring of the customer premises during the normal state. During an alarm state a momentary open is provided. During the signaling state a series of grounded pulses are applied to the customer premises for termination and identification purposes.

Message

A completed customer telephone call.

DEFINITIONS

Message Telecommunications Service

Message Telecommunications Service (MTS) applies to all calls made between two or more rate centers within a Local Access and Transport Area (LATA).

Mileage Charges

Additional recurring rates based on distance measurement.

Minimum Contract Period

The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

Move and Change Charges

Nonrecurring charges which apply to all local exchange telephone service for the moving or changing of service at the customer's request.

Multi-line Variety Package Dial Plan

Permits a POTS-type dial plan to be used by Centrex subscribers. When calling outside the customer group, subscribers do not have to dial an access code.

Multiple Appearance Directory Number

A directory number that is assigned to more than one set.

Multiple Appearance Directory Number and Conference Interaction

This feature allows a conference call to be either answered or established by one party, placed on hold, and picked up by another party.

Music on Hold

This feature provides access to a continuous broadcast of music and, optionally, a recorded announcement to callers who are waiting for connection to a called party.

DEFINITIONS

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:

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

Name Display for Multiple Appearance Directory Number Secondary Members

This feature enables customers to assign names to Multiple Appearance Directory Number groups and to each secondary member of a group. This feature is provided on an Individual Case Basis.

National Security Emergency Preparedness (NSEP)

- See Telecommunication Service Priority (TSP).

Network Access Channel

Denotes the transmission path between a customer designated premises and the serving wire center of the premises.

Network Interface

The point of common termination of company-provided and customer-provided facilities. Sometimes referred to as the "Standard Network Interface."

Network Interface Device (NID)

A device, located at the network interface, which readily permits the disconnection of all customer premises inside wiring from the Company network, provides access to the Company network through an industry registered jack of a type provided for in Part 68 of the FCC Rules and Regulations for testing purposes, and is provided as part of the exchange access line. Also called a "Standard Network Interface (SNI)."

Non-contiguous Exchanges

Two exchanges the boundaries of which do not adjoin.

DEFINITIONS

Nonlisted Service

An arrangement whereby a customer's number is omitted from the telephone directory but not from the information records, at the customer's request.

Nonpublished Service

An arrangement whereby a customer's number is omitted from the telephone directory and from information records, at the customer's request.

Nonrecurring Charge

A one-time charge covering installation, move, or change of facilities accomplished at customer request. The charge may be based on either a flat rate or on a time and material basis.

Off Hook Queuing

A call that cannot be completed because an idle outgoing trunk is not available among the inexpensive route set, may wait off hook for an idle trunk. When an outgoing trunk becomes available, the call progresses in the normal manner.

Off-Hook Queuing (OHQ) Enhanced

This feature provides the following enhancements: OHQ priority, OHQ announcement, Discretionary OHQ and Call-Back Queuing activation. This feature is provided on an Individual Case Basis.

Off Net Transfer

Off Net Transfer is a central office based feature that allows customers with key or PBX systems to transfer calls to stations not connected to their systems.

Ohm

Denotes a unit of electrical resistance.

On Hook Dialing

This feature allows the user to originate calls without lifting the handset.

One-Party Line (1-PTY)

See "Individual Line"

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(N)

Operator Verification/Intercept Service

Customers may obtain assistance in determining if a called line is in use (herein called verification) or in interrupting a conversation in progress (herein called interrupt) by calling the "0" operator. This service applies to local and long distance calls.

Optional Features and Functions

Denotes options available to change the basic circuit's quality or utility.

Oregon Telephone Assistance Program (OTAP)

A program that provides reduced monthly rates for low income customers who meet eligibility requirements established by the Commission. Rates under this program apply to the single line serving the customer's principal residence. (See Service Assistance Program Surcharge.)

Originating End Office

A Central Office which serves the caller originating a 9-1-1 call.

Originating/Terminating Line Select

This Programmable Prime-Line Select feature provides users a variety of line-selection options for originating and terminating calls. This feature is provided on an Individual Case Basis.

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DEFINITIONS

Out-Only Trunk

One-way trunk which only allows traffic originating in the customer's CPE to be transmitted to the central office switch.

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Pay Telephone Access Line

An exchange line, using a measured rate, to which a customer-provided instrument is connected, to provide pay telephone service.

Permanent Disconnect

A service is permanently disconnected when both incoming and outgoing service is denied by the Company and a final bill is prepared and rendered to the customer.

Permanent Hold

This feature allows a 500/2500 set to hold an active call against its own directory number. The held call can then be retrieved from this same station.

Personal Alert Line

Personal Alert Line allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the pre-determined number. The pre-determined number cannot be 911 or other emergency numbers.

Premises

The customer's premises will include building or buildings occupied by one customer on continuous property.

Privacy Release Conference Control

This feature enhances the Multiple Appearance Directory Number feature by providing more flexibility for conferencing capabilities. This feature is provided on an Individual Case Basis.

Private Branch Exchange Service (PBX)

Service furnished by means of trunk lines directly connected from a Company central office to a branch switchboard on a customer's premises from which connection is made to stations located at various locations of the customer's operations. Private branch exchange service is for the exclusive use of the customer or the customer's authorized agents.

Private Branch Exchange Station Termination

A station line which originates at a PBX and is terminated at a station that is not on the same premises as the originating PBX.

Private Line

A line consisting of dedicated communication channels connecting two or more locations.

Provider

Provider in this context is any entity that furnishes answering and/or voice messaging services.

Public Roadway

"Public roadway" is any roadway that is dedicated to public use and does not include roads on state or federal lands intended primarily for the use of government or private interests.

DEFINITIONS

Public Safety Answering Point (PSAP)

An answering location for 9-1-1 calls originated within a given service area. PSAPs are designated as primary and secondary. The primary PSAP receives all calls from the public; secondary PSAPs only receive calls from a primary PSAP on a transfer basis.

Query Busy Station

With this feature, groups of up to 128 users can query the busy/idle status of one designated station within the group. This feature is provided on an Individual Case Basis.

Query Time Key

This feature provides the current time and date.

Rate

The recurring monthly price for the service provided.

Registered Equipment

Terminal equipment, multi-line terminating systems, and protective circuitry which comply with and have been approved within the registration provisions of Part 68 of the FCC Rules and Regulations.

Repeat Dial

Automatically monitors a busy line up to 30 minutes. A distinctive ring announces the line is free, and the number is redialed when the customer picks up the receiver. This service is available on a usage or subscription basis.

Reservation of Facilities

Reservation of Facilities is a service provided by the Company to applicants for telephone service who request service to be provided a future date.

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.

Ring Again on Hunt Groups

With this feature, if a party calls a hunt group, encounters busy, and activates the Ring Again feature, the calling party will be recalled when any member in the hunt group becomes idle.

Ring Again on Idle Business Set

This feature modifies the existing Ring Again feature to prevent a user from receiving call back while active on another call. This feature is provided on an Individual Case Basis.

Second and Third Recorded Announcements

This feature enhances announcement capability by allowing customer groups to specify delay periods between announcements and the type of treatment that callers are given during those delays and after the last announcement is given.

DEFINITIONS

Selective Call Forwarding

Allows customers to choose a list of calling numbers that will forward to another number, making it possible to forward only the calls the customer wishes to receive. The list of numbers selected can be changed at any time by the customer. The Selective Call Forwarding customer is responsible for all toll calls when the forward to number is outside the local area. Up to three simultaneous forwarded calls will be permitted where configuration allows.

Selective Call Rejection

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

Selective Call Ring

Allows customers to program a list of numbers so calls coming in from those numbers will ring distinctively. If the customer receives a call from one of the numbers on the programmed priority list, they will receive a distinctive ring unless they are already in a conversation, in which case they will receive a distinctive Call-Waiting tone. They do not have to subscribe to Call-Waiting separately to get this feature.

Semi-Restricted Service

Semi-Restricted stations are allowed access to the exchange network only through the attendant.

Service Assistance Program Surcharge

A specified amount up to 25 cents to be charged to each access line as ordered by the Public Utility Commission. The surcharge will be used to fund an Oregon Telephone Assistance Program (OTAP) and a program for the deaf.

Service Connection Charges

Nonrecurring charges which apply to the establishment, moves, and/or changes of service performed by the Company at the customer's request.

Service Inquiry and/or Implementation Charge

A nonrefundable charge for facilities review and/or network engineering which is collected at the time of application and implementation.

Serving Central Office

The Central Office from which a primary PSAP is served.

Shared Service Provider (SSP)

The person or entity who resells or shares exchange services

DEFINITIONS

Shared Telecommunications Service (STS)

STS is the provision of telecommunications and information management services and equipment by a commercial shared services provider or by a users association.

1. To a user group comprised of one person or association served by a single telecommunications system;
2. Located in a single building or in several buildings on continuous property;
3. Through privately owned customer premises equipment and associated data processing and information management services.

Short Hunt

This feature permits incoming calls to hunt over a set of directory number (DN) appearances in search of an idle DN on which to terminate.

Shortage of Facilities or Equipment

Denotes a condition which occurs when the Company does not have appropriate cable, bridging or multiplexing equipment, etc., necessary to provide the service requested by the customer.

Signaling

Denotes the process of passing information, identifying the called subscriber or addressee and for supervising and controlling the connection once it has been established.

SignalRing

A central office based service which provides one additional distinctive ringing code on incoming calls, using one individual exchange access line. This is achieved by assigning one additional telephone number to the access line.

Simplified Dialing

This service allows a customer to adopt a destination code based dialing plan for a private network of which Centrex is a part.

Six-Port Conference

This feature allows the user with conference key assigned to establish a conference call of up to six parties.

Slamming

Slamming is the unauthorized change of a subscriber's preferred carrier whether local dial tone, local long distance or long distance.

Special Billing Number Service

Special billing number service is furnished in connection with individual line, PBX, or dial switching system service. The service furnishes to a subscriber, monthly, a separate listing of toll telephone messages for each special billing number used in placing calls.

Specials Services Interface Charge

Tie lines, Foreign Exchange (FX), feature group A, private lines and other access trunks can be terminated on an Centrex system. A Special Services Interface Charge will apply to each such channel termination.

DEFINITIONS

Special Telephone Number

A telephone number specifically requested by the customer rather than randomly assigned from a mechanized system.

Speculative Project

An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure. See Line Extension Service in the Price List.

Speed Dial

A feature allowing a telephone user to reach frequently called numbers by abbreviated dialing.

Speed Call Group, Long List

A maximum of thirty stored numbers assigned speed calling location codes. This list has one station designated as the controller.

Speed Call Individual, Long List

A maximum of thirty stored numbers assigned speed calling location codes. Accessing of the long list is limited to a single user.

Speed Call Individual, Short List

A maximum of ten stored numbers assigned speed calling location codes. Accessing of the short list is limited to a single user.

Business Sense

The Company's Business Sense Local Toll Service is furnished for Dial Station-to-Station Intrastate IntraLATA long distance calls originated in the Company's exchanges and is available in connection with business lines. Customers subscribing to Business Sense Local Toll Service will be charged based on a single flat-rate

Sense

The Company's Sense Local Toll Service is furnished for Dial Station-to-Station Intrastate IntraLATA long distance calls originated in the Company's exchanges and is available in connection with individual residence and business lines.

Station

The network control signaling unit (telephone) which enables the sending and/or receiving of communications.

Station-Activated Do Not Disturb with Feature Active Reminder

This feature provides the individual station user with the option of making that station's line busy, a splash ringing is provided to remind the station user that the feature is active.

Station Call Park

This feature allows a station to park a call against its directory number.

Station Controlled Conference (Six ports max)

Allows a station user to establish a conference call consisting of more than three conferees (maximum six).

DEFINITIONS

Station Message Detail Recording-Basic (SMDR-B)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls.

Station Message Detail Recording-Enhanced (SMDR-E)

An arrangement to provide a record on tape, by station, of chargeable and nonchargeable calls and allow a user to enter a billing number into a station message detail recording record for charge-back purposes.

Station-to-Station Calling

This service allows customer group stations to complete calls to other stations by dialing a two through seven digit number.

Storing of 24 Dialed Digits (15 digits in DMS 10s)

This feature increases, from 18 to 24, the maximum number of digits of a called number stored. This increased capacity allows for the greater number of digits required by equal access end office operation or interface with private tie-line switching networks.

Studio

Denotes the term as used in connection with Audio Service to indicate the fixed premises of a customer at which (1) program material regularly originates, or (2) program material is received for transmission and at which location amplifier-distributor equipment is provided by the customer. the term Studio also indicates premises at which personnel of the customer are present, or in lieu of personnel, the customer provides supervision and control equipment.

Subscriber to Service

An Information Provider who wishes the Company to bill callers on his behalf for each call completed to that Information Provider's announcements or interactive programs and for whom the Company agrees to provide such billing.

Supersedure

The transfer of service, including the telephone number from one customer to another with the express written consent of the relinquishing customer and with the agreement of the new customer to assume the responsibility for all charges outstanding. This arrangement requires continuous billing, with no change in type or location of equipment.

Superset Call Hold

Allows the user to hold one call for any length of time, until either party goes on hook.

Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the customer's terminal equipment, to allow the PSAP attendant to know whether a 9-1-1 call put on hold is still on hold or has disconnected. In instances where visual indication is not available, a 60 IPM (slow busy) auditory signal is provided on the trunk when the calling party goes on-hook. A control circuit is required in connection with a customer-provided visual lamp indicator.

System

Centrex lines defined as a customer group within the local switch.

Tariff

The rates, charges, conditions, rules, regulations, index, definitions, concurrences, and exchange maps of the Company filed with and approved by the Public Utility Commission of Oregon.

DEFINITIONS

Telecommunications Service

Two-way switched access and local transport of voice communications. Does not include services provided by Radio Common Carrier (RCC), one-way transmission of television (TV) signals, surveying, private telecommunications networks, communications of the customer which take place on the customer's side of on-premises equipment.

Telecommunication 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) telecommunication 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. See Section 13 of the Access Service Tariff, P.U.C. OR No. 6, for regulations, rates and charges.

Temporary Disconnect

The suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnect of service. Written notice of suspension of service is required if done at the initiative of the Company.

Temporary Service

Service definitely known to be required for a short period of time, generally less than twelve months. See also Line Extension Charges.

Termination Charge

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

Three-Party Conference

Allows a customer to add a third party to an established call or to consult privately with a third party while holding the original call. No assurance can be given that transmission will be satisfactory on all such calls. These calls are subject to the treatment for two-point message telecommunications service as covered elsewhere in the Tariff or Price List. Three-Party Conference is offered on both a monthly subscription and a usage sensitive basis. To activate the usage sensitive option, the customer must press *71. The activation charge applies to completed calls. The added feature is subject to technical limitations and is not inclusive within any customer calling package.

Three-Party Conference/Transfer

This feature is a combination of the Three-Party Conference feature and the Call Transfer feature.

Three-Way Call Chaining

This feature allows a noncontrolling party on a three-way call in the DMS-100 to add another conferee to the call by flashing the switchhook and dialing the new party.

Three-Party Conference/Transfer

This feature is a combination of the Three-Party Conference feature and the Call Transfer feature.

Tie Line

A circuit connecting two private branch exchange systems for the purpose of interconnecting the stations of one system with the stations of the other without the use of trunk lines to a central office of the Company.

DEFINITIONS

Time and Material Charges

Time and material spent by a Company representative exclusive of work required to establish network access.

Toll

Telecommunications service between exchanges carried on the public switched network for which charges are made on a per-unit basis.

Toll Line

A line between two or more exchanges or toll stations over which service is furnished on a toll message rate basis.

Toll Message

A completed call between two exchange stations located in different local service areas, between two toll stations, or between a toll station and an exchange station, for which charges are made on a per-unit basis.

Toll Rate

The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges. (May be intrastate or interstate.)

Toll Restricted Service

Toll-restricted stations are either toll denied or assigned toll diversion to the attendant.

