

TITLE SHEET

COMMONWEALTH OF PUERTO RICO TELECOMMUNICATIONS TARIFF

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for telecommunications service provided by CenturyLink Communications, LLC, with principal offices at 1801 California St.; Denver, Colorado 80202. This tariff applies for services furnished within the Commonwealth of Puerto Rico. This tariff is on file with the Commonwealth of Puerto Rico, and copies may be inspected, during normal business hours, at the Company's principal place of business.

(T)

CenturyLink Communications, LLC hereby adopts, ratifies, and makes its own, in every respect as if the same had been originally filed by it, all tariffs filed with the Puerto Rico Public Service Commission by Qwest Communications Company, LLC d/b/a CenturyLink QCC prior to May 2, 2014.

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ISSUED: April 2, 2014

EFFECTIVE: May 2, 2014

ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

**CHECK SHEET**

Pages Title Sheet to Page No. 167 are effective as of the date shown. Revised sheets as named below contain all changes from the original tariff that are in effect on the date shown.

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## A. DEFINITION OF TERMS

For purposes of this tariff, the following definitions shall apply.

Acceptance Date

The date on which a circuit (which has been tested in accordance with CenturyLink's parameters and is reasonably determined by CenturyLink to be working as ordered) is delivered to the customer or End-User of the customer. Charges for a circuit will begin to accrue from the Acceptance Date. The Acceptance Date shall not occur prior to the date the customer has requested for the delivery of a circuit (on its accepted order for service) and billing on such circuit shall commence five (5) calendar days after CenturyLink informs the customer that such circuit is tested and in use. (T)  
(T)

Access Code

A sequence of numbers that, when dialed, connects a caller to an interexchange carrier that is associated with that sequence. Dialing sequences which utilize a 950-10XX, 1-800, or 10XXX prefix are examples of access code arrangements available to customers.

Access Rate

The maximum data rate at which an end user can inject data into a frame relay or ATM network. Data can also be transmitted or received at a rate below the Access Rate. The Access Rate can not be higher than the data rate of the local access channel.

Accounting Code

A code consisting of two or more digits which is available to customers for identifying individual users and thereby allocate the cost of long distance service.

Administrative Change

A customer-requested modification to a new or existing service that does not involve a physical change to the Service(s) being provided by the Company.

Affiliate

Any entity (including any natural person or entity such as a corporation or partnership) controlling, under the control of or under common control with another entity.

Application for Service

A standard order form which includes all pertinent billing, technical, administrative, and other descriptive information which will enable the Company to provide telecommunications service to a customer.

## A. DEFINITION OF TERMS (Continued)

ATM Adaptation Layer (AAL)

Provides the interface or format conversion (at the end points) between the higher-layer protocols and the ATM layer. The AAL maps the data stream of the originating protocol into the 48 byte Payload of ATM cells and, on the receiving end, maps the format into the protocol of the higher level end device. The AAL used is determined by the timing relationship (clocking required), the bit rate (constant {video/voice} or variable {bursty LAN data}) and the type of connection (Connection oriented {frame relay} or connectionless {IP}).

ATM Layer

Physical interface between the ATM Adaptation Layer (AAL) and the physical layer. It is responsible for relaying cells from the AAL to the physical layer for transmission and from the physical layer to the AAL for use at an endpoint (generating or extracting the 5 byte cell header).

Authorization Code

Unique numeric codes (usually consisting of five or more digits), which may be made available to customers and authorized users to identify themselves as being entitled to access and use the Company's services.

Authorized User

An individual, firm, corporation, or other entity authorized by the customer to utilize communications services provided by the Company.

bps

Bits Per Second

Broadband Circuits

Circuits with a capacity greater than DS1 capacity or 1.544 Mbps.

Called Station

Denotes the terminating point of a long distance telephone call (i.e., the called telephone number).

Calling Station

Denotes the point from which a call is placed (also referred to as the originating location).

## A. DEFINITION OF TERMS (Continued)

Capacity

The carrying ability of a dedicated leased line measured in bits per second.

Carrier Recognized Holidays

The following days are recognized as holidays for billing purposes: New Year's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day, except as otherwise specified herein.

Cell Loss Ratio (CLR)

The value obtained when dividing the number of cells that are lost on a virtual connection of the CenturyLink ATM Network during a Sample Period due to error or congestion of the CenturyLink ATM Network by the number of cells transmitted across the virtual connection during the Sample Period. (T)

(T)

(T)

Cell Transfer Delay (CTD)

The delay experienced on a cell between the first bit of the cell being transferred to the receipt of the last bit of the cell being transferred on an ATM network.

Cell Delay Variation (CDV)

The difference between the maximum CTD and the minimum CTD experienced on a single connection during a Sample Period.

Committed Burst Size (B<sub>c</sub>)

A usage parameter for traffic control and congestion control. B<sub>c</sub> is the maximum data transmission rate on the CenturyLink Frame Relay network that CenturyLink agrees to handle over a particular subscriber link under normal network operating conditions. (T)

(T)

Committed Information Rate (CIR)

A rate assigned to each Virtual Circuit by a CenturyLink Frame Relay<sup>SM</sup> subscriber. CIRs represent the committed transmission rates between two network ports. CIRs are available in 8 Kbps increments. The customer or end user may transmit or receive data over a PVC at speeds greater than the selected CIR up to the speed of the Port ("burst"). Additionally, burst traffic may be marked by CenturyLink as Discard Eligible (DE), and subsequently discarded in the event of network congestion. (T)

(T)

(T)



## A. DEFINITION OF TERMS (Continued)

Contributory Services

Those services that contribute towards the overall commitment but are not discountable according to the master discount schedule (i.e., CenturyLink Total Advantage). By contributing towards the overall commitment level, these services will increase the discount level that is applied to the Discount Eligible category of services under the contract. These services will continue to receive discounts as designated in individual service contracts. Contribution levels will be based on Monthly Recurring Charges (MRCs) for these services. (T)

Credit Application

A standard form which is used by the Company to assess a customer's credit worthiness prior to the Company's arranging the installation of any facilities or the provision of any services to a customer.

Customer

An individual, firm, corporation, agency, or other entity which orders service and is responsible for the payment of charges and compliance with the tariff provisions set forth herein. For billing purposes, a customer is considered to be an account. If a person, firm, or other entity orders the service in more than one city served by the Company, or requests the assignment of more than one account number in a particular city, each such account may be treated as a separate customer for billing purposes.