Toll Restriction

Prevents direct access to the toll network by blocking 1+ dialing and also prevents collect and third-party billing to the restricted number as well as "billing back" through the operator.

Touch Tone

The designation of a telephone using a push-button multi-frequency dial. Called "U-Touch" by the Company.

Transfer Arrangement

This arrangement consists of a central office located relay which is activated via a separately provided intraoffice channel and premises-located key, permitting the customer to temporarily disconnect a circuit at one location and transfer service for that circuit to a secondary location.

Transfer for Uniform Call Distribution (UCD)

Expands the existing call transfer capability of UCD groups by allowing UCD group members to transfer calls to other UCD groups and by allowing non-UCD users to transfer calls to UCD groups.

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.

Trunk Line

A telephone circuit between two central offices or between a private branch exchange and a company central office.

Two Point Message Telecommunications Service

Point to Point local toll service.

DEFINITIONS

Two-Way DID Trunk

Two-way trunk with Direct Inward Dialing (DID) feature. Additional charges apply for the DID feature and numbers.

Two-Way Trunk

Trunk which allows for the traffic to be transmitted from either the central office or the PBX.

Uniform Call Distribution

Allows for an even distribution of incoming calls to a listed directory number over a group of stations.

Uniform Call Distribution (UCD) Queue-Status Lamp

When assigned to a UCD group, the lamp option provides an indication at the customer premises of how long the first call in the incoming queue has been waiting for a UCD agent.

Unrestricted Service

Unrestricted stations are allowed to access the exchange network, the toll network, or any service accessible by dialing.

U-Touch Service

Where central office facilities are available, a type of high-speed address signaling (dialing) in which buttons in a bank of twelve can be depressed to give one of a group of audio tone parts for signaling directly over a circuit.

Virtual Collocation

A service which provides for placement and installation of customer selected equipment, software, and databases on LEC premises. Premises include central offices, remote network facilities, or any other similar location owned by the LEC. The equipment, software, and databases are owned and maintained by the LEC.

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RULES AND REGULATIONS

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RULES AND REGULATIONS

INTRODUCTION

The rules and regulations in this tariff apply to intrastate exchange services and facilities furnished within the state of Oregon by United Telephone Company of the Northwest (the Company) subject to the jurisdiction of the Public Utility Commissioner of Oregon.

The Company furnishes exchange service and interexchange toll service throughout the territory it serves, as shown by its filed rates, regulations, and maps. The Company furnishes interexchange toll service to the territory served by connecting companies, subject to their rates and regulations.

Cases of erroneous or doubtful interpretation of these regulations by the Company or a customer are subject to appeal to the Public Utility Commissioner of Oregon by any interested and proper party affected.

RULES AND REGULATIONS

BUSINESS AND RESIDENCE SERVICE

- A.** BUSINESS SERVICE rates apply when service is furnished at a location used primarily for business, professional, trade, or occupational purposes. (T)

Individuals practicing a profession or operating a business and having no office other than their residence may choose either business service or residence service.

- Social clubs (Elks, Eagles, VFW, etc.) are considered business service.

Business service consists of a business line at the business line rate, along with a business listing and standard yellow page listing in the business name.

Business or residential services are not installed on premises where the service would be accessible for use by the patrons of the customer or by the public in general.

If it is found that the customer is permitting public use of his business service, the Company will request that the facilities be so located as to be inaccessible to the public or that the customer permit no further public use of the services. No charge will be made for the relocation of the facilities under such circumstances.

- B.** RESIDENCE SERVICE is service used primarily, at a residence or place of dwelling, for social or domestic purposes. Residential service consists of a residential line at the residential rate, with a directory listing in the white pages only. (T)

Residence service may not be part of a hunting sequence that contains business lines.

APPLICATION FOR SERVICE

- A.** An application for service is made when: (T)

1. Service is requested by a person who has not previously been served by the Company; (T)
2. Service has been discontinued by the Company and the customer subsequently seeks to have service restored; or (T)
3. Service has been discontinued by the customer and the Company does not receive a request to restore service within 20 days. (T)

- B.** An application is a request for telephone service. The application shall not be accepted until the applicant: (T)

1. satisfies the Company's Establishment of Credit guidelines; or (T)
2. makes deposit arrangements satisfactory to the Company. (T)

These requirements are in accordance with the 2013 Fair and Accurate Credit Transaction Act Red Flag Rules. (C)
(C)

RULES AND REGULATIONS

GUARANTEED APPOINTMENTS AND COMMITMENTS

A. GENERAL

1. A Guaranteed Appointment is a mutually agreed upon appointment for a given day between a customer and the Company for a service to be provided which requires the customer to be present. The Company shall offer Guaranteed Appointments if the service to be provided requires the customer to be present.
2. A Guaranteed Appointment is considered kept if:
 - the Company representative arrives by the agreed upon date even if the service is completed at a later date, or
 - the Company notifies the customer the day following the day the order was placed that it will be unable to meet the due date due to a lack of available facilities and a new appointment must be made.
3. The Company will offer Guaranteed Commitments when the service to be provided does not require the customer to be present. A Guaranteed Commitment is a mutually agreed upon commitment between a customer and the Company to provide service on or before a specific date.

B. TERMS AND CONDITIONS

1. Guaranteed Appointments and Guaranteed Commitments will be offered for the following service types:
 - Reconnect Existing Exchange Service: Reconnect an existing service following move-out/move-in or disconnection for non-payment.
 - Connect a new or additional service or change an existing service.
 - Repair of existing exchange service when a customer is unable to receive and/or place a telephone call.
2. The Company will not make firm service date agreements during labor difficulties (including without limitation strikes, slowdowns, picketing or boycotts) or adverse events beyond the Company's control (i.e., Force Majeure).

RULES AND REGULATIONS

GUARANTEED APPOINTMENTS AND COMMITMENTS (CONT'D)

C. CREDIT FOR MISSED GUARANTEED APPOINTMENT OR GUARANTEED COMMITMENT

1. The Company is committed to providing service in accordance with our customer's expectations. When service cannot be provided as expected by our customers, the Company provides customer bill credits.
2. The credit will be applied automatically to the customer's account for failure to keep a Guaranteed Commitment if the customer requests installation of a new or subsequent service or repair that is not completed as agreed for Company reasons, subject to the exceptions specified in D. below.
3. Each credit shall be limited to the following specified amount for each service order or trouble report.

Credit Amounts for Missed Guarantee Commitment

- Residence and Business class \$25.00

D. CREDIT EXCEPTIONS

1. Credit is not applicable to missed commitments due to customer reasons or that are a result of circumstances beyond the control of the Company (i.e., Force Majeure).
2. A credit is not applicable if the customer reschedules the appointment or is not available at the time of the appointment and that unavailability prevents the completion of the scheduled work.

RULES AND REGULATIONS

CREDIT ESTABLISHMENT

A. CREDIT ESTABLISHMENT - RESIDENCE

Regulations involving Credit Establishment are included in the Oregon Administrative Rules (OARs), as follows. The text of the OAR is available for customer inspection upon request.

- | | |
|--|--------------|
| 1. Establishing Credit for Residential Service | 860-021-0200 |
| 2. Payment Arrangements for Deposit and Installation Charges for Residential Service | 860-021-0206 |
| 3. Interest on Deposits for Residential and Nonresidential Service | 860-021-0210 |
| 4. Refund of Deposits for Residential and Nonresidential Service | 860-021-0215 |

5. A deposit may be required for customers who are known credit risks.

- a. Third party credit check processes that calculate an applicant's telecommunications risk score may be utilized to determine deposit requirements. The telecommunications risk score predicts an applicant's credit risk by applying a model that includes consumer credit data, telecommunications industry data, and proven analytics.**
- b. A hierarchy credit verification approach is applied to applicants. First, Company or affiliated company payment history; second, National Consumer Telecom and Utilities Exchange members payment history; third, third-party model applied that includes financial institution information and telecommunications risk score.**
- c. Applicants are informed when a credit check is performed.**

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RULES AND REGULATIONS

CREDIT ESTABLISHMENT (CONTINUED)

B. CREDIT ESTABLISHMENT - BUSINESS

1. Credit Establishment - Business

An applicant for business service may be required to demonstrate satisfactory credit by reasonable means appropriate under the circumstances.

2. Reestablishment of Credit

A customer may be required to reestablish credit where the conditions of service or the basis upon which credit was originally established have changed. Some examples are:

- (a) Change in pattern of IntraLata toll usage;
- (b) False credit information provided by customer.

3. Deposits

A deposit shall not exceed two-twelfths the amount of reasonable estimated billing of the utility's tariffed or price listed service for one year at rates then in effect. This estimate shall be based upon the use of service at the premises during the prior 12 months or upon the type and size of the customer's equipment that will use the service, and shall be based upon two month's average or estimated usage.

- The Company may require an additional deposit when service records indicate unbilled IntraLata toll activity greater than that upon which credit was originally established.

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RULES AND REGULATIONS

CREDIT ESTABLISHMENT

B. CREDIT ESTABLISHMENT - BUSINESS (Cont'd)

4. ALTERNATIVE TO DEPOSIT

- The deposit is waived when a customer or applicant provides a written guaranty from a responsible party to secure payment of bills in an amount not to exceed the deposit requirement. An acceptable guarantor shall be a customer of the Company who has received continuous service for the last 12 months without late payment. The obligation of the guarantor shall cease once the customer has established credit.

5. DEPOSIT CRITERIA

- Deposits for telephone service are required when:
- An applicant does not satisfy the Company's Establishment of Credit guidelines;
- An applicant has been disconnected for nonpayment within the last 24 months;
- A customer or applicant was previously exempted from paying a deposit based upon false credit information; or
- A customer's service records indicate unbilled intraLATA toll activity greater than that upon which the prior deposit was based.

Paying a deposit does not excuse a customer from complying with the Company's rules and regulations regarding the obligation to promptly pay bills.

6. DEPOSIT PAYMENT ARRANGEMENTS

- Time Payments for deposits shall be limited to Residential service and IntraLATA Toll.
- Where a customer is required to pay a deposit or supplement an existing deposit, the customer shall pay one-fourth the total amount of the deposit within 5 days. If the customer has an existing deposit installment agreement, the remaining installment payments will be adjusted to include the additional deposit; however two installment payments cannot be required within the same 30-day period.
- The customer shall be provided with written notice stating that service will be disconnected if payment is not received when due. The notice shall be provided by the Company at the time of the request for deposit, and shall specify the date each installment payment shall be due.
- A non-sufficient funds check will not be accepted for deposit.

RULES AND REGULATIONS

CREDIT ESTABLISHMENT

B. CREDIT ESTABLISHMENT - BUSINESS (Cont'd)

7. INTEREST ON DEPOSITS

Regulations involving Interest on Deposits are included in Sub-chapter 860-021-0210 of the Oregon Administrative Rules (OAR). The text of the OAR is available for customer inspection upon request.

8. REFUND OF DEPOSITS

Regulations involving Refund of Deposits are included in Sub-chapter 860-021-0215 of the Oregon Administrative Rules (OAR). The text of the OAR is available for customer inspection upon request.

9. RECOVERY OF COLLECTION COSTS - BUSINESS

Any Customer subscribing to Business services under the Tariff or Price List (a "Business Customer") is responsible for all collections costs, including but not limited to attorneys 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 tariff as a claim against the Business Customer's bankruptcy estate. Collection costs referenced in this section will not be counted towards the required payments for a customer to reconnect service.

RULES AND REGULATIONS

CANCELLATION OF THE APPLICATION

An application for service canceled by the applicant or the Company prior to the establishment of the service applied for is subject to the following conditions:

- **CANCELLED BY THE APPLICANT:**

-- If cancellation is requested by the applicant before the Company has begun the work of installation, the application will be cancelled and no charge will be made against the applicant except as specifically covered by written contract with the applicant.

-- If cancellation is requested by the applicant subsequent to the time work has begun on installation, the application will be cancelled and the Company will collect the service connection charges applicable to the facilities actually installed or work done at the time of requested cancellation or such other amounts as may be specifically provided for by written contract with the applicant.

-- If cancellation is requested by the applicant subsequent to the time facilities are connected for service, such cancellation being in effect a regular discontinuance of service, the conditions of the above paragraph and the minimum requirements of the rate will be applicable.

- **CANCELLED BY THE COMPANY**

-- If the applicant refuses to comply with the Company's rules prior to the establishment of service, the Company may cancel the application, in which case the above conditions will apply.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS

- RENDERING OF BILLS

Bills for exchange service shall be rendered in advance and are payable in advance.

Billing will reflect the OTAP credit effective with the date specified by the Oregon Public Utility Commission for each recipient. The OTAP credit will be prorated on the basis of a 30-day month from the effective date of the customer's eligibility.

The OTAP credit will be prorated on the basis of a 30-day month from the effective date of the customer's application.

Effective with bills rendered on and after October 1, 1987, a monthly Service Assistance Program surcharge will be billed per access line. Recipients in either OTAP or the program for the deaf are exempt from this surcharge.

Bills for toll service will cover a monthly period ending not more than fifteen (15) days prior to the billing date.

Bills for Information Delivery Service calls that the Company bills on behalf of information providers will be rendered monthly in arrears and, in general, will be presented with the periodic bills for exchange service.

- RESPONSIBILITY OF BILLS

The customer is responsible for the payment of all proper charges in conjunction with the services furnished, including collect toll messages accepted by the customer or charges billed to an authorized Calling Card.

RULES AND REGULATIONS

RENDERING AND PAYMENT OF BILLS (cont'd)

- PAYMENT OF BILLS

Payment of bills shall be made at an office of the Company, to an authorized collector of the Company, or by mail.

The following bills are payable upon presentation:

- Bills for removal of facilities
- Bills for special services
- Bills for discontinuance of service

The following bills must be paid before service will be installed or restored:

- Bills for restoration of service
- Bills for establishment of credit
- Bills for reestablishment of credit

- FRACTIONAL CHARGES

Monthly bills for telephone service rendered for periods in excess of or less than a calendar month will be prorated on the basis of the number of days in the period in question to an average month of thirty (30) days. When the total period for the service is less than one month, the total rate for that service will not be less than the monthly minimum rate.

Partial payments from Lifeline Assistance Program subscribers will be applied first to local exchange charges and then to toll charges.

- RATES APPLICABLE DURING TEMPORARY DISCONNECTION FOR NON-PAYMENT

When the Company has the right to discontinue exchange service as provided by these rules, it may do so either temporarily or permanently.

Service temporarily disconnected will be charged for in accordance with the regular rates for a period not to exceed fifteen (15) days subsequent to the date of temporary disconnection.

RULES AND REGULATIONS

- **NON-SUFFICIENT FUND CHECKS (A.K.A. RETURNED CHECK CHARGE)**

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A service charge will be applied to the customer's bill for each check returned by a bank to the Company for the reason of non-sufficient funds. See Section 3 of the Price List (Service Connection/ Nonrecurring Charges).

A non-sufficient funds check will not be accepted as payment of a customer's bill.

- **ADJUSTMENT OF BILLS**

When an under or over-billing occurs, the Company will provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. If the date of the error is known, the over or undercharge shall be computed back to that date. If the date is not known, the Company will refund the overcharge or rebill the undercharge for no more than six months' usage. In no event will an over or under-billing be for more than three years' usage.

- **LATE PAYMENT CHARGE**

A late payment charge will be applied to any amounts on a customer's bill not paid and carried over to the next bill.

The late payment rate will be established by the Oregon Public Utility Commission in accordance with Oregon Administrative Rule (OAR) 860-021-0126.

- **TRANSFER BILLINGS**

If the Company identifies a balance a customer owes the Company from the customer's prior account for Oregon service, the Company may transfer the amount to the customer's current account after giving the customer notice of the transfer, the amount due under the prior account, the period of time during which the balance was incurred. If the bill is identified at the time the customer changes residences, the provisions of this rule apply.

RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE CUSTOMER

The customer is required to notify the Company of his or her intent to discontinue service.

The Company will hold the customer responsible for the lesser of:

- All service rendered to the customer's account for a period of five (5) days after such request is received by the Company; the first day after the day of notification will be counted as the first day.
- All service rendered to the customer's account, up to and including the date of actual disconnection of service.

If a customer vacates a premises and does not request that service be discontinued, the second provision will apply.

DISCONTINUANCE OF SERVICE BY THE COMPANY

Except as provided by these rules, the Company will not discontinue service to any customer for violation of any rule except after at least five (5) days written notice advising the customer which particular rule has been violated. The notice may not be sent prior to the due date for the services billed. This may be waived in cases of emergency or in the event of the discovery of a dangerous condition on the customer's premises or in the case of the customer's utilizing the telephone service so as to make it dangerous for occupants of the premises.

The Company shall not disconnect local residential service if the customer submits certification from a qualified medical professional stating that disconnection would significantly endanger the physical health of the customer or a member of the customer's household. "Qualified medical professional" means a licensed physician, nurse-practitioner, or physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

Service may be discontinued by the Company for the following reasons:

- FAILURE TO ESTABLISH CREDIT

Service may be disconnected for (a) failure to establish credit by failing to pay a deposit or make payments in accordance with the terms of a deposit payment arrangement; or, (2) providing false identification or verification of identity;

- NON-PAYMENT OF BILLS

Exchange and intraLATA toll service may, upon proper notice, be temporarily disconnected for non-payment of a bill, if it has not been paid within fifteen (15) calendar days after presentation. Exceptions for Lifeline Assistance program subscribers are set forth in Section 5 of this tariff.

Service furnished a customer may be discontinued for non-payment of a deposit or of a bill for other services, unless the customer makes arrangements satisfactory to the Company for payment and meets the payment requirements agreed upon.

RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE COMPANY

- NON-PAYMENT OF BILLS (cont'd)

In the event a customer has unpaid charges for previous residential service at a different location, the Company will inform the customer of the reasons for such charges before adding to present service accounts or refusing service. Such notice shall also include an explanation of the Commission's appeal and complaint process.

If a service has been temporarily discontinued, then that service will not be permanently disconnected until after a second notice, stating that unless the customer's credit is reestablished, service will be permanently disconnected.

- UNSAFE EQUIPMENT

The Company may refuse service to a customer if equipment or facilities on the customer's premises are unsafe and present a hazard to Company employees or the public in general.

- ABUSE OR FRAUDULENT USE OF SERVICE

The Company may refuse service and may discontinue service without notice if, in the Company's opinion, it is necessary to protect it- self against abuse or fraud.

Abuse or fraudulent use of service includes, but is not limited to:

- the use of service or facilities of the Company to transmit a message, to locate a person, or otherwise to give or obtain in-formation without payment of the charge applicable for service;
- the obtaining of service (or attempting to obtain service, or assisting others in such activity) by any trick, scheme, false representation, or false credit device, or by any other fraudulent means with intent to avoid payment of the regular charges for such service;
- the use of service or facilities of the Company for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment, or harass another;
- the use of profane or obscene language; or impersonation of any other individual with fraudulent intent;
- the use of the service in such manner as to interfere unreasonably with the use of the service by other customers;
- the use of the service, directly or indirectly, in such a manner as to violate (or to assist others in the violation of) the law;
- the use of the service in such a manner as is prohibited under any law, ordinance, regulations or other legal requirements.

RULES AND REGULATIONS

DISCONTINUANCE OF SERVICE BY THE COMPANY

- NON-COMPLIANCE WITH THE COMPANY'S RULES

The Company may discontinue service if a customer fails to comply with any of the rules, regulations, or conditions of the Tariff or Price List.

The Company will not discontinue service for failure of a customer to pay charges for calls to 976 information provider services.

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

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- SLAMMING - RECOVERY CHARGE

Per FCC 00-135, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service will be billed the applicable nonrecurring charges to re-establish that customer's service with the authorized carrier as it existed before the change.

RULES AND REGULATIONS

REFUSAL OF SERVICE

The Company may refuse to render service to a customer or an applicant for service in the following circumstances:

- If the rendering of such service will adversely affect the service to other existing customers.
- If the applicant has not complied with state, county, or municipal codes and/or regulations concerning the rendition of such service.
- If, in the Company's judgment, the installation is considered hazardous, or of such nature that satisfactory service cannot be given.
- If the Company or the customer is unable to secure all necessary rights-of way, easements, and permits.
- If a customer's service has been disconnected for non-payment, the Company shall not be required to restore service when the following conditions exist:
 - (a) An overdue balance has been incurred by a person at a service address;
 - (b) An applicant for service resided at the service address described in subsection (a) during the time the overdue balance was incurred; and
 - (c) The person described in subsection (a) will reside at the location to be served under the new application.
- A subscriber under the Lifeline Assistance Program will not be refused re-establishment of service on the basis that the subscriber was previously disconnected for non-payment of toll charges.

In the event service is refused, the Company shall notify the customer or applicant of the reasons for refusal and the Commissioner's appeal and complaint process.

A service charge will be made and collected by the Company before restoring service which has been temporarily discontinued for any of the following reasons:

- Nonpayment of bill.
- Failure to comply with the Company's rules, regulations, or conditions after service has been established.
- For any other reason for which the customer is responsible, except for a change in class, type, or grade of service, or a relocation of facilities.

RULES AND REGULATIONS

TEMPORARY SUSPENSION OF SERVICE (VACATION SERVICE)

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Temporary Suspension of Service (Vacation Service).

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A. Description

1. Upon request, a subscriber to flat rated Business, Residence, Key or Private Branch Exchange (PBX) Service, where equipment arrangements permit, may arrange for the temporary suspension of service (Vacation Service) of basic local exchange service for a reduced monthly rate. In addition, Touch-Tone, Extended Area Service (EAS), Network Features; both individual and in packages, Custom Calling Features, ExpressTouch Service, and Solutions Packages are services eligible for temporary suspension of service, for a reduced monthly rate.
2. Taxes, surcharges, and fees are not subject to the temporary suspension of service and will be billed at standard rates during the period that a service is temporarily suspended.

B. Regulations

1. A service may be temporarily suspended prior to the expiration date of the initial service period. There is no reduction in monthly rates during such period of temporary suspension.
2. During the temporary suspension of service, the subscriber's telephone number, directory listing, and line facilities will be maintained by the Company.
3. During the temporary suspension of service, neither outward nor inward service will be furnished during the period of suspension.
4. Vacation Service rates will apply, where applicable, when service is temporarily suspended for at least one month or longer, not to exceed nine (9) months. When the temporary suspension of service is less than one month, there is no reduction in the monthly rates for the service.
5. The maximum period of time during which Vacation Service rates will be applied to any service during any one-year (twelve consecutive months) is nine (9) months. When the nine months has expired, the charges will revert back to the standard rates; however, full service (dial tone) will not be restored until the customer requests such by contacting the Company.
6. The Company reserves the right to refuse the temporary suspension of service when the subscriber's account is delinquent.

C. Rates and Charges

1. The rate for service during the temporary suspension of service will be fifty percent (50%) of the standard monthly rate for services specified herein. There is no reduction in monthly rates except for services listed in A.1 above for which temporary suspension of service is required.
2. A Restoration of Service charge as specified in Section 3 of the Price List will be applied, per access line, when temporary suspension of service is reinstated.

RULES AND REGULATIONS

NOTICES

NOTICES FROM THE COMPANY TO THE CUSTOMER:

- Any notice from the Company to a customer may be given orally or in writing unless otherwise specified by these regulations.

Oral notice may be given to the customer or the customer's authorized representative.

Written notice may be delivered in person to the customer or handed to a person of apparent competence in the residence, or if a business account, to a person employed at the place of business. Written notice may also be deposited in the United States mail, postage prepaid, addressed with the customer's address as specified in the customer's application for service, or as given by the customer to the Company at its local business office.

If a premise visit is required to complete disconnection, the Company will make a good-faith effort to personally contact the customer or a resident at the service address to be disconnected. If the attempt to make personal contact fails, the Company will leave a notice in a conspicuous place at the premise informing the customer that service has been disconnected.

NOTICES FROM THE CUSTOMER TO THE COMPANY:

- Any notice from a customer to the Company may be given orally to an authorized representative at the Company's business office, unless otherwise specified by these regulations.

Written notice may be given in person to the local business office or may be deposited in the United States mail, postage prepaid, properly addressed, and mailed to the Company.

RULES AND REGULATIONS

UNDERGROUND CONSTRUCTION

- In districts where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will, at its own expense, extend the necessary underground construction to the property lines of the customer in accordance with its established construction standards, but shall not be required, at its own expense, to provide the conduit on the property.
- Except in districts where underground construction would ordinarily be furnished by the Company, or where such construction is required by law, the Company will not, at its own expense, furnish and install underground connections to or on the property of the customers. If such underground connections are requested, the Company will furnish and install the same, but the difference between the cost of such underground construction and the cost of the usual overhead construction must be paid to the Company, upon demand, by the person(s) requesting underground construction. If the underground conduit will be furnished and installed by the occupant or owner of the property, the same will be subject to the approval of the Company.
- The Company is not liable for any defacement of or damage to the customer's property resulting from the installation or removal of facilities when such defacement or damage is not the result of the negligence of the Company or its agents. Replacement of the lawn, shrubbery, pavement, sidewalks, or other items damaged in the process of construction or maintenance on the customer's property will be the responsibility of the customer.

CUSTOMER PREMISES INSIDE WIRE

Customer premises inside wire is defined as that wire, including connectors, blocks, and jacks, within a customer's premises that extends between the termination of the exchange access line and those standard jack locations within the customer's premises to which terminal equipment can be connected for access to the exchange access line.

Customer premises inside wire must be installed in accordance with the technical standards and installation guidelines furnished to the Commission by the Company.

The "interface or demarcation point" between customer and Company wire shall be physically defined by a "network interface device" or NID, a device which readily permits the disconnection of all customer premises inside wire from the Company network, provides access to the Company network through an industry registered jack of a type provided for in Part 68 of the FCC Rules and Regulations for testing purposes, and is provided as part of the exchange access line.

Responsibility for the protector (and its associated grounding) on the network side of the demarcation point rests with the Company, though the customer is responsible for consequences resulting from any erroneous wiring procedures conducted under his or her direction or the direction of the customer's agent.

RULES AND REGULATIONS

TEMPORARY SERVICE AND SERVICE TO SPECULATIVE PROJECTS

TEMPORARY SERVICE is exchange service that is known to be required or useable for a temporary period, i.e., less than one year. Temporary service also includes service rendered to residences of less than a permanent nature such as tents, campers, and trailers, which may be easily abandoned or moved. Presence of at least four of the below items will establish residential permanency:

- Ownership of the land involved.
- Connection to a permanent power supply.
- Permanent sanitary facilities.
- Permanent foundation (including wheel removal and presence of skirting).
- Permanent water supply.
- Conformance with local codes.

A SPECULATIVE PROJECT is an undertaking or promotional scheme which, by reason of its nature, location, or sponsors, appears to involve undue risks.

The Company will furnish temporary service or service to speculative projects subject to a service agreement between the Company and the customer. See Line Extension Service.

TAX ADDITIONS TO CUSTOMER BILLING

If any municipality or other local taxing agency imposes on the Company any tax or fee such as business tax, franchise or license **fee, that** amount will be billed by the Company to customers within the jurisdiction of that taxing agency. (D)

When customers are billed for municipality taxes as stated above, the amount will be separately identified and added to the customer's regular billing.

RESIDENTIAL SERVICE PROTECTION FUND (RSPF)

United Telephone Company of the Northwest d/b/a CenturyLink concurs with [Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff](#), Section 2.6.E, for the purpose of administering RSPF.

RULES AND REGULATIONS

ACCESS TO PREMISES

The Company has the right of free access to and from the premises of customers at all reasonable hours for any purpose reasonably connected with the furnishing of telephone service and to exercise any and all rights secured to it by law or these regulations.

The Company has the right to remove any and all of its property installed on the customer's premises at the termination of service.

RECORDED PUBLIC NOTICES

For purposes of identification, customers who transmit or permit the transmission of 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.

Failure to comply with the above shall be cause for termination of the service.

CHANGES OF TELEPHONE NUMBER

The Company retains all proprietary rights to telephone numbers and reserves the right to change a number at any time to meet service requirements. However, no change will be made until the customer has received reasonable notice of such proposed change.

A Telephone Number change initiated by the subscriber will be subject to a nonrecurring charge. (See Section 3).

CREDIT ALLOWANCE FOR INTERRUPTION OF SERVICE

The Company shall not be liable for interruption of service beyond the extent of waiving the charge for that portion of each interruption in excess of the first twenty-four (24) hours. This waiver provision will not apply to interruptions of service occurring more than twenty-four (24) hours prior to notification of such interruption. The waiver charges will not apply if the interruption was due to the fault of the customer.

In no case will the credit allowance for any period exceed the total bill for exchange service for that period.

Except as noted above, the customer indemnifies the Company against and holds the Company harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including without limiting the generality of the foregoing, losses, claims, demands, causes of action, damages, costs of liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright) arising directly or indirectly from the material transmitted over Company facilities or from failure of specialized equipment to operate as designed.

RULES AND REGULATIONS

TELEPHONE ANSWERING SERVICE

TERMS

- For the purpose of this rule, the following terms are as defined:
 - CUSTOMER: The business performing the telephone answering service.
 - CLIENTS: Either a residential or business subscriber whose line(s) is answered by the telephone answering service. They are "clients" of the "customer."

CONDITIONS

- Telephone answering service will be allowed for incoming calls only. Service under this schedule does not permit the following:
 - Communication service through the connection of any two answering lines terminating on the answering switchboard.
 - Outgoing calls over answering lines of the clients of the customer.
- Outgoing calls will be permitted only over the primary service lines which are in the name of the customer.
- Telephone answering service is a service employing a central office line terminating on telephone answering equipment and is designed to enable the customer to answer incoming calls of the client. Extensions will not be furnished on answering lines except to other positions in the telephone answering switchboard system.
 - The act of providing a switching service for the purpose of circumventing Company charges is deemed to be abuse or fraudulent use of service.
 - Customer's individual primary line service is a central office line equipped for two-way service and is furnished only in the name of the customer.
 - An application for connection of a client's line to telephone answering service equipment will be accepted from the client or the customer. Clients shall either authorize, in writing, all rates and charges or shall authorize, in writing, the customer to act as their agent.
 - Rates and charges for answering lines, mileage, and automatic exclusion units will be billed to the clients. The other rates and charges will be billed to the customer.

RULES AND REGULATIONS

TELEPHONE ANSWERING SERVICE

CONDITIONS (cont'd)

- If for any reason service to the customer is discontinued, all service associated with the telephone answering equipment will also be discontinued. Notification of such pending disconnection will be given to both the customer and clients. If for any reason the exchange service to the client is discontinued, the line to the answering equipment will also be discontinued.
- Central office lines of the customer may be extended to additional telephone answering positions on the same premises. Central office lines or extension of central office lines shall be limited to one termination per answering position.

SUPERSEDURE

Effective August 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Supersedure of Service.

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The Company will transfer telephone service from one customer to another when all the following conditions are satisfied:

- Consent is given by the relinquishing customer and the new customer agrees to assume the responsibility for all charges outstanding.
- When the billing name changes and the new customer requests the same telephone number.
- The new customer accepts the exact same services. No change in the type or location of the equipment or wiring can occur at the time of the supersedure. Such acceptance includes advertising if applicable.
- Service being provided to the premises has been continuous with no breaks or interruptions in billing.
- Supersedure is not applicable to residence service.

RULES AND REGULATIONS

ERRORS IN TRANSMISSION OF MESSAGES

Except as allowed in the Rules and Regulations Section entitled "Credit Allowance for Interruption of Service," the Company shall not be liable for errors in transmitting, receiving, or delivering messages over the lines of the Company and connecting companies.