Company

CenturyLink Communications, LLC (T)

Dedicated Access Arrangement

An arrangement whereby the facilities used between the customer's premises and the CenturyLink point of presence are directly linked. Such arrangements may involve interconnection facilities provided by another carrier or a local access provider. (T)

Digital Service (DS)

Hierarchy of digital signal speeds used to classify capacity of lines and trunks.

## A. DEFINITION OF TERMS (Continued)

Discard Eligibility (DE)

A bit indicating that a frame may be discarded in preference to other frames if congestion occurs so as to maintain the CIR. It is the responsibility of the intelligent end-equipment and/or protocol to recognize the discard of a frame and respond by resending the frame.

Discount Eligible Services

Discount Eligible Services contribute toward the overall commitment level (i.e., CenturyLink Total Advantage). Discount eligible products that bill on the same billing system can aggregate towards predetermined discount levels, meaning the more spent on this common group of products, the higher the customer's discount will be. Contribution levels will be based on monthly recurring charges (MRCs), counted towards the contract commitment levels and receive term and volume discounts where applicable.

(T)

Disconnection

The discontinuance of use of the Company's services, equipment, or facilities, including but not limited to, circuits, dedicated access lines, port connections, or service components made available to a customer by the Company.

DS0

Digital Service, Level 0. Measured at 64,000 bps, it is the worldwide standard for digitizing one voice conversation using pulse code modulation (PCM).

DS1

Digital Service, Level 1. Consists of 24 DS0 channels and has a capacity of 1.544 Mbps. (Also called T-1)

DS3

Digital Service, Level 3. Equivalent of 28 DS1 channels and operating at 44.736 Mbps. (Also known as T-3)

## A. DEFINITION OF TERMS (Continued)

Excess Burst Size ( $B_e$ )

A usage parameter for traffic control and congestion control.  $B_e$  is the maximum amount of uncommitted data (in bits) in excess of  $B_c$  that CenturyLink will attempt to deliver on the CenturyLink Frame Relay network during a Measurement Interval. This data ( $B_e$ ) is flagged as discard eligible and may be transmitted with a lower probability of receipt than  $B_c$  data. (T)  
(T)

Expedited Treatment

A service order initiated at the request of the customer, plus the accompanying installation or change to related circuits that is processed more quickly than the standard service interval.

Fractional DS-1

Circuits with a bandwidth or capacity below DS-1 speeds with a capacity equal to “n” times 64 kbps, where “n” equals the whole number of DS-0 equivalent increments, and is less than 24 (i.e., n=4 is 4 DS-0 increments or 256 kbps).

Frame Check Sequence (FCS)

Bits added to the end of a frame for error detection.

Frame Delivery

The percentage of frames which are successfully delivered over the CenturyLink network, excluding frames which are not delivered due in whole or in part to factors unrelated to the CenturyLink network. (T)  
(T)

Frame Relay Access Device (FRAD)

A device that is responsible for framing data with header and trailer information prior to presentation of the frame to the frame relay switch. On the receiving end, the FRAD strips away the frame relay control information so that the target device is presented with the data in its original form. A FRAD is required for connection into the CenturyLink Frame Relay network. (T)

Frame Relay Network Device (FRND)

A frame relay network router. FRNDs work in conjunction with FRADs which are the user side of the Frame Relay network connection.

## A. DEFINITION OF TERMS (Continued)

Installation

The connection of a circuit, dedicated access line, port, or other facility for any new or additional service provided by the Company.

Interconnection Facilities

Circuits and/or dedicated access arrangements provided by the customer or a third party supplier to interconnect the customer with the Company's service. The customer shall have sole responsibility for the ordering, installation, maintenance, and payment of such facilities.

International Telecommunications Union-the Telecommunications Services Sector (ITU-T)

Formerly known as the Comite Consultatif International Telegraphique et Telephonique (CCITT), the ITU-T is a standards organization that devises and proposed recommendations for international communications.

Joint User

An individual, firm, corporation, or other entity which is designated and authorized by a customer to access and use the Company's services and who is contingently liable for such services or facilities billed under a joint user agreement.

LATA (Local Access Transport Area)

A geographic area established pursuant to the terms of the Modified Final Judgment in United States vs. American Telephone & Telegraph Company, Cause Number 74-1698 in the United States District Court for the District of Columbia.

Latency

The time it takes for information to get through the network, sometimes referred to as delay.

Local Access Circuit

A dedicated circuit provided by a Local Exchange Carrier connecting the customer's presence with a POP or QPOP.

Local Access Provider

A local exchange carrier or other entity which furnishes interconnection facilities between the customer's premises and the Company's point of presence in a LATA.

Local Exchange Carrier

A company which furnishes exchange telephone service.

Kbps

Kilobits per second

A. DEFINITION OF TERMS (Continued)

Mbps

Megabits per second

Measurement Interval

The interval of time which the CenturyLink Frame Relay network uses to measure burst rates which exceed the CIR, as well as the length of the bursts. (T)

Monthly Average Cell Loss Ratio (MACLR)

The average of the CLR's obtained in one calendar month for a particular virtual connection.

Minimum Service Period

The minimum period of time during which customer is obligated to pay for services provided by the Company.

Number Portability

Number Portability or Service Provider Portability refers to the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without impairment of quality, reliability or convenience when switching from one telecommunications carrier to another.

Off- Peak Hours

Rate period for calls placed during all hours except Monday through Friday from 8:00 AM to, but not including, 5:00 PM. and on Carrier Recognized Holidays.

On-Net Circuit

A Dedicated Leased Line Inter-Office Channel (IOC) that is provisioned: (i) entirely between two domestic U.S. CenturyLink POPs in separate LATAs; and, (ii) utilizes only CenturyLink owned fiber optic lines. (T)

Optical Carrier - Level N (OC-N)

The optical interface designed to work with the STS-n signaling rate in a Synchronous Optical Network (SONET). OC-1 is a 51.840 Mbps signal. All higher levels are direct multiples of OC-1.

Peak Hours

Rate period for calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM.

## A. DEFINITION OF TERMS (Continued)

Permanent Virtual Circuit (PVC)

A Frame Relay or ATM fixed logical link, whose endpoints and class of service are defined by CenturyLink. A PVC is a pre-defined virtual circuit that provides the features of a dedicated private line service over a packet switching network between two port connections. Once a PVC is defined, it requires no setup operation before data is sent and no disconnect operation after data is sent. PVCs are defined on the basis of simplex (or asymmetrical) transmission which allows the user to establish different data transmission rates in each direction.

(T)

Physical Change

A customer-requested modification of an existing service, circuit, dedicated access arrangement or port that requires a change in the manner in which service is configured.

Physical Layer

Includes all electrical and mechanical aspects relating to the connection of a device to a transmission medium, such as the connection of a workstation to a LAN. Included at this layer are issues specific to the manner in which a device gains physical access to the medium and how it goes about putting bits on the wire or extracting bits from the wire. As the lowest level of network processing, the Physical Layer deals with issues such as volts, amps, and pin configurations and handshaking procedures. Communications hardware (e.g., NICs and MAUs) and software drivers are specified at the Physical Layer.

Premises

The space designated by a customer at its place or places of business for the provision of service.

## A. DEFINITION OF TERMS (Continued)

Point of Presence (POP)

CenturyLink's physical presence in a local calling area or LATA which is used for the purpose of transmitting telephone calls or dedicated interconnection with a LEC. (T)

Port or Port Connection

The point of entry into a public frame relay or ATM network service. Each Port is fixed at a presubscribed speed.

Presubscription

A local access arrangement whereby the customer directs the local telephone company to route all long distance telephone calls to the Company.

CenturyLink ATM Network

The physical connections and media between and including the CenturyLink ATM capable carrier class switches (ATM Layer). The CenturyLink ATM Network does not include any customer premise equipment (including the AAL) or local access facilities. (T)

CenturyLink Frame Relay Network

The physical connections and media between and including the CenturyLink Frame Relay capable carrier class switches. The CenturyLink Frame Relay Network does not include any customer premise equipment, tail circuits, or local access facilities. (T)

Quality of Service (QoS)

Quality of Service is a measure of the service quality provided to the subscriber. For ATM and Frame Relay services, QoS parameters and reference configurations for the User Network interface are assigned by the ITU-T. CenturyLink provides different QoS choices for ATM and Frame Relay services as a mechanism for customers to have tighter control of how the network handles their traffic and to match the appropriate network services to the particular needs of their traffic. (T)

CenturyLink Point of Presence (CPOP)

A CenturyLink owned physical presence that lies directly on the CenturyLink Macro Capacity Fiber Optic Network where direct interconnection between the CenturyLink Macro Capacity Fiber Optic Network and the network of a LEC is possible. Space (and additional facilities) for housing a customer's hardware may also be available at a QPOP. (T)

Sample Period

An interval in which information on the transfer and receipt of ATM cells over a particular virtual connection is recorded. One Sample Period on each virtual connection shall be taken per hour.

## A. DEFINITION OF TERMS (Continued)

Service Category

A specific set of QoS requirements and Usage Parameters selected to meet requirements of a customer's ATM or Frame Relay application.

Service Date

The date on which customer begins to utilize the Service or the date on which Service is made available for use by the customer or its authorized users, whichever is sooner.

Service Interruption

A "Service Interruption" is any continuous and uninterrupted period of time when Service is unavailable for use by a customer.

Service Order

The Company's standard service order form used by customers to place individual orders for Services. (Also referred to as Application for Service).

Shelf Life

Refers to the time period that a CenturyLink PIN can be activated. After this specified date, the PIN cannot be sold or activated. (T)

Special Promotional Offering

Special discounts and/or other modifications the Company's standard service offerings which may be offered, from time to time, to customers using a particular service. Special promotional offerings may be limited to certain dates, times, and locations.

Standard Service Interval

The time period between which a service is ordered by the customer and the date on which the service is activated (i.e. Service Date). The Standard Service Interval may vary depending upon the physical requirements of the customer and the services and/or facilities to be provided by the Company or others.

Switched Access

An access arrangement whereby the customer uses common lines provided by a local access provider to access CenturyLink's network. (T)



## A. DEFINITION OF TERMS (Continued)

Switched Access Termination

An access arrangement whereby the customer uses switched access to send or receive telephone calls using the Company's services.

Switched Virtual Circuit (SVC)

A virtual circuit connection established across a network on an as-needed basis and lasting only for the duration of the transfer. The datacom equivalent of a dialed phone call, the specific path provided in support of the SVC is determined on a call-by-call basis and in consideration of both the end points and the level of congestion in the network. SVCs contrast to Permanent Virtual Circuits (PVCs) which require manual set-up in network switching and customer premises equipment.

Switched WATS Termination

An access arrangement whereby the customer uses a combination of dedicated access lines and switched access service to interconnect with CenturyLink's network. (T)

Travel Card

A payment arrangement which enables a customer or authorized user to bill a long distance telephone call to an authorized calling card account with CenturyLink. Travel card calls are usually initiated by using access code dialing and authorization code. (T)

United States Mainland

The District of Columbia and the 48 contiguous states.

Virtual Circuit (VC)

A communications link - voice or data - that appears to the user to be a point-to-point circuit. VCs are two-way, software-defined data paths between two ports that act as replacements for private or dedicated leased lines in the customer's network. A virtual circuit is referred to as a logical, rather than a physical path, for a call.

**B. RULES AND REGULATIONS****1. Undertaking Of The Carrier**

- a. The furnishing of the communications services under the terms of this tariff will be provided by the Company alone, or in conjunction with services of other carriers. Service is available 24 hours per day, 7 days per week for the transmission of intrastate telephone calls.
- b. Service consists of the furnishing of transmission capabilities to customers, authorized users, and joint users for the placement and/or receipt of long distance calls between the locations specified herein. Such services are offered subject to the availability of the necessary facilities and equipment to provide the service.
- c. The Company, when acting at the customer's request and as its authorized agent, will make reasonable efforts to arrange for presubscription, interconnection, and other service requirements.

**2. Limitations**

- a. Service is offered subject to the availability of facilities and the provisions of this tariff. Services are also subject to any required regulatory authorizations or other governmental rules.
- b. The Company reserves the right to deny Service to any person or entity: (A) who, in the Company's judgement, presents an undue risk of nonpayment, refuses to comply with the deposit requirements set forth in this tariff; or does not pass a credit check; or (B) if the Company believes that the person's or entity's use of the Service would violate the provisions of this tariff or any applicable law or regulation, or if any applicable law or regulation restricts or prohibits provision of the Service to that person or entity; or (C) if the Company determines in its sole discretion that facilities are not available to provide the Service; or (D) if the Company determines in its sole discretion that any order for Service, letter of authorization and/or third party verification is not in conformance with any applicable law or regulation; or (E) the Service requested has been discontinued; or (F) if an order for the Service may be denied under the terms of any carrier, switched or independent sales representative agreement.
- c. The Company reserves the right to refuse to provide service to or from any location where it has not ordered access facilities, installed network interconnections, or the necessary facilities and/or equipment are not available, acceptable, or justifiable. The Company also reserves the right to make changes to equipment, service components, and/or network configurations as may be required.