RESPONSIBILITY FOR SERVICE AND EQUIPMENT

Only duly authorized employees of the Company are allowed to connect, disconnect, move, change, or alter in any manner any facilities furnished by the Company from the central office up to and including the network interface point.

Customer-provided equipment shall only be connected to Company facilities in conformance with the conditions of Section 8 (Connection With Customer-Provided Equipment).

The customer shall be responsible for loss of, or damage to, any equipment or facilities furnished by the Company resulting from carelessness or improper use.

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, price list, schedule or other written agreement expressly states otherwise.

RULES AND REGULATIONS

AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES

An automatic dialing and announcement device (ADAD) dials telephone numbers it has been programmed to dial and plays a recorded message when a call is answered. The following conditions do not apply to ADADs programmed only to call a law enforcement agency or another number in an emergency.

Certification to Company

Before any ADAD, other than one that will be used to deliver a message in response to an emergency, may be connected to the telephone network, the potential user must certify in writing to the Company that the ADAD(s) will have the capacity to comply with the requirements of the tariff provisions and that the user will use the ADAD(s) only in compliance with these provisions.

The potential user must notify the Company in writing of the intended use of the ADAD(s). The notice shall list the calendar days and clock hours during which the ADAD(s) will be used and shall estimate the message attempts per hour and the average length of completed messages.

The ADAD user (customer) must notify the Company in writing within 30 days of any changes in the ADAD operation that results in either an increase or decrease in the number of message attempts per hour.

Connection

ADADs must be connected to business measured lines where available, except ADADs activated only in emergencies. Where measured service is not available, non-emergency ADADs will be connected to flat rate business access lines. See Section 5, Exchange Service Rates.

Non-Solicitation Calls

If an ADAD is to be used only in cases in which the called party has previously consented to receive calls or consent can be inferred from the relationship between the caller and the called party, such as a dentist reminding patients of appointments or a school informing parents of student absences, then only the above tariff provisions apply to that ADAD.

RULES AND REGULATIONS

AUTOMATIC DIALING AND ANNOUNCEMENT DEVICES (cont'd)

Conditions on All Other ADADs

1. A human operator or a recorded message, within 30 seconds of the called party answering the call, must identify the individual making the call and the entity for whom the call is being made, state the purpose and length of the call, give a telephone number at which a person can be consulted, describe in plain language the terms of any goods or services offered for sale, and inquire whether the called party is interested in listening to a recorded message.
2. The ADAD must immediately disconnect, releasing the called party's telephone line, if the called party gives a negative response to the inquiry. If this negative response is to be indicated by hanging up or silence, the instructions must say that an audible response of any kind will cause the recorded message to play.
3. During the course of the solicitation, the operator or recorded message must state the total cost of the goods or services offered for sale and the number, timing, and amount of installment payments if installment payments are offered as an option.
4. The ADAD may not be used to call unlisted, unpublished, **or emergency numbers**, or to call more than one number held by a called party. (D)
5. The ADAD may not be used before 9 a.m. nor after 9 p.m.
6. The ADAD must disconnect and release the line when the called party is using an answering machine.

Enforcement

Service may be discontinued, at the direction of the Commissioner, to anyone violating these provisions after the Company has notified the offending party and the Commissioner. The Company will notify the offending party of its right to a hearing before the Commissioner. Other appropriate regulatory and enforcement authorities will be notified as warranted.

RULES AND REGULATIONS

PRIORITY OF SERVICE

Applications for service will normally be completed in the order of their receipt insofar as practicable and economical; however, when the facilities immediately available are insufficient to furnish service to all who may apply, facilities will first be made available in accordance with the regulations set forth in Section 13 of the Access Service Tariff, P.U.C. OR. No. 6, concerning Telecommunications Service Priority (TSP) and then in the following order:

1. Application for service for a use directly connected with national defense or where war conditions are involved.
2. Application for service for a use directly connected with public safety, health or welfare.
3. Application for service needed because of serious illness or where unreasonable hardship would otherwise result.
4. Application for business service which has been held for two months or more.
5. Application for residence service which has been held for two months or more.
6. Application for business service for a party who has been a customer of the Company within one month prior to the date of application.
7. Application for residence service for a party who has been a customer of the Company within one month prior to the date of application.
8. Application for business service not otherwise qualifying under this Section.
9. Application for residence service not otherwise qualifying under this Section.

RULES AND REGULATIONS

EMERGENCY MEASURES TAKEN PURSUANT TO A STATE OF EXTREME EMERGENCY

Whenever the Governor of the State of Oregon proclaims a state of emergency under Chapter 574, Oregon Laws, 1949, or under the Oregon Civil Defense Act of 1949 as written or amended, or in the event of other civil or defense emergencies not proclaimed by the Governor, the Company shall take emergency measures as shall be directed from time to time by the Public Utility Commission of Oregon. In the absence of an order or direction by the Commission, the Company may take any and all emergency measures it may within its discretion deem necessary in the public interest for the preservation and maintenance of service to all essential users. In the event that emergency measures are initiated by the Company in the absence of an order or direction by the Commission, the Company shall, wherever practicable, notify the Commission in advance of the action which it proposes to take. Any action proposed by the Company shall be subject to review by the Commission. Should conditions make advance notification impracticable, the Company shall notify the Commission of the emergency action which it has taken as soon as possible thereafter.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken as shown in this Rule and Regulation, the priority of the restoration will be determined by the Company as it deems necessary and feasible or as ordered or directed by the Public Utility Commission of Oregon in accordance with the rules for Telecommunications Service Priority (TSP) as set forth in Section 13 of the Access Service Tariff, P.U.C. OR. No. 6.

Each and every service furnished by the Company shall be subject to this Rule and Regulation. The Company shall in no event be liable for any damage resulting from measures taken pursuant to this Rule and Regulation, except in the case of willful misconduct.

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.

RULES AND REGULATIONS

SCHOOL AND LIBRARY DISCOUNTS (E-RATE)

(T)

Pursuant to FCC Docket No. 96-45, FCC 97-157 (Universal Service Order), schools and libraries may be eligible for reduced rates funded by the federal universal service fund.

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 the Company services and equipment (Service).

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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.

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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.

RULES AND REGULATIONS

SCHOOL AND LIBRARY DISCOUNTS (E-RATE) (Cont'd)

(T)

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.

SERVICE CONNECTION/NONRECURRING CHARGES

DESCRIPTION

A service connection refers to the establishment of telephone service, lines or equipment for a subscriber and to the transfer of telephone service, lines or equipment from one premise to another.

An access line installation charge is for work associated with the placement and connection of, or inspection of, drop wires at the customer's premise, including placing and/or inspection of a protective device, and line connection in the central office. This charge will be for each exchange access line.

A change refers to changes in class of service, lines or equipment subsequent to their initial establishment.

A move or rearrangement refers to the relocation of telephone service, lines or equipment at the same premise on which they were initially installed.

Restoration of Service charge is for work associated with reconnection of service temporarily disconnected.

A Special Telephone Number charge is for work associated with assignment of a number specifically requested by the customer not randomly assigned from a mechanized system.

A telephone number change charge is for the work associated with receiving, recording and processing information necessary to execute a subscriber request to change a telephone number.

A nonrecurring charge for supersedure is for work associated with the transfer of service, including the telephone number from one business customer to another with **the consent** of the relinquishing customer and with the agreement of the new customer to assume the responsibility for ALL charges outstanding, including directory advertising. This arrangement requires continuous billing, with no change in type or location of equipment. Continuous billing implies no final bill to the relinquishing customer.

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A nonrecurring charge for Non-Sufficient Funds is for work associated with the reprocessing of the check.

A directory listing change charge is for the work necessary to execute a subscriber request in which only directory records are involved and no premise work, access line or central office work is necessary.

A Time and Material Charge⁽¹⁾ will apply to all customer requested work involving special construction on private property not addressed elsewhere in the tariff or price list, customer requested rearrangements of existing network facilities located on the customer's premises, and customer requested overtime involving central office work.

NOTE: Normal work hours are Monday through Friday, between 8 a.m. and 5 p.m. Any work performed outside of these hours including Saturdays, Sundays, and holidays will be performed at overtime charges.

SERVICE CONNECTION/NONRECURRING CHARGES

CONDITIONS

Service Connection/Nonrecurring charges are intended to cover certain operating expenses associated with the establishment of telephone service and the connection of the service with the telephone system, and other miscellaneous work performed to change service at the customer's request. Service Connection/Nonrecurring charges are payable at the time application for the particular service is made, and are in addition to the charges under other schedules of rates.

Service Connection/Nonrecurring charges will apply to all services completed on the same order and the initial visit to the customer's premises. If work is performed at a time when overtime wages apply (as requested by the customer) or if work once begun is interrupted by the customer, additional charges based on additional actual costs will apply.

When service is re-established at a location which has been destroyed by fire or made untenable by fire, wind, flood or other natural disaster, service connection charges may be waived.

Service Connection charges do not apply to any customer whose service has been disrupted due to an unauthorized change to another telecommunications carrier (slamming). See Section 2, Page 12 for billing of nonrecurring charges to re-establish service with the authorized carrier.

Service Connection Charges do not apply to the following activities:

- Moves, changes or rearrangements initiated by the Company
- Disconnection or removal of services and/or equipment provided to a customer
- Normal repair of equipment
- Number changes due to harassment
- Regrades to one party service
- Billing address change
- Billing name change for the same customer at the same address (e.g. marriage, divorce, death)
- Changes from flat rated service to local measured service
- Slamming

SERVICE CONNECTION/NONRECURRING CHARGES

CONDITIONS (cont'd)

Special Telephone Numbers are numbers that cannot be randomly assigned from a mechanized system. Examples include request for specific telephone numbers or choice of telephone numbers.

The charge for a Special Telephone Number is in addition to the other applicable nonrecurring charges incurred in the installation, move or change of service. One nonrecurring charge will apply for each lead number of a trunk hunting group in which a special telephone number is assigned.

The rights to these telephone numbers remain those of the Company. In the event the Special Telephone Number must be changed for Company-initiated reasons, the nonrecurring charge for a new Special Telephone Number will be waived.

Service Connection/Nonrecurring Charges are applicable to a product or service requested by the customer. Nonrecurring charges for miscellaneous equipment and services are itemized in the section which specifies the monthly rate.

Nonrecurring charges not specified in other tariff schedules are as follows:

	<u>Residence</u>	
- Access Line Installation, each	\$25.00	
- Change of class, line or equipment	25.00	
- Other changes of an Access Line (e.g. Moves or Rearrangements)	25.00	
- Restoration of Service	12.00	
- Special Telephone Number	35.00	
- Telephone Number Change	15.00	
- Supersedure	N/A	
- Non-Sufficient Funds Check	30.00	(l)
- Directory Listing Change	5.00	

NOTE: Special Telephone Numbers may be listed in the Company's telephone directory in alpha rather than numeric form at the customer's option. See Section 6 in the price list for applicable rates.

SPECIAL ARRANGEMENTS

For special arrangements requested by a customer, for which provision is not otherwise made, the appropriate installation, basic termination charges and monthly rates equivalent to the estimated cost of furnishing such arrangements apply.

Estimated cost consists of an estimate of the following items to the extent that they are applicable:

- Cost of Maintenance
- Cost of Operation
- Depreciation on the estimated cost installed of any facilities provided, based on the useful service life of the facilities with an appropriate allowance for the estimated net salvage.
- Administration, taxes and uncollectable revenue on the basis of reasonable average charges for these items.
- Any other specific items of expense associated with the particular situation.
- A reasonable amount computed on the estimated cost installed, of any facilities provided, for return and contingencies.

"Estimated cost installed" includes cost of materials specifically provided or used plus the estimated cost of installing including engineering, labor, supervision, transportation, rights of way, and any other items which are chargeable to the capital account.

Contracts providing for monthly rates and installation charges for special arrangements are to be executed by the customer and the Company prior to the installation of the special arrangements and are subject to the approval of the Oregon Public Utilities Commissioner. Upon approval, all contracts will be on file at the office of the Oregon Public Utilities Commissioner.

Each contract shall at all times be subject to such changes or modifications as the regulatory body, or bodies, having jurisdiction over this Company may from time to time direct.

SERVICE AREA MAPS

Exchange area maps depict the boundaries of the area which the Company serves.

Service Area Maps not contained in this Section 5 were filed by United Telephone Company of the Northwest with the Oregon Public Utility Commission as Schedule AB and were subsequently adopted by United Telephone Company of the Northwest d/b/a CenturyLink. (N)
(N)

Due to their size, some of these maps are displayed at the District office of the respective exchange, and maintained in a separate binder at the Company's Tariff Department and at the office of the Oregon Public Utility Commission, Salem, Oregon. These maps are an integral part of this tariff.

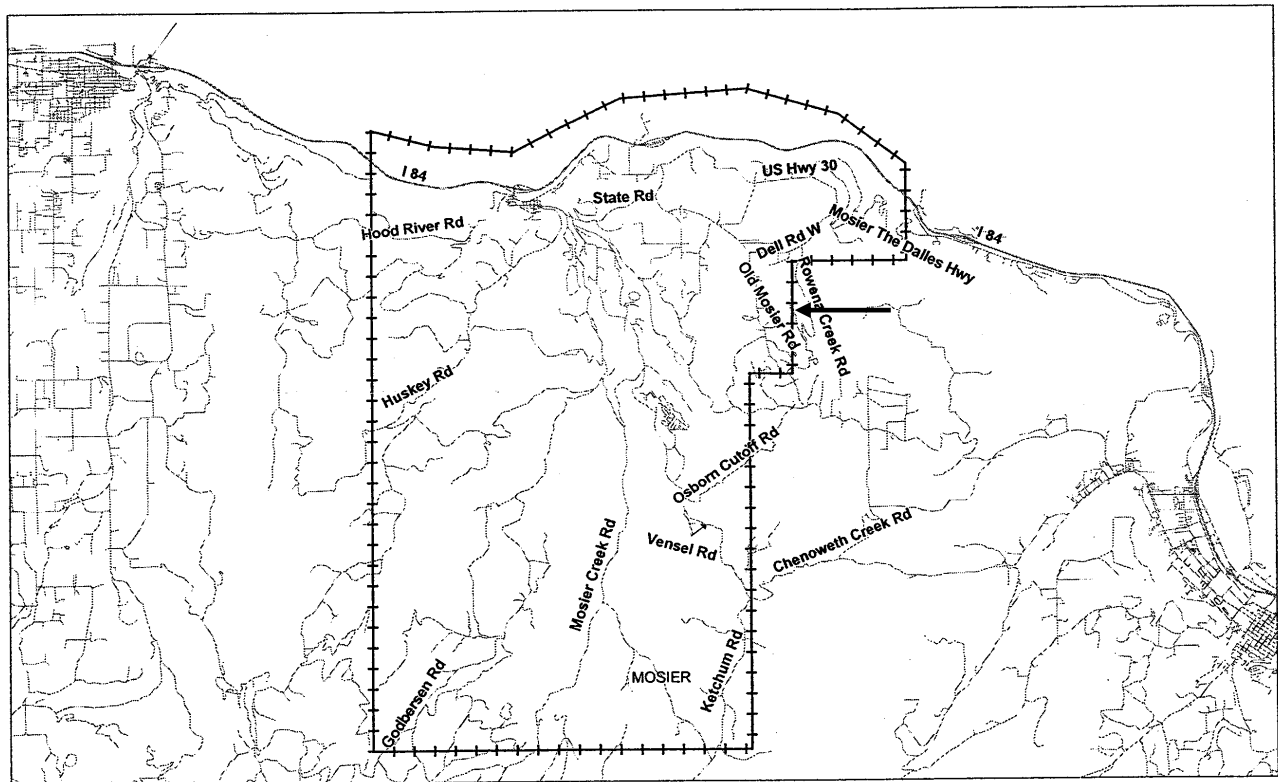
<u>EXCHANGE</u>	<u>NNX</u>	<u>SCHEDULE AB</u> <u>PAGE NUMBER</u>	<u>REVISION</u>	<u>EFFECTIVE DATE</u>	(T)
Arlington	454	63 63.1	3rd Revised 3rd Revised	February 26, 1992 February 26, 1992	
Bay City	377	64	1st Revised	February 26, 1992	
Beaver	398	4	3rd Revised	February 26, 1992	
Butte Falls	865	10	4th Revised	February 26, 1992	
Carlton	852	65	3rd Revised	February 26, 1992	
Cascade Locks	374	66	4th Revised	February 26, 1992	
Cloverdale	392	14	3rd Revised	February 26, 1992	
Crater Lake	594	16	3rd Revised	February 26, 1992	
Diamond Lake	793	20	3rd Revised	February 26, 1992	
Fish Lake	949	62	2nd Revised	February 26, 1992	
Garibaldi	322	67	3rd Revised	February 26, 1992	
Grand Ronde	879	22	3rd Revised	February 26, 1992	
Grass Valley	333	68 68.1	4th Revised 4th Revised	February 26, 1992 February 26, 1992	
Hood River	308,386,387	26	3rd Revised	February 26, 1992	
Lincoln City	557,994,996	30	3rd Revised	February 26, 1992	