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B. RULES AND REGULATIONS (Continued)

2. Limitations (Continued)

d. The Company reserves the right to refuse or discontinue furnishing services when necessitated by conditions beyond its control. Such conditions include, but are not limited to, a customer's having call volume or calling patterns that results, or may result, in network blockage or other service degradation which adversely affects service or other customers. The Company also reserves the right to discontinue furnishing service when the customer is using the service in violation of the provisions of this tariff or of the law. The customer will be responsible for all charges incurred as well as any access charges the Company may incur as a result of such customer actions.

e. Service may be discontinued by the Company, at any time and without notice to its customers, by blocking traffic to or from certain countries, cities, NXX exchanges, or individual telephone stations, by blocking call origination for the Company's services, or by blocking calls using certain customer authorization codes and/or access codes, when the Company deems it necessary to take such action to prevent unlawful and/or unauthorized use of its services. In addition, the Company may take any of the foregoing actions in the case of actual or anticipated non-payment for its service. In order to control fraud, the Company may refuse to accept Calling Card, Collect Calling, and/or Third Party calls which it reasonably believes to be unauthorized or invalid and/or may limit the use of these billing options to or from certain countries or areas including, without limitation, all or part of the United States, Puerto Rico and/or the U.S. Virgin Islands.

f. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

g. A customer shall not use any service mark or trademark of the Company or refer to the Company in connection with any product, equipment, promotion, or publication of the customer without the prior written consent and approval of the Company.

h. The customer shall not use nor permit others to use the service in a manner that could interfere with services provided to others, that could harm the facilities of the Company or others, or that is not consistent with any applicable law or regulation.

i. The provision of service will not create a partnership or joint venture between the Company and the customer nor result in joint service offerings to their respective authorized users.

j. Neither the Services provided pursuant to this tariff, nor the customer's obligations hereunder, may be assigned or otherwise transferred without the prior written consent of the Company. Where contractually permitted to do so, CenturyLink may assign a customer contract in whole or in part.

(T)

**B. RULES AND REGULATIONS (Continued)****3. Terms And Conditions**

a. Except as otherwise provided in this tariff, service is provided and billed on the basis of one (1) month, beginning on the Service Date and continuing until the expiration of the Minimum Service Period, or until service is otherwise canceled, by the Company. Upon expiration of the Minimum Service Period, Services shall be automatically extended on a month-to-month basis until Service is terminated in writing by the customer on not less than thirty (30) day's written notice to the Company.

b. Service is provided on a monthly basis, twenty-four (24) hours per day as described herein. For the purpose of computing charges in this tariff, a month is considered to have thirty (30) days.

c. Customers may order Services under this tariff by contacting an authorized Company representative and executing the Company's Application for Service and, at the Company's sole discretion, a Credit Application. The name(s) of the customer(s) desiring to subscribe to service, the service(s) to be provided, the targeted Service Date, and the location(s) of such services must be stipulated in the Application for Service.

d. Customer shall accept and pay for each Service for the Minimum Service Period. The Minimum Service Period for each Service shall begin on the Service Date, (i.e. the date on which customer begins to utilize the Service or the date service is available for use by the customer or its authorized users, whichever is sooner). If the customer (i) notifies the Company that it believes the Service is in material non-compliance with the Company's network specifications, or (ii) customer has delayed the Service Date, the Service Date may be adjusted. In the event customer provides the Company with written notice that the service fails to meet the Company's network specifications, the Company may take such action as the Company, in its sole discretion, deems necessary to correct any such non-compliance in the Service and shall, upon correction, notify customer of a new Service Date. Customer may delay the adjusted Service Date for up to 30 days from the original Service Date by written notification to the Company at least 72 hours prior to the estimated Service Date.

**B. RULES AND REGULATIONS (Continued)****3. Terms And Conditions (Continued)**

e. The Standard Interval for delivery of Service to the customer is thirty (30) days. This interval may be extended in those instances where the customer presubscribes to the Company's services and/or requires that interconnection facilities to be furnished by another carrier. The Company shall not be responsible for any service delays, modifications, deficiencies, interruptions, and/or disruptions that may be related to the provisioning of facilities or services from another carrier or local access provider.

f. All customers, authorized users, and joint users are responsible for taking all the necessary legal steps for interconnecting their terminal equipment or communications systems with the Company facilities or services and shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection.

g. The customer agrees to operate company-provided equipment in accordance with the instructions of The Company or its authorized agent. Failure to do so will void any Company liability for interruption of service and may cause the customer to be responsible for damages to equipment pursuant to this tariff.

h. Customer agrees to return all company-provided equipment to the Company within five (5) days of termination of service in connection with which the equipment was used. Equipment shall be in the same condition as when delivered to the customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by CenturyLink due to customer's failure to comply with this provision. (T)

i. The Company reserves the right of entrance for its employees, agents, or contractors to the premises of the customer, at any reasonable hour for the purpose of installing, inspecting, repairing, or upon termination of service removing the Company's equipment. The customer shall be responsible for making any necessary arrangements for the Company's entrance to the customer's premises.

j. Customer shall at all times comply with all applicable federal, state, and local statutes, ordinances, regulations, and orders of any commission or other governmental body.

**B. RULES AND REGULATIONS (Continued)****3. Terms And Conditions (Continued)**

k. In the event the Company files suit or retains an attorney to enforce the terms of this tariff, the Company shall be entitled to recover, in addition to any other remedies, all attorneys' fees for in house and outside counsel, court costs, costs of investigation and any other related expenses in connection therewith.

l. Any claim, controversy or dispute, whether sounding in contract, statute, tort, fraud, misrepresentation or other legal theory, related directly or indirectly to the Services, whenever brought and whether between the Company and the customer or between the Company or the customer and the employees, agents or affiliated businesses of the other party, shall be resolved by arbitration as prescribed in this section. The Federal Arbitration Act, 9 U.S.C. §§ 1-15, not state law, shall govern the arbitrability of all claims.

m. A single arbitrator engaged in the practice of law shall conduct the arbitration under the current rules of the American Arbitration Association (the "AAA"). The arbitrator shall be selected in accordance with AAA procedures from a list of qualified people maintained by the AA. The arbitration shall be conducted in the regional AAA office in Denver, Colorado, and all expedited procedures prescribed by the AAA rules shall apply.

n. There shall be no discovery other than the exchange of information which is provided to the arbitrator by the parties. The arbitrator shall have authority only to award compensatory damages and shall not have authority to award punitive damages, other non-compensatory damages or any other form of relief; the parties hereby waive all rights to and claims for relief other than compensatory damages. Each party shall bear its own costs and attorneys' fees, and the parties shall share equally the fees and expenses of the arbitrator. The arbitrator's decision and award shall be final and binding, and judgment on the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

o. If any party files a judicial or administrative action asserting claims subject to arbitration as prescribed herein, and another party successfully stays such action or compels arbitration of said claims, the party filing said action shall pay the other party's costs and expenses incurred in seeking such stay or compelling arbitration, including reasonable attorneys' fees.

**B. RULES AND REGULATIONS (Continued)****4. Terminal Equipment**

a. The Company's facilities and service may be used with or terminated in terminal equipment or communications systems provided by the customer or an authorized user. Such terminal equipment shall be furnished and maintained at the expense of the user, except as otherwise provided. All such costs at its premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service are the responsibility of the user of the facilities.

b. All customers, authorized users, and joint users shall ensure that their equipment and/or system is properly interfaced with the Company facilities or services, that the signals emitted into the Company's network are of the proper mode, bandwidth, power, and signal level for the intended use and are in compliance with the criteria set forth in this tariff and all other applicable rules, and that the signals do not damage equipment, injure any personnel, or degrade the service to other customers or users. If the Federal Communications Commission or some other appropriate certifying body certifies the terminal equipment as being technically acceptable for direct electrical connection with telecommunications service, the Company will permit such equipment to be connected with its channels without the use of protective interface devices. If the customer, authorized user, or joint user fails to maintain the equipment and/or system properly, with resulting imminent harm to the Company's equipment or personnel, or the quality of service to others, the Company may require the use of protective equipment at no expense to the Company. If this fails to produce satisfactory quality and safety, the Company may discontinue the service.



**B. RULES AND REGULATIONS (Continued)****5. Liability**

a. The Company shall not be liable to customer or any other person, firm, entity, for any failure to perform its obligations under this tariff due to any cause or causes beyond its reasonable control, as determined by the Company. Such causes shall include, without limitation, acts of God, fire, acts of terror, explosion, flood, earthquake, vandalism, cable cut, storm or other similar catastrophes; any law, order, regulation, directions, actions or request of the United States government, or any other government, including foreign, international, state or local government, or of any department, agency, commission, court, bureau, corporation or other instrumentality of any one or more of said governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; or strikes, lock-outs, work stoppages or other labor difficulties, supplier failures, shortages, breaches of contract or other obligations, or delays, or preemptions of existing services to restore service in compliance with the decisions, rules, regulations and orders of the Federal Communications Commission or any other federal, international, state, or local governmental agency or authority.

b. In no event shall the Company or any of its Affiliates be liable for claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, addition, or defect in any service, facility or transmission of any person or entity furnishing any portion of the service, facilities, or equipment associated with the service or for damages caused by services, facilities, or equipment furnished by such person or entity.

c. In no event shall the Company or any of its Affiliates be liable for any direct, indirect, consequential, special, actual, or punitive damages, or for any defects in services or equipment provided or any other cause. The warranty and remedies set forth in this tariff are exclusive and in lieu of all other warranties or remedies, whether expressed, implied or statutory, including without limitation implied warranties of merchant-ability and fitness for a particular purpose.

d. The Company and any of its Affiliates shall be indemnified and held harmless by customers and authorized and joint users against any claim or loss, expense or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion of privacy, infringement of a copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary right, or any other injury to any person, property, or entity arising out of the material, data, information, or other content revealed to, transmitted by, or used by the Company; or for any act or omission of a customer or authorized user; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not directly caused by the negligence of the Company.



**B. RULES AND REGULATIONS (Continued)****5. Liability (Continued)**

e. The Company and any of its Affiliates shall not be liable for any defacement of or damages to the premises of a customer or authorized user resulting from the furnishing of service which is not the direct result of the Company's negligence. The Company is not liable for any act or omission of the customer, authorized user, or any other company or companies furnishing a portion of the service.

f. The Company does not guarantee or make any warranty with respect to any equipment provided by it where such equipment is used in locations containing an atmosphere which is explosive, prone to fire, dangerous or otherwise unsuitable for such equipment. Customers and authorized users indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any party or persons, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer, authorized user, or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such equipment so used.

g. The Company is not liable for any defacement of or damage to the premises of a customer resulting from the furnishing of services or the attachment of instruments, apparatus, and associated wiring furnished by the Company on such customer's premises or by the installation or removal thereof, when such defacement or damage is not the direct result of the Company's negligence.

h. The Company's liability for damages arising out of any additions, omissions, interruptions, delays, mistakes, errors, or defects in the transmission occurring in the course of furnishing the service or facilities shall in no event exceed an amount that is equivalent to the proportionate charge for the period of service during which the fault in transmission occurs.

i. In no event shall the Company or any of its Affiliates be liable to customer, its customers or any of their affiliates under this tariff for any loss of profit or revenue or for any incidental, consequential, indirect, punitive or similar or additional damages incurred or suffered as a result of incorrect or defective transmissions, or any direct or indirect consequences thereof, while using the Services, performance, non-performance, termination, breach, or other action or inaction, on the part of the Company, under this tariff, even if customer advises the Company of the foreseeability, possibility, likelihood, probability or certainty of such loss or damage.