SERVICE AREA MAPS

<u>EXCHANGE</u>	<u>NXX</u>	SCHEDULE AB <u>PAGE NUMBER</u>	<u>REVISION</u>	<u>EFFECTIVE DATE</u>	(T)
Moro	565	69	3rd Revised	February 26, 1992	
Mosier	478	N/A	See Original Page 3 of this Section 5		(T)
Odell	354	40	3rd Revised	February 26, 1992	
Pacific City	965	42	3rd Revised	February 26, 1992	
Parkdale	352	44	3rd Revised	February 26, 1992	
Prospect	560	46	3rd Revised	February 26, 1992	
Rockaway	355	70	2nd Revised	February 26, 1992	
Rufus	739	71	3rd Revised	February 26, 1992	
Shady Cove	878	52	4th Revised	February 26, 1992	
Sheridan	843	54	6th Revised	September 23, 1993	
The Dalles	296,298,506	N/A	See Original Page 4 of this Section 5		(T)
Tillamook	815,842	72	4th Revised	February 26, 1992	
Wasco	442	74	3rd Revised	February 26, 1992	
White City	826,830,831	58	5th Revised	February 26, 1992	
Willamina	876	60	3rd Revised	February 26, 1992	

Mosier, Oregon

The Mosier, Oregon Exchange Boundary as modified.

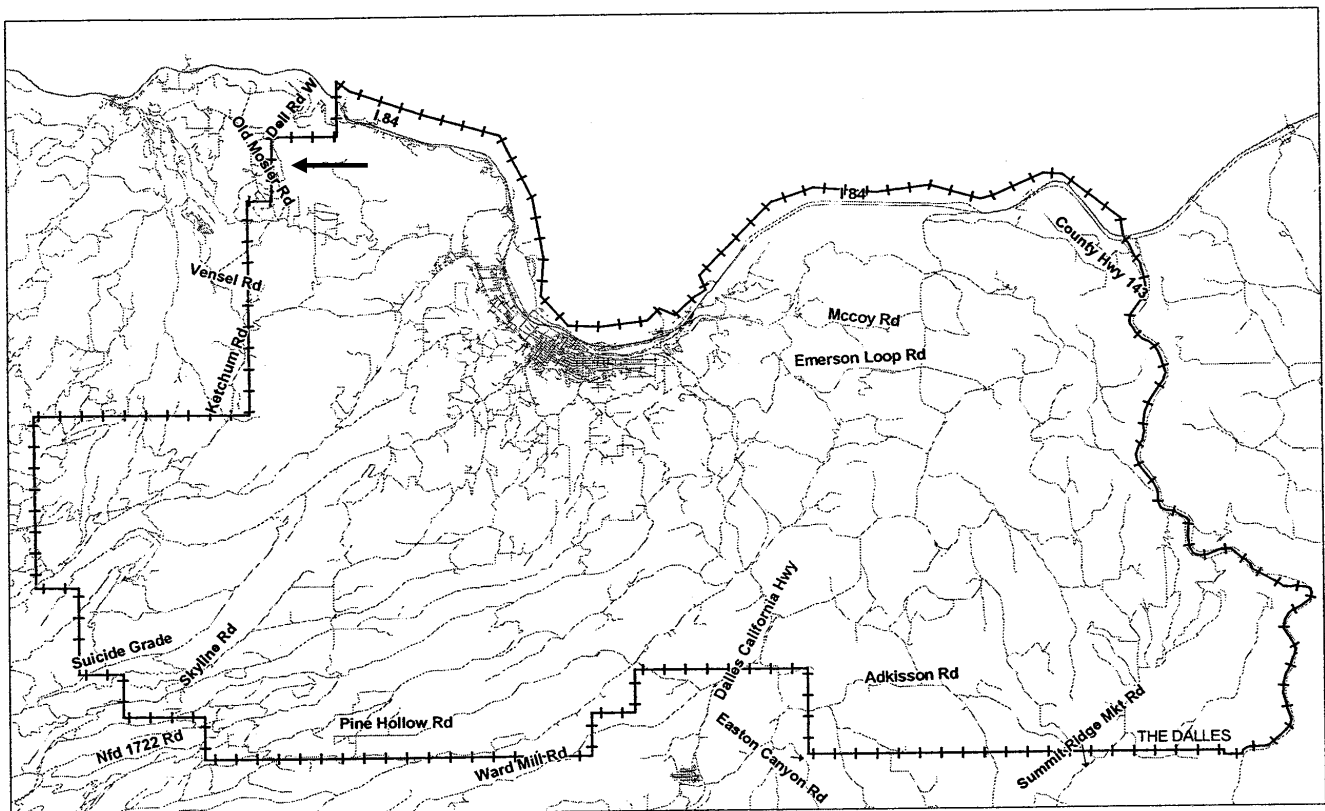


The indicated boundary, previously running north-south through the mid-point of sections 9 and 16 is being moved 250 feet to the east.

SERVICE AREA MAPS

The Dalles, Oregon

The Dalles, Oregon Exchange Boundary as modified.



The indicated boundary, previously running north-south through the mid-point of sections 9 and 16 is being moved 250 feet to the east.

EXCHANGE SERVICES

UNITED TELEPHONE EXCHANGES

EXCHANGE

Arlington
Bay City*
Beaver*
Butte Falls*
Carlton*
Cascade Locks*
Cloverdale*
Crater Lake *
Diamond Lake
Fish Lake
Garibaldi*
Grand Ronde*
Grass Valley*
Hood River*
Lincoln City*
Moro*
Mosier*
Odell*
Pacific City*
Parkdale*
Prospect*
Rockaway*
Rufus*
Shady Cove*
Sheridan*
The Dalles*
Tillamook*
Wasco*
White City*
Willamina*

- * These exchanges have EAS charges in addition to the applicable access line charges. See Pages 7 through 12, following.

EXCHANGE SERVICES

CONDITIONS

The rates listed are for facilities from the central office up to and including the network interface point.

Residential rates as shown do not include the Oregon Telephone Assistance Program (OTAP) or Lifeline Assistance credit. The customer qualifying for the Lifeline Assistance credit will receive a reduction on the lowest tariff single line residential rates which serves the customer's principal residence and the FCC End User Subscriber Line Charge (EUSLC).

All lines that connect to Key or PBX systems are trunks and are charged at the appropriate Key Line or PBX Trunk Rate.

Service connection charges apply to the establishment, moves, or changes of exchange service. See Section 3 (Service Connection Charges) in the Price List.

The following rates do not include the Service Assistance Program Surcharge.

RESIDENCE RATES

Monthly Rates

One-Party Flat Rate (1-PTY)	\$27.93 (I)	
One-Party Measured - GRANDFATHERED ^{[1][2]}	\$22.33 (I)	(T)

^[1] Local Measured Service charges are also applicable. See Section 5, Page 14, following.

^[2] **Local Measured Service is grandfathered and no longer available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.**

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EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

A. DESCRIPTION OF SERVICE

Whereas local service contemplates telephone service within an exchange, certain exchanges exist in which the local service is extended to a neighboring exchange(s), allowing calls between exchanges without the application of toll charges. Such service is termed "Extended Area Service (EAS)."

B. APPLICATION OF RATES

1. Classification of Exchanges by Access Lines

- a. Classification of Exchanges have been categorized into three access line levels. Level 1 having the lowest number of access lines and level 3 having the highest number of access lines.

Level 1 = 0 - 11,000 access lines

Level 2 = 11,001 - 35,000 access lines

Level 3 = 35,001 + access lines

- b. Each EAS route has been analyzed to determine the number of access lines that can be called from the originating exchange to the EAS exchanges.

2. The EAS route increments are based on the following flat rates for each level of access lines.

Level	Monthly Rates	
	Residence	Business
1	\$1.00 (R)	\$1.00 (R)
2	\$1.00 (R)	\$1.00 (R)
3	\$1.00 (R)	\$1.00 (R)

3. The various rate levels are determined according to class of service and quantity of access lines in the exchanges' extended local calling area.
4. For the application of EAS charges on Centrex lines see Section 9 in the Price List.
5. When EAS calling areas are added or changed, and when EAS rates are adjusted, affected customers may change their EAS option once within six months of the change at no charge.

EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES (Cont'd)

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding.**

Level	From (Exchange)	To (Exchange)
2	Bay City	Garibaldi Rockaway Tillamook
2	Beaver	Cloverdale Pacific City Tillamook
3	Butte Falls	Medford (Qwest) White City Ashland (Qwest) Cave Junction (Citizens) Central Point (Qwest) Glendale (Citizens) Gold Hill (Qwest) Grants Pass (Qwest) Jacksonville (Qwest) O'Brien (Citizens) Phoenix/Talent (Qwest) Prospect Provolt-Murphy (Verizon) Rogue River (Qwest) Selma (Citizens) Shady Cove Wolf Creek (Citizens)

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(M) Material moved to Page 9 of this section.

EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding. (Cont'd)**

Level	From (Exchange)	To (Exchange)
3	Carlton	McMinnville (Verizon) Aurora (CenturyTel) Beaver Creek (BVRCK) Beaverton (Verizon) Burlington (Qwest) Canby (Canby) Charbonneau (Verizon) Colton (Colton) Corbett (Cascade) Estacada (Cascade) Forest Grove (Verizon) Gresham (Verizon) Hillsboro (Verizon) Hoodland (Verizon) Lake Oswego (Qwest) Molalla (Molalla) Newberg (Verizon) North Plains (Qwest) Oak Grove/Mill (Qwest) Oregon City (Qwest) Portland (Qwest) Redland (Clear Creek) Sandy (Qwest) Scappoose (CenturyTel) Scholls (Verizon) Sherwood (Verizon) Stafford (Verizon) Sunnyside (Qwest) Tigard (Verizon) Yamhill (Verizon) Vernonia (Verizon) Woodburn (Qwest) Government Camp (CenturyTel)
1	Cascade Locks	Hood River
1	Cloverdale	Beaver Pacific City

(M) Material moved to Page 10 of this section.

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EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES (Cont'd)

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding. (Cont'd)**

Level	From (Exchange)	To (Exchange)
2	Crater Lake	Chiloquin (CenturyTel) Fort Klamath (CenturyTel) Klamath Falls (Qwest)
2	Garibaldi	Bay City Rockaway Tillamook
2	Grand Ronde	McMinnville (Verizon) Sheridan Willamina
2	Grass Valley	Moro The Dalles
2	Hood River	Cascade Locks Mosier Odell Parkdale
2	Lincoln City	Depoe Bay/Gleneden Beach (CenturyTel) Newport Siletz (Qwest) South Beach (Pioneer Tele Corp)
2	Moro	Grass Valley Rufus Wasco The Dalles
2	Mosier	Hood River The Dalles
2	Odell	Hood River Parkdale
1	Pacific City	Beaver Cloverdale

(M) Material moved to Page 11 of this section.

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Issued By United Telephone Company of the Northwest

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EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES (Cont'd)

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding. (Cont'd)**

Level	From (Exchange)	To (Exchange)
2	Parkdale	Hood River Odell
3	Prospect	Medford (Qwest) Shady Cove White City Ashland (Qwest) Butte Falls Cave Junction (Citizens) Central Point (Qwest) Glendale (Citizens) Gold Hill (Qwest) Grants Pass (Qwest) Jacksonville (Qwest) O'Brien (Citizens) Phoenix/Talent (Qwest) Provolt-Murphy (Verizon) Rogue River (Qwest) Selma (Citizens) Wolf Creek (Citizens)
2	Rockaway	Bay City Garibaldi Tillamook
2	Rufus	Moro The Dalles Wasco

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(M) Material moved to Page 12 of this section.

EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES (Cont'd)

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding. (Cont'd)**

Level	From (Exchange)	To (Exchange)
3	Shady Cove	Medford (Qwest) Prospect White City Ashland (Qwest) Butte Falls Cave Junction (Citizens) Central Point (Qwest) Glendale (Citizens) Gold Hill (Qwest) Grants Pass (Qwest) Jacksonville (Qwest) O'Brien (Citizens) Phoenix/Talent (Qwest) Provolt-Murphy (Verizon) Rogue River (Qwest) Selma (Citizens) Wolf Creek (Citizens)
2	Sheridan	Grand Ronde McMinnville (Verizon) Willamina
2	The Dalles	Dallesport, WA Dufur (North State Teleco) Grass Valley Moro Mosier Rufus Wasco Wishram, WA
2	Tillamook	Bay City Beaver Garibaldi Rockaway

(M) Material moved to Page 12.1 of this section.

EXCHANGE SERVICES

EXTENDED AREA SERVICE (EAS)

B. APPLICATION OF RATES (Cont'd)

5. Monthly flat rates for **the following EAS groups are located in B.2. preceding. (Cont'd)**

(C)

Level	From (Exchange)	To (Exchange)
2	Wasco	Moro Rufus The Dalles
3	White City	Butte Falls Central Point (Qwest) Medford (Qwest) Prospect Shady Cove Ashland (Qwest) Cave Junction (Citizens) Glendale (Citizens) Gold Hill (Qwest) Grants Pass (Qwest) Jacksonville (Qwest) O'Brien (Citizens) Phoenix/Talent (Qwest) Provolt-Murphy (Verizon) Rogue River (Qwest) Selma (Citizens) Wolf Creek (Citizens)
2	Willamina	Grand Ronde McMinnville (Verizon) Sheridan

(M) (T)

6. A combination of flat rate local exchange service and measured EAS is available. The measured rate is as follows: Measured EAS Rate = \$.06 Per Minute of Use
The time-of-day discounts on Page 14 are applicable.

(T)

7. There is a flat or measured EAS rate available for each exchange with EAS.

(M)

(M) Moved from Page 12 of this section.

EXCHANGE SERVICES

LOCAL MEASURED SERVICE - GRANDFATHERED

Effective August 1, 2024, Local Measured Service is grandfathered and no longer available to new customers. A grandfathered service is one that is no longer sold, and availability is limited to lines currently in service at existing locations. Changes, additions, or transfers of service will not be permitted on accounts associated with these grandfathered services. You may remove a grandfathered service or listing from your account at any time. Please note, however, that grandfathered services and listings removed from your account may not be subsequently reinstated.

Conditions

1. Local Measured Service is an optional exchange service available to one-party business or residence customers, including key line and PBX trunk customers. Local Measured Service requires special central office equipment and will be provided only where facilities are available.
2. Local usage charges will not apply to calls made to the Company business office, repair service, operator, or local fire, ambulance, police or 911 numbers listed in the front of the telephone directory for reporting emergencies.
3. Local Measured Service will not be provided for Foreign Exchange, or on access lines for Fixed Remote Call Forwarding.
4. Local Measured Service calls will be billed on a direct dial basis. At the customer's option, these calls may be billed to a Calling Card, third number or on a collect basis. Operator handling charges as specified in Section 6 in the Price List will apply in addition to the Local Measured Service charges.