**B. RULES AND REGULATIONS (Continued)****5. Liability (Continued)**

j. In no event shall the Company or any of its Affiliates be liable to customer, its customers or any of their Affiliates under this tariff for damages associated with the installation, provision, maintenance, termination, repair or restoration of Services, and, subject to the provisions of this section, the Company's liability, if any, shall not exceed an amount equal to the charge provided for under this tariff for the Service for the period during, and the extent to, which the Service was affected.

k. In no event shall the Company or any of its Affiliates be liable for damages to supplier's Interconnection Facilities resulting from the furnishing of Services, including the installation and removal of equipment and associated wiring.

l. In no event shall the Company or any of its Affiliates be liable to customer, its customers or any of their Affiliates under this tariff for any act or omission of any other entity furnishing a portion of the Service, facilities or equipment associated with the Service or for damages caused by Services, facilities or equipment furnished by such entity.

m. Customer shall indemnify and hold harmless the Company, its directors, officers, employees, and agents, successors, and assigns, from all damages, costs, expenses and liabilities, including all attorneys' fees and disbursements, sustained by the Company in any action commenced by any third party and arising in connection with the customer's performance of its obligations and duties under this tariff; and the customer shall indemnify and hold the Company harmless from and against any and all claims arising from or relating to the Company's provision of facilities or Services to customer under this tariff.

n. The Company shall be entitled to take, and shall have no liability whatsoever for, any action as deemed necessary or appropriate by the Company to bring the Services or its practices into conformity with any rules, regulations, orders, decisions, or directives of the Federal Communications Commission or other governmental agency, and customer shall cooperate fully with Company and take all actions as may be requested by the Company to comply with any such rules, regulations, orders, decisions or directives.

o. Except as otherwise provided herein, or as specified in writing by the party entitled to receive Service, notices from the Company may be given orally or in writing to the person(s) whose names appear on the executed Application for Service.

**B. RULES AND REGULATIONS (Continued)****6. Cancellation Of Service By A Customer**

a. A customer may discontinue service, either in part or in its entirety, upon thirty (30) days written notice to the Company, provided that the customer has fulfilled all Minimum Service Period obligations.

b. If a customer cancels an order, in part or its entirety, prior to its completion or, before completion of the Minimum Service Period, or before completion of some other period mutually agreed upon, a charge may be levied upon the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on its behalf by the Company and not fully reimbursed by installation and monthly charges. Cancellation charges may also be assessed by CenturyLink for each circuit-end or dedicated access line canceled if a local access provider has confirmed that the circuit-end or dedicated access line will be installed, or, if the Company has already submitted facilities orders to a local access provider. (T)

c. Except as otherwise provided herein, if an order for installation is delayed for more than thirty (30) days beyond the due date, and such delay is not requested or caused by the customer, the order may be canceled by the customer without incurring cancellation charges.

**7. Use Of Service**

a. The Company's services may not be used for the unlawful or unauthorized provision of telecommunications services. Service furnished by the Company may be used for one or more of the following:

- .01 for the transmission of communications by the customer;
- .02 for the transmission of communications by a joint or authorized user as defined herein; or
- .03 for the transmission of communications to or from a customer of another common carrier, which has subscribed to the Company's communications services.

**B. RULES AND REGULATIONS (Continued)****7. Use Of Service (Continued)**

b. Service may be arranged and/or extended for joint use. The joint user shall be permitted to use the service subject to the following:

I. A joint user may be designated as the customer. The designated customer does not necessarily have to have communications requirements of his or her own. The names of all joint users must be specified in the application for service. Orders which involve the initiation, rearrangement, or discontinuance of joint use service will be accepted by the Company only from the designated customer and will be subject to all regulations of this tariff.

ii. All charges for the service will be computed as if the service were to be billed to one (1) entity. The designated customer will be billed for all components of the service and will be responsible for all payments to the Company. The designated customer shall also be responsible for allocating charges to each joint user.

iii. In the event that the designated customer fails to pay the Company for services rendered, each joint user shall be liable to the Company for charges incurred as a result of its use of the Company's service. Each joint user shall submit a letter to the Company accepting contingent liability for its portion of all charges billed by the Company. This letter must also specify that the joint user understands that the Company will receive a guaranty of payment from the designated customer.

c. The customer shall not use nor permit others to use the Service in a manner that could impede or interfere with the Services provided to others, that could harm the facilities of the Company or others, or that is inconsistent with any applicable law or regulations. Service furnished by the Company shall not be used for any unlawful purpose.

d. No person, firm, corporation, agency, customer, joint user, authorized user or other entity shall resell nor permit others to resell the Company's services without the prior written consent of the Company.

**B. RULES AND REGULATIONS (Continued)****8. Payment Arrangements**

a. The customer is responsible for payment of all charges for services furnished to the customer, its joint users and/or authorized users. This responsibility is not changed by virtue of any use, misuse, or abuse of the customer's service or customer-provided equipment or facilities by third parties, including, without limitation, the customer's employees or the public. The Company is not liable for any damages, including toll usage charges, the subscriber may incur as a result of the unauthorized use of its telephone facilities. This unauthorized use of the subscriber's facilities includes, but is not limited to, the placement of calls from the subscriber's premises, and the placement of calls through subscriber-provided equipment which are transmitted or carried on the Company network. The Company's security department may work with subscribers to recommend possible solutions to reduce unauthorized use of their facilities. However, the Company does not warrant or guarantee that its recommendations will prevent all unauthorized use, and the subscriber is responsible for controlling access to, and use of, its own telephone facilities. The customer agrees to pay the Company for all charges billed as a result of any use of the customer's authorization code(s), whether such use is by the customer or by a third party in connection with a lost, stolen or misappropriated authorization code, or otherwise. It is the customer's responsibility to inform the Company that an authorization code(s) has been stolen or lost.

b. Billing will be payable upon receipt. Amounts not paid within thirty (30) days after the invoice is rendered will be considered past due. Interest at the rate of one and one-half percent (1.50%) per month (unless a lower rate is prescribed by law, in which event at the highest rate allowed by law) may accrue upon any unpaid amount commencing five (5) days after the date the payment is past due.

c. Minimum usage charges and monthly recurring charges may be billed in advance or in arrears, depending upon the service option selected by the customer. In the event that the Service Date falls on a date other than the first day of the applicable billing cycle, the first invoice to the customer may consist of: (a) the pro-rata portion of the applicable charge(s) covering the period from the Service Date to the first day of the subsequent billing cycle and (b) the charge for the following billing cycle.

d. Usage charges are billed after each usage cycle, except as otherwise specified herein. In the event that Company's MTS computerized usage recording system fails or is otherwise unavailable for all or part of any billing period, the Company shall be entitled to make a reasonable estimate of customer's usage of Services in the period in question for billing purposes. Except for usage charges, the rate or volume discount level applicable to a customer for a particular service(s) shall be the rate or volume discount level in effect at the end of the monthly billing period applicable to the customer for the particular service(s).

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**B. RULES AND REGULATIONS (Continued)****8. Payment Arrangements (Continued)**

e. Non-recurring charges are payable when the service for which they are specified has been ordered. If an entity other than the Company (e.g., another carrier or supplier) imposes or will impose charges on the Company in connection with an ordered service those costs will also be charged to the customer.

f. Applicants, customers, or joint users whose financial condition is not acceptable to the Company or whose potential billings are significant may be required to make a deposit up to an amount equal to the installation charges, if applicable, and up to twelve (12) months actual or estimated charges for the service to be provided. Unless otherwise determined by the Company, no interest shall accrue for the benefit of the customer on any such security deposit. The Company may adjust the amount of the deposit upward or downward as it deems appropriate in light of changing conditions and payment history. The Company shall also be entitled to require an Applicant or customer to pay all its bills within a specified period of time and to make such payments in cash or a cash equivalent. At the Company's option, deposits may be refunded or credited to the customer at any time. CenturyLink, in its sole discretion, may require payment via credit card if CenturyLink has reason to believe that there is a risk of non-payment. (T)  
(T)

g. Customers may be charged for installation, administrative changes, expedited treatment, or cancellation of service orders as described herein. If, because of any such activity, a non-company carrier or supplier levies additional charges, these charges may be passed on to the entity for whom the charge was incurred.

h. If an entity other than CenturyLink (e.g. another carrier or supplier) imposes charges on the Company in connection with the provision of any aspect of the Service, the customer shall pay all such charges, either directly to the local access provider or to the Company. The Company, at its sole discretion, reserves the right to reimburse, discount, or waive such charges. (T)

i. All stated charges in this tariff are computed by the Company exclusive of any federal, state, local, use, excise, gross receipts, sales or privilege taxes, duties, fees or similar liabilities.

B. RULES AND REGULATIONS (Continued)

8. Payment Arrangements (Continued)

j. Any objections to billed charges must be promptly reported to the Company. If notice of a dispute of charges is not received by the Company in writing within thirty (30) days after an invoice is rendered, such invoice may be deemed to be correct and binding. Adjustments to invoices shall be made to the extent that circumstances exist, which reasonably indicate that such charges are inappropriate.

k. When payment for services is made by check or draft and is returned to the Company for any reason, including but not limited to insufficient funds, a charge of Thirty-five and No/100 Dollars (\$35.00) (unless a lower fee has been prescribed by law in which event a charge equal to such lower fee) may be made by the Company for each item returned by the banking institution on which it is written.

l. If a check, draft, or other payment instrument remitted by a customer, joint user, or authorized user is dishonored more than once during a twelve (12) month period, the Company may refuse acceptance of further such payment methods and place the debtor on a cash basis. Under a cash basis, the Company may require payment in the form of U.S. currency, money orders, or an instrument that is guaranteed or issued by a third party that is acceptable to the Company.

m. In the event that a customer's account becomes delinquent, the Company may require the prepayment of additional months of actual or estimated recurring and/or non-recurring charges for the Services ordered hereunder as a condition of the continued provision of all such Services. The Company also reserves the right to eliminate or otherwise modify any discounts applicable to any Service being supplied to the customer under such circumstances.

n. Customers who place calls from a pay telephone will incur an undiscountable pay phone use charge of \$.30 per call. This charge is applicable to the following types of calls which originate from a public or semi-public pay station: calling card calls, prepaid calling card calls, toll-free calls, and calls placed using a carrier access code (i.e. 10XXX-0).

o. If a customer accumulates more than \$500.00 of unpaid disputed or undisputed CenturyLink 800 Service charges, the CenturyLink Resp. Org. reserves the right not to honor that customer's request for a Resp. Org. change until such dispute is resolved or undisputed charges are paid in full.

p. Legislative, Regulatory or Judicial Activity

In the event any regulatory agency, legislative body or court of competent jurisdiction declare regulations, or modifies existing ones including, without limitation, regulations (Regulatory Activity) regarding payphone compensation, access charges, and/or universal service, CenturyLink reserves the right, at any time, to pass through to the customer all or any portion of any charges or surcharges related directly or indirectly to such Regulatory Activity.

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(N)



**B. RULES AND REGULATIONS (Continued)****9. Change In Service Arrangement**

a. When a change in service arrangement involves the use of facilities or services furnished by the Company, installation charges do not apply to the facilities or services continued in use. The Minimum Service Period for the facilities or services continued in use is determined by the date of the initial acceptance thereof.

**10. Restoration Of Service**

a. The use and restoration of service provided in emergency situations shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

**11. Inspection**

a. The Company, or its authorized agents, may, upon reasonable notice, make such tests and inspections as may be necessary to determine that the premises are in compliance with the terms and conditions of this tariff, and with installation, operational, or maintenance specifications of the Company. The Company may interrupt the service at any time, without penalty to the Company, due to a departure from any such requirements.

**12. Cancellation For Cause By The Company**

a. The Company may immediately discontinue the furnishing of service(s) to a customer, without incurring any liability, upon a violation of any of the provisions governing the furnishing of service under this tariff or any applicable laws, rules or regulations, or upon non-payment of any sum owing to the Company.

b. The Company may immediately discontinue the furnishing of service(s) to a customer without incurring any liability, if the Company determines that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities, or services.

c. The Company may immediately discontinue the furnishing of service(s) to a customer, without incurring any liability, if the customer 1) refuses to furnish information regarding the customer's credit-worthiness, its past or current use of common carrier services, or its planned use of service(s); or 2) provides false information pertaining to its credit-worthiness, its past or current use of common carrier services, or its planned use of service(s).



## B. RULES AND REGULATIONS (Continued)

12. Cancellation For Cause By The Company (Continued)

d. The Company may immediately discontinue the furnishing of service(s) to a customer, without incurring any liability, if the customer uses, or attempts to use, service with the intent to avoid payment, either in whole or in part, by rearranging, tampering with, or making connections to the Company's service which is not authorized by this tariff or by using tricks, schemes, false or invalid accounts numbers, false credit devices, electronic devices, or any other fraudulent means or devices.

e. The Company may immediately discontinue the furnishing of service(s) to a customer upon written notice, without incurring any liability, if a voluntary or involuntary proceeding is commenced by or against customer in any jurisdiction seeking liquidation, reorganization or other relief under any bankruptcy or similar law; or customer makes an assignment for the benefit of creditors which is not dismissed within 60 calendar days of filing; or customer generally does not pay its debts as they become due or is not able to pay its debts as they become due.

f. The Company may immediately discontinue the furnishing of service(s) to a customer upon at least one day notice, without incurring any liability, if customer fails to perform or observe any regulation or obligation set forth under this tariff and any such failure remains unremedied after receipt of a notice from the Company informing customer of such failure.

g. Discontinuance of Service(s) by the Company pursuant to this Section shall not relieve the customer of any Minimum Service Period obligations or any other obligation to pay the Company for charges due and owing for facilities and/or service(s) furnished up to the time of discontinuance. In the event the Company cancels the customers service for cause, and the customer is committed to a term or other plan for which charges apply in the event of customer early termination or termination for convenience, the Company will charge the customer, and the customer will be obligated to pay, as though it had terminated its service early or for its own convenience.

h. The remedies set forth herein shall not be exclusive and the Company at all times shall be entitled to all rights available to it under either law or equity.

i. CenturyLink may, without notice, cancel service pursuant to this section, if a business customer's account has shown no usage for three (3) consecutive months; and/or, if a residential customer's account has shown no usage for six (6) consecutive months.