EXCHANGE SERVICES

LOCAL MEASURED SERVICE - GRANDFATHERED

1. (a) Usage Charges are in addition to the Measured Service access line rate.

<u>Tier</u>	<u>1st Minute of Use</u>	<u>Add'l Minute of Use</u>
Intraexchange	\$.05	\$.03

- (b) Time of Day Usage Discounts apply to Local Measured Service and Measured EAS Service calls placed in the following time periods:

<u>Evening</u>	<u>Discount</u>
5:00 PM - 11:00 PM*	25%
Sunday - Friday	
<u>NIGHT</u>	
11:00 PM - 8:00 AM*	50%
Daily	
<u>WEEKEND</u>	
8:00 AM - 11:00 PM*	50%
Saturday	
8:00 AM - 5:00 PM*	50%
Sunday	

* To, but not including

2. Billing of local usage will be on a total usage basis at no extra charge. Detail billing showing all LMS or EAS calls placed on the customer's number will be provided at the following rate:

	<u>Rate</u>	<u>Nonrecurring Charge</u>
LMS Detail Call Billing, per call	-- \$.03	\$4.00 --
EAS Detail Call Billing, per call	-- \$.03	\$4.00 --

EXCHANGE SERVICES

LIFELINE ASSISTANCE PROGRAMS

Except as otherwise indicated below, United Telephone Company of the Northwest d/b/a CenturyLink concurs in Section 5.2.6, Lifeline Assistance Programs, of the Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff, together with amendments and successive issues, for the purpose of administering the Federal Lifeline Program, Oregon Telephone Assistance Program (OTAP), Tribal Lands Lifeline Program and Tribal Link-Up Program.

Concurrence exception: Section 5.2.6.C.4. Footnote [2] of the Qwest Corporation d/b/a CenturyLink QC P.U.C. Oregon No. 33 Exchange and Network Services Tariff applies only to CenturyLink QC exchanges.

(T)

(C)

(C)

(D)

(D)

EXCHANGE SERVICES

RESERVED FOR FUTURE USE

(C)

(D)

(D)

EXCHANGE SERVICES

CALL TRACER

Provides added security by allowing the customer to activate a trace on threatening, harassing or obscene calls. The traced number, including non-published numbers, is recorded by the Company and released to an authorized law enforcement agency upon request of the agency. The customer using this feature will be notified that a trace has been activated and will be instructed to contact the local law enforcement agency. The customer is not provided the traced number.

When activating Call Tracer (*57), if the customer receives another call prior to activating the trace, or receives a Call Waiting indication during the call to be traced, Call Tracer will not record the correct number. Call Tracer will trace only those calls which are originated from a location within the ExpressTouch Service area.

Call Tracer is automatically available to all customer lines and is charged when an activation is successful.

EXCHANGE SERVICES

Solutions – Residence

A. General

Solutions is an optional residence service enrollment plan that permits a customer to receive One-Party Flat Rate Local Exchange Service plus features for a flat monthly rate, for each Solutions Package residence line provided. Solutions Packages include flat rate Extended Area Service which will appear as a separate line item on the customer's bill for each Solutions Package ordered, unless otherwise specified for a particular package.

B. Regulations

1. Solutions customers may terminate their enrollment in the Plan at any time upon notice to the Company.
2. 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 this Plan continues to be offered by the Company.
3. The Plan is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.
4. No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.
5. Service Connection Charges, as described in Schedule AE-16 of this tariff, apply to requests for new and additional Solutions lines, and moves of existing lines. Service Connection Charges will not apply when Solutions replaces existing Local Exchange Service or if the customer requests a change from Solutions back to Local Exchange Service.
6. Solutions customers are not eligible for promotional offerings associated with the Custom Calling/ExpressTouch Services included in the Plan, unless specifically provided for in a promotional offering.
7. Reserved For Future Use.
8. Residence customers enrolled in the Plan, who subsequently become subject to Company initiated toll restriction will have all existing Solutions 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 the Plan until such time as all associated unpaid balances are satisfactorily paid in full.
9. Prices of the individual services included in these packages may be higher or lower than the packaged offering.

EXCHANGE SERVICES

Solutions Packages - Residence (Cont'd)

(D)

(D)

(D) Material has been moved to the Price List.

EXCHANGE SERVICES

PACKAGED SERVICES

(D)

RESERVED FOR FUTURE USE

(D)

EXCHANGE SERVICES

PACKAGED SERVICES

(D)

RESERVED FOR FUTURE USE

(D)

EXCHANGE SERVICES

PACKAGED SERVICES

(D)

RESERVED FOR FUTURE USE

(D)

DIRECTORY LISTINGS

The following charges, rates, and conditions apply to listings in the alphabetical section of telephone directories to identify a subscriber's telephone numbers. These listings are intended only as an aid to the use of telephone service.

PRIMARY SERVICE LISTINGS

The following customers are entitled, without additional charge, to one directory listing:

--each primary station

<u>Rates</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
- NON-PUBLISHED OR NON-LISTED NUMBERS		
--Non-Published: Number neither listed in the directory nor given out by Directory Assistance Residence and Business	\$4.00 (I)	\$5.00
--Non-Listed: Number not listed in directory but may be obtained from Directory Assistance Residence	1.00	5.00
Business	4.00 (I)	5.00

The above rates do not apply:

- To foreign exchange service where the customer is also furnished exchange service from the local exchange.
- To additional service furnished to the same customer.
- On services where the Company's Tariff or Price List requires that no listing be provided.
- Where the customer has other service listed in the same name in the directory for the exchange in which the customer is located provided that both services are of the same class.
- Where a customer living in a hotel, apartment house, boarding house or club is listed under the number of the PBX service furnished the hotel, apartment house, boarding house or club.
- Where service is installed for a temporary period.
- On data services where no voice use is contemplated.
- A customer requesting non-published or non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided the service free of charge. Customers may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.
- Utilization of Call Tracer and Call Line Identifier
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 Tracer and/or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

DIRECTORY LISTINGS

CONDITIONS

- GENERAL

A primary or additional listing consists of a name, address, and telephone number. The address may be omitted from the listing. If the use of abbreviation impairs clarity or identification of a customer a second line may be used without additional charge.

The Company may make such changes in directory listings as is necessary to bring them into conformity with Company practice or refuse to insert any listing that cannot be brought into such conformity.

Liability for damages arising from errors or omission in creating or printing the directory shall, in the case of charged listings, be limited to a refund at the monthly rate for each listing for the effective life of the directory. In the case of primary listings, the liability shall not be in excess of the charge for exchange service during the effective life of the directory in which the error or omission was made.

Only one listing is generally necessary to identify a PBX customer, but when, in the judgment of the Company, additional listings are necessary to identify the customer they will be furnished without charge. Such listings may not be repetitious of any listing furnished the customer and may not exceed the number of trunks furnished the customer.

The charges for additional listings begin the day they are included in the information records, and may not be discontinued until the end of the directory period unless the customer's service is discontinued.

A Directory Listing change charge is a nonrecurring charge for work necessary to execute a subscriber request in which only directory records are involved and no premise work, access line or central office work is necessary.

A telephone number is included with each primary, additional, or reference listing.

All applications for additional listings and lines of information shall be made by the customer or authorized agent.

Directory listings are subject to the copyright laws of the United States and all rights are reserved by the telephone company. Any reproductions, reprints, copies or other duplications are prohibited unless performed with the written consent of the telephone company.

DIRECTORY LISTINGS

BUSINESS LISTINGS

Business customers are entitled, without charge, to one listing in the classified section ("yellow pages") of the directory in addition to one primary service listing in the white pages.

Business listings may be those of individuals engaged in a business, names of firms or members thereof, the names of corporations or the officers thereof, and the names of employees. A fictitious name made up by adding a term, such as Company, Agency, Shop, Works, etc., to the name of a commodity will not be accepted as a listing unless the customer is conducting the business under that name. Listings are not accepted which appear to be designed primarily to give publicity to a commodity or service. A descriptive designation of the business will be included if the name does not indicate the nature of the business. Descriptions of listings are found in Section 6 of the price list.

RESIDENCE LISTINGS

Residence listings of physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, osteopaths, chiropractors, Christian Science Practitioners, etc., may indicate the same distinctive designations as their business service listings. Residence listings of clergymen, professors, military and naval officers may, if necessary and desirable, for the purpose of identification, include abbreviated designations of title. Descriptions of listings are found in Section 6 of the price list.

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

TROUBLE IDENTIFICATION

8.1 CHARGE

(T)

A trouble identification charge based on time and material (T&M) charges is applicable to each visit by the Company to a customer's premises where a service difficulty or trouble report results from customer-provided equipment, facilities, or wiring. This charge also applies to necessary testing off premises prior to the premises visit for complex business customers (3 or more access lines). See Section 3 (Service Connection Charges).

Exception: The above charge will not apply if the customer has a maintenance contract with the Company.

8.2 CONDITIONS

(T)

A. Charges provided for herein are in addition to the regular schedule of rates and charges.

(T)

B. When a service difficulty or trouble is reported to the Company by other than the customer, or detected by Company personnel:

(T)

- The Company will first endeavor to clear the trouble without a visit to the customer's premises.
- If the trouble cannot be so cleared, the Company will inform the customer of the trouble condition and that it cannot clear it without a visit to the customer's premises.
- The customer may then temporarily disconnect the CPE from the Company's facilities to determine if the trouble will clear. If the disconnection of the CPE does not clear the trouble and a visit to the customer's premises is still necessary, no trouble identification charge will apply.
- Upon visiting the customer's premises with his consent, if the Company finds the service difficulty or trouble results from the use of CPE, the trouble identification charge will be applicable.
- If the customer asks the Company to defer its visit or does not consent to a Company visit, the Company will have the right to take such immediate action as may be necessary for the protection of its facilities, including temporary disconnection of service, and shall inform the customer of such action.

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.3 GENERAL REGULATIONS

- (T)
- A.** FCC registered or grandfathered customer-provided terminal equipment, protective circuit, and communications systems (CPE) may be used with facilities furnished by the Company for telecommunication service subject to the following paragraphs of this section of the tariff. In all cases CPE will be so constructed, maintained, and operated as to:
- (T)
- work satisfactorily with the facilities of the Company,
 - not interfere with any service offered by the Company,
 - not endanger the safety of Company employees or the public, or
 - not damage, or require change, or alteration to the facilities of the Company.
 - comply with 47 CFR §9.16(b)(1), **(2) and (3)** as described more fully in this Section 8 under Connection of FCC Registered Equipment. (C)
- B.** Upon notice from the Company that the CPE is causing or likely to cause a hazard or interference, the customer shall make changes necessary to remove or prevent such hazard or interference. (T)
- C.** The Company shall not be responsible for the installation, operation, or maintenance of any CPE. Telecommunications service is not represented as being adapted to the use of CPE. Where CPE is connected to Company facilities, the responsibility of the Company shall be limited to:
- (T)
- furnishing facilities suitable for telecommunications service, and,
 - the maintenance and operation of such facilities as is proper for telecommunications service.
- For this reason, the Company will NOT be responsible for:
- the through transmission of signals generated by CPE, or the
 - quality of, or defects in, such transmission, or
 - the reception of signals by CPE.
- D.** The Company will not be responsible if changes in the Company's facilities, operations, or procedures require modification or alteration to CPE or renders CPE obsolete. The Company will give at least ninety (90) days notice in writing if such changes can reasonably be expected to occur. (T)
- E.** The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service resulting from the use of facilities of customers and not caused solely by the negligence of the Company. (T)

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.3 GENERAL REGULATIONS (Cont'd)

F. The customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to customer's, customer's end user's or customer's third-party provider(s)' acts, omissions (including the failure to purchase or implement features that enable the receipt and transmission of direct-dial "911" calls or multi-line telephone system notifications), or failures of connectivity that impede, prevent or otherwise make inoperable the ability of the customer or its end users to directly dial "911" or to receive or transmit multi-line telephone system notifications, as required by law, in the United States.

G. Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that cause, give rise to or bring about the non-compliance of the service with any applicable law, including the failure to purchase or implement features that enable compliance with laws.

H. The Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by CPE.

I. The customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining CPE or using it in connection with facilities of the Company, and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

J. To assure continued compatibility of network control signals and the switching equipment involved, network control signaling shall be performed by equipment furnished, installed, and maintained by the Company unless the CPE meets the requirements of Part 68 of the FCC Rules and Regulations.

K. Where any CPE is used in violation of any provision of this tariff, the Company will promptly notify the customer of the violation and take such immediate action as is necessary for the protection of its services.

L. The customer shall discontinue such use of the CPE and shall confirm in writing to the Company within two (2) days, that such use has ceased or that the violation has been corrected.

Failure to discontinue such use or correct the violation and to give the required written confirmation to the Company within the two day period, shall result in termination of the customer's service until such time as the customer complies with the provisions of this tariff.

(M) Material moved to Original Page 3.1 of this section.

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(T)

(T)

(T)

(M)

(M)

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.3 GENERAL REGULATIONS (Cont'd)

- | | | |
|-----------|--|------------|
| M. | CPE may be connected with telecommunications service only if it is grandfathered or registered in accordance with Part 68 of the FCC Rules and Regulations or is connected by means of registered protective circuitry. | (M) (T) |
| N. | The customer must provide all electrical power necessary for the operation of CPE and associated lines to the point of connection. | (T) |
| O. | All customer provided PBX and Key telephone systems together with its premises wiring must be grandfathered or registered in accordance with Part 68 of the FCC Rules and Regulations. | (T) |
| P. | Customer-provided key telephone instruments may not be connected to Company facilities either directly or indirectly through protective circuitry. | (T) |
| Q. | It is the Company's policy to implement any changes in Part 68 of the Rules and Regulations of the Federal Communications Commission on the effective date stated by that body. Related tariff changes required will be filed without unnecessary delay. | (T)
(M) |

(M) Material moved from Page 3 of this section.

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.4 CONNECTION OF FCC REGISTERED EQUIPMENT

(T)

A. All FCC registered or grandfathered CPE may be connected to the Company's exchange facilities in accordance with the following:

(T)

- CPE may be directly connected to party line service only with Company-approved, FCC registered protective circuitry or with a customer-provided ringer of the correct frequency.
- CPE connected to exchange facilities will be made through standard plugs and standard Company-provided jacks so as to allow for easy and immediate connection or disconnection. Standards for jacks and plugs are as specified in Part 68 of the FCC Rules and Regulations.
- Before registered CPE may be connected to the Company's exchange facilities, the customer is required to notify the Company of:
 - the line number(s) or directory numbers(s) to which the CPE will be connected, and
 - any other such information that may be required to assure the compatibility of the CPE with the Company's facilities.
- If the CPE is not registered, but is grandfathered in accordance with FCC Rules and Regulations, the customer is required to notify the Company of:
 - the line number(s) or directory number(s) to which the CPE will be connected, and
 - any other such information that may be required to assure the compatibility of the CPE with the Company's facilities.

(T)

B. The Company will maintain a written record of the information provided by the customer. A customer who fails to notify the Company of such connection or is otherwise in violation of Part 68 of FCC Rules and Regulations will be subject to the disconnection of such equipment.

(T)

- Customers shall give notice to the Company upon final disconnection of CPE from the particular line(s) or directory number(s).
- Technical information concerning interface parameters sufficient to allow the customer to properly interconnect the CPE will be provided by the Company upon request.

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.4 CONNECTION OF FCC REGISTERED EQUIPMENT (Cont'd) (T)

C. **Multi-Line Telephone Systems (MLTS)** (T)

1. **Pursuant to 47 CFR §9.16(b)(1) and (2), multi-line telephone systems** connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured pursuant to 47 CFR §9.16(b)(1) and (2) to: (T)

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

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

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described under General Regulations of this Section **8.3.F**. (T)

CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

8.4 CONNECTION OF FCC REGISTERED EQUIPMENT

C. Multi-Line Telephone Systems (Cont'd)

2. Pursuant to 47 C.F.R. § 9.16(b)(3), a person engaged in the business of installing MLTS may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating MLTS may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:
 - On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;
 - No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;
 - No later than January 6, 2022, off-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost.
 - Additionally, providers of fixed telephony services shall provide automated dispatchable location with 911 calls beginning January 6, 2021 pursuant to 47 C.F.R. § 9.8. Providers of interconnected VoIP service must comply with the location requirements under 47 C.F.R. § 9.11(b)(iv) for non-fixed services as of January 6, 2022. Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022.
 - Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 8.3.G.

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FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM

9-1-1 Emergency Communication System service is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive calls dialed to the telephone number 9-1-1. The service provides the capability to answer emergency calls originated by persons within the serving area who dial 9-1-1.

The 9-1-1 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The customer must be legally authorized to subscribe to the service and respond to public emergency calls from the Central Office serving areas arranged for 9-1-1 calling, per ORS 401.710-401.790.

I. Description

9-1-1 service provides for routing all 9-1-1 calls originated by telephone within given Central Office prefix codes to a single PSAP via the switched network to dedicated access lines.

The customer is required to purchase exchange lines from the Originating End Office to the PSAP and, when necessary, pay applicable mileage rates from the Originating End Office to the Serving Central Office to allow the direct routing of end office calls over those lines.

The dedicated access line provides a circuit from the Originating End Office to the PSAP which may incorporate the following features, operating conditions permitting:

- A. Forced Disconnect - Enables a PSAP attendant to terminate, at any time, an existing 9-1-1 call regardless of the action of the calling party. Forced disconnect prevents the dedicated facilities (lines or trunks) to the PSAP from being tied up by calling parties who remain off-hook. After the PSAP attendant releases from a 9-1-1 call, the dedicated 9-1-1 trunk or line facility to the PSAP is automatically released and made available for other 9-1-1 calls. Forced disconnect may be used to disconnect any established 9-1-1 call connection to a PSAP.
- B. Idle Tone - A reorder tone at 120 IPM that is given to alert the PSAP attendant that the originating party has gone on-hook after the 9-1-1 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM (Cont'd)

I. Description (Cont'd)

- C. Switchhook Status - This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the customer's terminal equipment, to allow the PSAP attendant to know whether a 9-1-1 call put on hold is still on hold or has disconnected. In instances where visual indication is not available, a 60 IPM (slow busy) auditory signal is provided on the trunk when the calling party goes on-hook. A control circuit is required in connection with a customer-provided visual lamp indicator.
- D. Called Party Hold - Allows the PSAP attendant to hold the connection established for a station from which a 9-1-1 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.
- E. Emergency Ringback - Allows the PSAP attendant to ring back a calling station whether the station is on or off hook where station equipment permits.

Alternative features to those described above may be provided under separate contracted rates on an individual case basis.

FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM (Cont'd)

II. Other Definitions

"Meet Point" - A predetermined point in the provision of a circuit between two or more operating companies, i.e., where United Telephone provides the facilities to this point and another telephone company provides further facilities in order to provide end-to-end service to a customer.

"9-1-1 Service Area" - The geographic area which contains the Serving Central Office and Originating End Offices and in which the 9-1-1 customer can respond to all 9-1-1 calls or initiate appropriate responses. InterLATA facilities will be provided by the carrier chosen by the customer in those areas where there is a choice.

"Originating End Office" - A Central Office which serves the caller originating a 9-1-1 call.

"Public Safety Answering Point (PSAP)" - An answering location for 9-1-1 calls originated within a given service area. PSAPs are designated as primary and secondary. The primary PSAP receives all calls from the public; secondary PSAPs only receive calls from a primary PSAP on a transfer basis.

"Serving Central Office" - The Central Office from which a primary PSAP is served.

III. Conditions

- A. All general rules and regulations contained in other schedules of this Company apply, as appropriate, to the provision of 9-1-1 Emergency Communication System service.
- B. This service is limited to the use of 9-1-1 as the Universal Emergency Number and is furnished to the customer only for the purpose of receiving reports of emergencies from the public.
- C. The 9-1-1 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange service as provided in other schedules of this Company to satisfy other needs for local exchange telephone service.
- D. If Company facilities are not available to provide 9-1-1 service, modifications may be made to Company facilities as necessary on an individual case basis and included in the cost of the service.
- E. The 9-1-1 code feature permits the public to dial 9-1-1 and have the Central Office route the call to the PSAP. The Originating End Office must be modified to accept, translate, and route the 9-1-1 code properly.
- F. 9-1-1 service existing as of the effective date of this schedule will be converted to the rate structure described in this Section as of the effective date.
- G. 9-1-1 service is classified as Business Service and is arranged for one-way incoming service to the appropriate PSAP.

FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM (Cont'd)

III. Conditions (Cont'd)

- H. 9-1-1 service is provided solely for the benefit of the customer operating the PSAP. The provision of 9-1-1 service by the Company shall not be interpreted, construed, 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 customer.
- I. 9-1-1 service will not be suspended or disconnected without a 90-day written notification to the customer and the State of Oregon, Executive Department, Emergency Management Division.
- J. The Company does not answer and forward 9-1-1 calls, but furnishes facilities and equipment to enable the customer's personnel to respond to such calls.
- K. The Company shall not be responsible to provide 9-1-1 service to less than an entire Central Office (switching entity) and will only provide one type of 9-1-1 service within a given Central Office.
- L. The rates charged for 9-1-1 service do not contemplate any unusual inspection or constant monitoring of facilities beyond those normally performed on a routine basis to discover errors, defects, or malfunctions in the service. The customer shall make such operational tests as, in the judgment of the customer, are required to determine whether the system is functioning properly for its specific use. The customer shall promptly notify the Company in the event the system is not functioning properly. Any additional testing requested by the customer will be handled on an individual case basis at appropriate costs.
- M. The Company will provide at least the same level of service reliability and quality for 9-1-1 service as it provides for other telephone service in the same exchanges.
- N. The Company's entire liability to any person for interruption or failures of 9-1-1 service shall be limited to the terms set forth in this schedule and other schedules of the Company's tariffs and price lists.
- O. The Company's liability for negligence, if any, with respect to a claim or suit by a customer, end-user, or by any others, for any losses, damages, personal injury, death, infringement or invasion of privacy associated with the installation, provision, termination, maintenance, repair or restoration of service, shall be limited to an amount equal to the proportionate charge for the service for the period during which the service was affected.
- P. Connections between the PSAP and any agency or agencies are provided under the rates for such connections in other schedules of the Company's tariffs and price lists.
- Q. It is the obligation of the customer to make arrangements to handle all 9-1-1 calls that originate from telephones served by Originating End Offices in the 9-1-1 service area whether or not the calling telephone is situated on property within the geographical boundaries of the customer's public safety jurisdiction.

FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM (Cont'd)

III. Conditions (Cont'd)

- R. The agency or agencies participating in a newly-established 9-1-1 service shall retain those emergency numbers listed in the Company directory and pay the appropriate rate to have those numbers remote-call-forwarded to the PSAP until a new Company directory is issued for the exchanges in the 9-1-1 serving area.
- S. Application for 9-1-1 service must be executed in writing by each customer. In addition, the customer must submit a copy of the State of Oregon approved Emergency Telephone System Plan. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

The customer must furnish the Company its agreement in writing to the following terms and conditions:

1. That all 9-1-1 calls will be answered on a 24-hour day, seven-day week basis.
 2. That the customer has responsibility for dispatching the appropriate emergency service vehicles within the 9-1-1 service area, or will undertake to transfer all 9-1-1 calls received to the governmental agency with responsibility for dispatching such services to the extent that such services are reasonably available.
 3. That the customer will develop an appropriate method for responding to calls for nonparticipating agencies which may be directed to the PSAP by calling parties. Further-more, a written assurance is required from all agencies indicating their concurrence in the arrangement.
 4. That the customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 5. That the customer will provide telephone equipment with a capacity adequate to handle the number of incoming 9-1-1 lines.
 6. That the customer will maintain an adequate number of circuits to handle the traffic volume.
- T. The calling party is not charged for calls placed to the 9-1-1 number. Any appropriate toll charges associated with 9-1-1 calls will be billed to the 9-1-1 customer; however, neither the calling party nor the 9-1-1 customer is billed for message unit charges associated with measured service or calls placed from a Company-owned coin phone.
 - U. When customer-provided terminal equipment is used, it is the customer's obligation to assure that the terminal equipment is compatible with 9-1-1 service and features. The Company is not responsible for the failure of the service or features due to customer-provided equipment. The Company may refuse to provide certain features if, in the Company's judgment, they are not compatible with the customer's terminal equipment.

FCC DESIGNATED 911 SERVICES

9-1-1 EMERGENCY COMMUNICATION SYSTEM (Cont'd)

IV. Rates	<u>Monthly</u>
A. 9-1-1 Business Line from Originating End Office to PSAP	(1) (Key Line Rate)
B. End Office 9-1-1 Trunk Termination, per line (2)	15.00
C. Interoffice Mileage, Intra and Interexchange	
UTNW Exchanges - from Originating End Office to PSAP Serving Central Office	
- Interexchange	5.00 per mile
- Intraexchange (3)	2.00 per quarter-mile
From Originating End Office or PSAP Serving Central Office within a connecting company exchange to meet point	Rates of connecting company apply
From meet point with connecting company to PSAP Serving Central Office or Originating End Office within UTNW exchange	5.00 per mile
D. Originating End office 9-1-1 Code Translation, per End Office	Nonrecurring charges based on cost

(1) See Key Line Rate in Section 5 of the Price List.

(2) End Office 9-1-1 Trunk Termination rate applies only to interexchange 9-1-1 circuits.

(3) Intraexchange interoffice mileage applies to the airline
distance between central offices in the same exchange.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911)

I. Description

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911 service, is a telephone exchange communications service whereby a Public Safety Answering Point (PSAP) designated by the customer may receive and answer telephone calls placed by dialing the number 911. E911 service includes the services provided by the lines and equipment associated with the service arrangement for the answering, transferring and dispatching of public emergency telephone calls dialed to 911.

II. Definitions

Alternate Routing (AR)

A feature provided to allow E911 calls to be routed to a designated alternate location if all E911 exchange lines to the primary PSAP are busy, or the primary PSAP closes down for a period of time.

Automatic Location Identification (ALI)

The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information.

Automatic Number Identification (ANI)

Telephone number associated with the access line from which a call originates.

Data Base Management System (DBMS)

An organized collection of information, typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such data base includes MSAG, telephone number/ESN, and telephone customer records.

Default Routing (DR)

A feature activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a designated default PSAP.

Emergency Service Numbers (ESNs)

Numbers used to identify primary and secondary Public Safety Answering Point (PSAP) locations as well as unique combinations of police, fire, ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area.

End Office

The central office(s) in the E911 System which receive originating E911 calls.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

II. Definitions (Cont'd)

E911 Control Office

The office providing tandem switching capability for E911 calls. It controls switching of ANI information to the PSAP and also provides the SR feature, standard Speed Calling features, call transfer capability and certain maintenance functions for each PSAP.

E911 Jurisdiction

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom the State Emergency Telephone System Plan has lawfully delegated authority. The E911 Jurisdiction must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls from the public within the Company's central office areas where E911 Service is provided.

E911 Service Area

The geographic area in which the E911 Jurisdiction will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 Transport

Telephone lines or facilities that are dedicated to an E911 system.

Fixed Transfer

A feature which enables a PSAP attendant to transfer incoming E911 calls to secondary PSAPs by use of a single button on the Customer Premises Equipment (CPE).

Forced Disconnect

A feature which enables the PSAP attendant to release a connected call even though the calling party has not hung up. This prevents blockage of incoming E911 facilities to the PSAP.

Manual Transfer

A feature that enables the PSAP attendant to transfer an incoming E911 call by manually obtaining dial tone through use of the telephone switchhook or the appropriate button on the CPE and dialing the appropriate telephone number or speed calling code.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

II. Definitions (Cont'd)

Master Street Address Guide (MSAG)

A data base of street names and address ranges within their associated communities defining emergency service zones for E911 purposes.

Public Safety Answering Point (PSAP)

An answering location for 911 calls originating in a given area. PSAPs are designated as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs receive calls directly from the public; secondary PSAPs receive calls only on a transfer or relay basis from the primary PSAP. Secondary PSAPs generally serve as centralized answering locations for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities.

Selective Routing (SR)

A feature that permits a E911 call to be routed to the designated primary PSAP based upon the identified telephone number of the calling party.

Selective Routing "In" Trunk

Termination of the incoming trunking arrangement from the End Office to the Tandem for transmitting voice messages to the PSAP.

Selective Routing "Out" Trunk

Termination of the outgoing trunking arrangement from the Tandem to the PSAP for purposes of transmitting voice and data.

Selective Transfer

A feature providing persons at the PSAP the ability to transfer an incoming call to another agency by depressing a single button labeled with the type of agency, e.g., "Fire," on the customer premises equipment.

Subscriber Line Data

The telephone number, service address for telephone line, and supplementary information for development and maintenance of ALI and MSAG databases. Subscriber Line Data provides for the initial information load for the database stored in customer provided equipment, as well as the equipment of other 911 Service Providers and for periodic updates to this information.

Subscriber Line Data Export

The transmittal of Subscriber Line Data to other entities for the creation of ALI Records.

Service Provider

An entity providing one or more of the following 9-1-1 elements: network, CPE, or data base service.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

III. Terms, Conditions and Responsibilities

- A. The conditions set forth in this Tariff shall be consistent with ORS 401.710 to 401.790, chapter 533 Oregon Laws 1981 sections 10 through 20 (as amended) and Oregon Emergency Management Administrative Rules. The Company reserves the right to revise rates if a change in the statutes or administrative rules affects the cost of providing service.
- B. E911 Service is arranged for one-way incoming service to the appropriate Public Safety Answering Point (PSAP). Outgoing calls can only be made on a transfer or conference basis on E911 systems equipped with the Selective Routing feature.
- C. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the E911 Jurisdiction's personnel to respond to such calls.
- D. Any customer premises equipment used in conjunction with E911 Service or attached to the network shall be configured so that it is unable to extract any information from the Data Base Management System (DBMS) other than information relating to the subscriber whose number is identified through the Automatic Number Identification (ANI) feature during an E911 call.
- E. E911 Service is not subject to the "temporary disconnect" provision.
- F. In addition to the non-disclosure requirements in ORS 401.765, E911 information consisting of the names, addresses, and telephone numbers of Company customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information may only be retrieved by the PSAP on a call-by-call basis and may only be used for the purpose of responding to 911 emergency calls. Should an E911 Jurisdiction not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information.
- G. In addition to the non-disclosure requirements in ORS 401.765, the E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address, and name associated with the originating station location may be furnished to the PSAP.
- H. Default Routing will be provided in lieu of Selective Routing and Automatic Number Identification (ANI) for E911 systems served from central offices not equipped to transmit ANI.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

III. Terms, Conditions and Responsibilities (Cont'd)

I. Liability and Indemnification

1. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
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, E911 emergency communication systems or services. The provisions of this section shall apply unless the act or omission constitutes willful and wanton conduct.
3. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as Private Branch Exchanges or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to the Company by the customer in a Company standard format for inclusion in its E911 data base. However, by doing so the Company makes no representation or warranty or assumes no liability regarding the accuracy of the data provided to the Company by a customer. Also, the Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, whether asserted by customer or any person, business, government agency, or other entity against the Company.
4. 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.
5. 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.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

III. Terms, Conditions and Responsibilities (Cont'd)

- J. Application for E911 Service must include a state approved plan for each E911 Jurisdiction. If application for service is made by an agent, the Company must be provided, in writing, with satisfactory proof of appointment of the agent by the E911 Jurisdiction.
- K. The E911 Jurisdiction will furnish the Company its agreement to the following terms and conditions:
 - 1. The E911 Jurisdiction will provide Customer Premises Equipment (CPE) with a capacity adequate to handle the number of incoming circuits recommended by the Company. It is the E911 Jurisdiction's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.
 - 2. Prior to any dispatch, the E911 Jurisdiction will attempt to verify the location of the incident.
- L. When the Selective Routing feature is provided, the E911 Jurisdiction is responsible for identifying primary and secondary Public Safety Answering Point (PSAP) locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 Service Area. A range of Emergency Service Numbers (ESNs) will be provided by the Company and coordinated with Oregon Emergency Management. Prior to the effective date of service, the E911 Jurisdiction will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 Service Area. These ESNs will be programmed into the Data Base Management System (DBMS) and loaded on the Tandem to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E911 Service Area. The following terms define the E911 Jurisdiction's responsibility in providing this information.
 - 1. After establishment of service, it is the E911 Jurisdiction's responsibility to continue to verify the accuracy of the routing information contained in the Master Street Address Guide (MSAG) and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance, or other appropriate agencies' jurisdiction over any address, annexations, and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

III. Terms, Conditions and Responsibilities (Cont'd)

- M. The rates charged for E911 Service do not include the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The E911 Jurisdiction shall promptly notify the Company in the event the system is not functioning properly.
- N. E911 Service is offered subject to availability of facilities.
- O. When the Company's Selective Routing feature is purchased, the E911 Jurisdiction must also purchase Selective Routing "In" and "Out" trunks.

IV. Rates and Charges

- A. The calling party is not charged for calls placed to the E911 number.
- B. When a call is transferred from a primary Public Safety Answering Point (PSAP) and toll charges are applicable, the charges are billed to the primary PSAP according to rates applicable from the rate center in which the E911 Control Office providing the transfer resides to the rate center where the transfer terminates.
- C. The rates and charges contained herein are in addition to any applicable charges rendered by other Local Exchange Carriers in connection with the provisioning of this service to the E911 Jurisdiction.
- D. The rates and charges for E911 Service are based upon utilizing Standard Addressing in populating the Data Base Management System (DBMS). Addressing not in this format will result in errors that must be manually corrected. After manual review by the customer, and confirmation that no alternative addressing is available, the Company will load Rural Route, P.O. Boxes, and etc., existing in the Company's telephone customer records, into the DMS for no additional charges. Should there be a need for additional manual data base work to be performed by the Company, additional charges could apply, and will be calculated on an individual case basis.
- E. E911 Jurisdictions must purchase Automatic Number Identification when purchasing Selective Routing (SR) or Automatic Line Identification.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

IV. Rates and Charges (Cont'd)

F. E911 Channel Dedicated Access Line

	USOC	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
1.	End Office Trunk Termination per trunk	-	\$ 15.00
2.	Network Access Channel		
	• Two-wire, per channel	-	\$ 16.00
	• Four-Wire, per channel	-	\$ 32.00
3.	Channel Performance		
	• Voice Grade 32, Loop Start	\$ 15.00	\$ 8.00
	• Voice Grade 33, E&M	\$ 74.00	\$ 9.40
	• Voice Grade 36, Data Stream,	\$127.00	\$ 15.00
4.	Channel Mileage, Voice Grade		
	• Fixed	-	\$ 37.00
	• Per Mile	-	\$ 2.00

G. Service Features

1.	Automatic Number Identification (ANI), Per trunk	\$968.00	\$ 22.65
2.	Selective Routing (SR)		
	• Per 100 Access lines	\$ 56.94	\$ 7.30
	• SR per incoming trunk	\$714.87	\$ 45.89
	• SR per outgoing Trunk	\$217.44	\$ 54.40
3.	Automatic Location Identification (ALI) Per 100 access lines	\$ 83.29	\$ 15.85
4.	Combined ALI and SR,		
	• Per 100 Access lines	\$ 83.29	\$ 15.85
	• SR per incoming trunk	\$714.87	\$ 45.89
	• SR per outgoing Trunk	\$217.44	\$ 54.40
5.	Subscriber Line Data Export,		
	• Per 100 Access lines	\$ 56.94	\$ 7.30

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

V. Wireless E911 Phase 2

A. Description of Service

Wireless E911 Phase 2 is only available in combination with E911 as specified in this section of the tariff 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).

B. General Regulations

1. 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.
2. 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:
 - (a) PSAPs must order both the Company's Extended ALI Display Format and the ALI Database Upgrade for Wireless Phase 2 to accommodate the x/y data provided by Wireless E911 Phase 2 Service. See rates in V.E.6. following.
 - (b) WSPs must have Position Determining Entity (PDE) and a Mobile Position Center (MPC)/Gateway Mobile Location Center (GMLC) in their network.
 - (c) 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.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

V. Wireless E911 Phase 2 (Cont'd)

C. Definition of Terms

1. 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.

2. 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.

3. 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.

4. 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.

5. 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.

6. 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.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

V. Wireless E911 Phase 2 (Cont'd)

C. Definition of Terms (Cont'd)

7. 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.

8. 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.

9. 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.

10. 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.

11. 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.

12. 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.

13. X,Y Coordinates

The latitude and longitude of the 911 wireless caller's location.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

V. Wireless E911 Phase 2 (Cont'd)

D. 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.

E. Wireless E911 Phase 2 Service

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

1. 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.

2. ALI Database Upgrade for Wireless Phase 2

The ALI Database Upgrade 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 upgrade 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.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

V. Wireless E911 Phase 2 (Cont'd)

F. Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>SAE Code</u>
1. Enhanced MF signaling, per PSAP	\$0.00	\$0.00	-
2. Extended ALI Display Format, per PSAP	\$3,500.00	\$0.00	-
3. ALI Database Upgrade for Wireless Phase 2, per PSAP	\$0.00	\$250.00	AEMDATA (WLS)

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VI. Private Switch Database Service

A. Description of Service

1. Private Switch Database Service is available to companies that use a Private Branch Exchange (PBX) or Centrex to manage their individual telephones and want to provide specific location information for each of these telephones to the Public Safety Answering Point (PSAP) responsible for responding to an emergency.
2. Private Switch Database Service allows a customer with a multi-line private switch to facilitate reception of either (1) Automatic Number Identification (ANI) or (2) a combination of ANI and Automatic Location Identification (ALI) information by a PSAP for emergency "9-1-1" calls originating from the location served by the customer's multi-line private switch. A private switch is customer premises equipment (CPE) at the end user customer's location.

B. General Regulations

1. The customer is responsible for validating address information through Master Street Address Guide (MSAG) and for coordinating with the Company to provide the National Emergency Number Association (NENA) standard format of telephone numbers and address data. The Company will allow the customer to update records no more frequently than on a daily basis. The data may originate from the customer's private switch, when technically feasible, or from a manually created list.
2. The Company will:
 - (a) Be responsible for uploading a NENA formatted data file to its ALI database;
 - (b) Hold the information in confidence and protect it in accordance with state and federal rules applicable to emergency 911 services; and
 - (c) Use the information only in connection with providing emergency services to PSAPs.
3. The Company may immediately terminate a customer's use of Private Switch Database Service if, in the Company's sole judgment, the customer falsifies the information provided or fails to comply with any other provisions of this tariff.
4. The Company will only provide Private Switch Database Service where the Company is the primary 911 database provider for the PSAP serving the customer's location.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VI. Private Switch Database Service (Cont'd)

B. General Regulations (Cont'd)

5. The Company will provide a software package that will allow the customer to load the database information in the appropriate NENA format for transmission to the Company's data center.
6. The Company will charge the private switch customer a monthly recurring charge for maintenance of the data in the national ALI database for delivery upon a 911 call to the PSAP.

C. Limitations

1. The Company offers no warranty or representation with respect to the accuracy or completeness of the Private Switch Database Service. The Company relies on its customers for all private switch information placed in the Company's database management system.
2. The Company does not warrant or represent that its database management system will be compatible with every type of private switch equipment. Customers who wish to provide automated updates to the Company's database management system are responsible for acquiring their own private switch equipment and for testing the compatibility of that equipment with the Company's database management system.

D. Obligations of the Customer

1. When implementing Private Switch Database Service, the customer must contact the Company's E-911 representative to negotiate trunking, hardware and software requirements associated with the Private Switch Database Service.
2. The customer will be responsible for loading address information into the Private Switch Database Service software package and transmitting that information to the Company.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VI. Private Switch Database Service (Cont'd)

E. Rates and Charges

1. Private Switch Database Service rates:

		Nonrecurring Charge
(a) Installation		
1.	Initial Installation	\$900.00
2.	Subsequent addition of Station Records	0.00
		Monthly Recurring Charge
(b) Monthly Rate ¹		
1.	Up to 1000, per 1000 Station Records	\$100.00
2.	1001 - 4000, per 1000 Station Records	90.00
3.	Over 4000, per 1000 Station Records	80.00

2. Separate charges, not specified in this section of the tariff, are applicable for network connectivity from the customer's private switch to the Company's central office facilities.
3. Each Private Switch Database Service customer's Installation Charge and Monthly Rate is calculated at the time Private Switch Database Service is established and is based on the number of station records in service for the customer. The total number of station records are audited annually by the Company and applied to the account.

¹ The Monthly Rate is calculated based on the total number of station records submitted by the customer at installation or at the time of the annual audit. For example, 900 station records = \$100 MRC; 3900 station records = \$90 X 4 = \$360 MRC; 4500 station records = \$80 X 5 = \$400 MRC.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VII. Reverse Notification Telephone Number Database Service

A. Description of Service

1. 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.

B. General Regulations

1. 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.
2. PSAPs may not use Reverse Database Service information in connection with Enhanced Universal Emergency Telephone Number Service (911).
3. 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.
4. 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.
5. 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.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VII. Reverse Notification Telephone Number Database Service (Cont'd)

B. General Regulations (Cont'd)

6. 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:
 - (a) 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;
 - (b) 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;
 - (c) Use the information only when delivering broadcast notifications of emergencies; and
 - (d) Notify the Company immediately of any confirmed or suspected misuse of Reverse Database Service information.
7. 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.
8. 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 tariff.
9. 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 tariff.

FCC DESIGNATED 911 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VII. Reverse Notification Telephone Number Database Service (Cont'd)

C. Limitations

1. 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.
2. 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.
3. 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.

D. Liability of the Company

1. 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.
2. 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.

FCC DESIGNATED N11 SERVICES

ENHANCED UNIVERSAL EMERGENCY NUMBER SERVICE (E911) (Cont'd)

VII. Reverse Notification Telephone Number Database Service (Cont'd)

E. Rates and Charges

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

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

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
2. Reverse Database Service,		
(a) One-time update (CD-ROM)	\$500.00	\$ 0.00
(b) Monthly update (CD-ROM) 12 Month Term	0.00	125.00

MISCELLANEOUS SERVICE OFFERINGS

TOLL RESTRICTION SERVICE ⁽¹⁾

A. Description

Toll Restriction Service (TRS) prevents access to the toll network. TRS blocks access to 900 type and 976 type information services. TRS does not block access to "950" and "1+950" toll services, since it is the responsibility of the IXC to block calls by use of a personal identification number. TRS does allow collect, credit card, and third-party billing toll calls through 0-plus dialing. Toll billing to the originating number, however, is not permitted. TRS prevents other 1-plus, 0-plus, and 0-minus calls. Local directory assistance calls are not allowed. TRS does not block calls to 800 and 888 type toll service. When customers dial a number that is blocked by TRS the call will be diverted to a Company-provided intercept announcement.

TRS is not offered in central offices where 1+ must be dialed to reach 9-1-1 emergency service.

When TRS is furnished, the customer will be cautioned about its limitations and may be required to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the inability of the customer to place calls because of the TRS.

B. Terms and Conditions

1. TRS is offered in all company exchanges.
2. TRS is available only on local single party residential and business lines, FX lines, Feature Group A lines or trunks, Key and PBX trunks, Centrex lines or trunks and ISDN lines.⁽¹⁾
3. Access to 800 type and 888 type toll service will not be denied.
4. TRS is not foolproof. TRS may be bypassed since some long distance carriers (IXCs) use 800 type or 888 type numbers, or Feature Group A numbers, for access to their toll service. TRS allows toll calls through "950" and "1+950". Provision of TRS does not alleviate customers' responsibility for payment of completed toll calls.
5. TRS will be placed on the customer's lines within three business days after an order for the service is accepted by the Company.
6. TRS does not include Billing Number Screening.
7. TRS is a service designed to prevent certain types of toll calls. TRS does not prevent toll charges, which may have been incurred, from being billed to the customer.
8. Lifeline subscribers may receive Toll Restriction Service without paying a monthly or non-recurring charge.

C. Rates

	<u>Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Toll Restriction Service	FCE1TLL	\$25.00 ⁽²⁾	\$2.00

⁽¹⁾ Toll Restriction Service is grandfathered and limited to existing lines at existing locations as of December 17, 2014. Toll Restriction Service remains available to Pay Telephone Access Line Service as specified in Section 7 in the price list.

⁽²⁾ The nonrecurring charge is not applicable when Toll Restriction Service is ordered on an initial installation order; only when added to existing service.

MISCELLANEOUS SERVICE OFFERINGS

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) 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.

MISCELLANEOUS SERVICE OFFERINGS

TOLL AND CASUAL DIALING RESTRICTION SERVICE (Cont'd)

B. Terms and Conditions (Cont'd)

8. Lifeline subscribers may receive Toll and Casual Dialing Restriction Service 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

	<u>Code</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Toll and Casual Dialing Restriction Service		\$25.00 ⁽¹⁾	\$2.00

⁽¹⁾ The nonrecurring charge is not applicable when Toll and Casual Dialing Restriction Service is ordered on an initial installation order; only when added to existing service.

EXCHANGE SERVICES

CALL LINE IDENTIFIER

(M)

A. General

1. 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 Tracer feature, as specified in Section 5 of this tariff, differs from Call Line Identifier service in that Call Tracer is activated on a per call basis.

B. Regulations

1. Subscribers 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. (T)
3. Call Line Identifier service will apply per line upon request at the rates and for the time periods specified in Section 10.C. following. (T)
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 changing 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).

(M) Material on this page moved from Section 5, Original Page 18.

EXCHANGE SERVICES

Call Line Identifier (Cont'd)

(M)

B. Regulations (Cont'd)

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

C. Rates and Charges

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

(T)

(T)

(M) Material on this page moved from Section 5, Original Page 19.

SPECIAL RATES AND PROMOTIONS

RESERVATION OF FACILITIES

I. Description

Reservation of facilities is a service provided by the Company to applicants for telephone service who request service to be provided at a future date, and is provided subject to the availability of facilities.

II. Rates and Charges

	<u>MONTHLY RATE</u>	<u>NONRECURRING CHARGE</u>
Facility Reservation (after 30 days)	50% applicable exchange rate of service provided	\$ 15.00

III. CONDITIONS

- A. Facilities (cable pair) will be reserved without charge for thirty (30) days from the date of the reservation request. After thirty days facilities will be reserved for fifty percent (50%) of the exchange rate of the service provided (or requested, whichever is greater).
- B. Facilities will be reserved for a maximum of one hundred twenty (120) days from the date of initial request.
- C. A customer is not allowed to apply toll charges to a number associated with the reserved facilities.

GRANDFATHERED SERVICES

(D)

(D)

Emergency Reporting Telephone Service

An emergency reporting telephone system is furnished under this tariff to a fire protection district, a municipality, or other governmental agency for use in transmitting reports of fires and other public emergencies and for the operation of public alarm signals. This service is not available for new installation.

	<u>Monthly Rate</u>
Common equipment for use with individual business line service, each	\$6.00