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**B. RULES AND REGULATIONS (Continued)****13. Testing And Adjustments**

a. Upon reasonable notice, the facilities, equipment, and/or services provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary to maintain them in satisfactory condition; no interruption allowance will be granted for the time during which such tests and adjustments are made.

**14. Interconnection With Other Carriers**

a. Service furnished by the Company may be connected with services or facilities of another participating carrier, authorized user, or joint user. Such interconnection may be made at a Company terminal or entrance facility, at a terminal of another carrier, or at the premises of a customer or an authorized user. Service furnished by the Company is not part of a joint undertaking with such other carriers.

b. Any special interface equipment or facilities necessary to achieve compatibility between the facilities of the Company and other carriers shall be provided at the customer's expense. Upon written request and acting as his authorized agent, the Company will use its best efforts to make the necessary arrangements for such interconnection.

c. Service furnished by the Company may be interconnected with the facilities or services of another carrier under the terms and conditions of tariffs applicable to such connections. Service may not be arranged for resale by any customer, joint user, or other entity without the prior written consent of the Company.

d. The Company may order interconnection facilities and/or initiate the presubscription process on behalf of a customer if the customer furnishes the Company with a letter of agency. The customer's use of such interconnection facilities shall conform to the regulations, terms, and conditions under which the carrier provides such access. The customer shall bear the ultimate responsibility for all aspects of the local interconnection facility including, but not limited to, ordering, testing, installation, maintenance, use, and payment of such facilities.

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**B. RULES AND REGULATIONS (Continued)****14. Interconnection With Other Carriers (Continued)**

e. Customer shall pay all local dedicated access charges for Interconnection Facilities associated with dedicated access arrangements, either directly to the local access provider or to the Company as specified in its invoice to customer, at the Company's option. Such charges may be adjusted by the Company, at its sole discretion. Unavailability, delay in installation, or other impairment of Interconnection Facilities shall in no event excuse customer's obligation to pay the Company the charges applicable to the Services, whether or not such Services are used or usable by customer.

**15. Allowance For Interruptions**

Customers which subscribe to Services utilizing Dedicated Access Arrangements may be eligible for an Allowance for Interruptions in service, subject to the following conditions:

a. A Service Interruption shall be deemed to have commenced upon verifiable notification thereof by customer to the Company, or when indicated by network control information actually known to the Company's personnel, whichever is earlier. Each such interruption shall terminate upon restoration of the affected Service, as determined by the Company. The Company may, in its sole discretion, provide notice to customer of any scheduled outage. If the customer elects to use the services of another carrier after any of the above interruptions, or during a period when the customer is unable to place a call using the Company's service(s), the customer shall pay the charges for the alternative service used.

b. An Allowance for Interruption shall be granted only for Service Interruptions resulting from the unavailability of the circuits arranged by the Company to customer and shall not be granted if the malfunction of any end-to-end circuit is due to an outage or other defect occurring in the facilities furnished by any other carrier.

c. An interruption period begins when the customer reports to the Company that the service has been interrupted and releases it for testing and repair. An interruption period ends when the service is restored. If the customer reports the service to be inoperative but declines to release it for testing and repair, the service is deemed to be impaired, but not interrupted.

## B. RULES AND REGULATIONS (Continued)

15. Allowance For Interruptions (Continued)

d. For Dedicated Private Line Service, a Service Interruption Credit shall apply to the charges for the total mileage between end terminals of any circuit affected by a Service Interruption; provided, however, that if any portion of the affected circuit remains beneficially used or usable by customer, the Service Interruption Credit shall not apply to that pro-rata portion of the facility that is available for use. The length of each Service Interruption shall be calculated in hours and shall include fractional portions thereof.

e. For services which involve dedicated access arrangements and which are subject to a monthly recurring charges, the customer will be given a credit upon request as follows:

.01 When service is interrupted for a period of less than two (2) hours, no credit allowance will be given;

.02 When the service is interrupted for a period of two (2) to twenty-four (24) hours, the amount of the credit allowance shall not exceed one-thirtieth (1/30) of the monthly recurring charge or charges for the circuit; or

.03 When the service is interrupted for a period over twenty-four (24) hours, the amount of the credit allowance shall not exceed one-thirtieth (1/30) of the monthly recurring charge or charges for the circuit multiplied by the number of 24-hour periods during which the service was interrupted.

f. All Allowances for Interruptions shall be included in a subsequent monthly invoice as determined by the Company for the affected circuit and the total of all Service Interruption Credits applicable to or accruing in a given month shall not exceed the amount payable by customer to the Company for the monthly recurring charges for that same month for such Service. In no event shall usage charges be eligible for Allowances for Interruptions.

B. RULES AND REGULATIONS (Continued)

15. Allowance For Interruptions (Continued)

g. Allowances for Interruptions shall be granted upon a customer's request and at the Company's sole discretion. No credit allowances shall be made for:

.01 Interruptions that are caused by the negligence of the customer or others authorized by the customer to use the customer's service;

.02 Interruptions that are due to the failure of power, equipment, systems, or services not provided by the Company;

.03 Interruptions during any period during which the Company or its agents are not afforded access to the premises where access lines associated with the customer's service are located;

.04 Interruptions during any period when the customer or user has released the service to the Company for maintenance, rearrangement, or the implementation of a customer order;

.05 Interruptions during any period when the customer or user has refused to release the service for testing or repair;

.06 Interruptions during any period when the non- completion of calls is due to network busy conditions; or

.07 Interruptions not promptly reported to the Company.

## B. RULES AND REGULATIONS (Continued)

16. Discount Group Structure

a. All customer accounts within a discount group are governed by a single volume discount and term contract between CenturyLink and a sponsoring enterprise. There cannot be more than one contract per discount group. When a sponsoring enterprise desires to add services or locations, it is adding onto the original contract (i.e., if it adds a location in the 10th month of a 12-month agreement, that location will use the contract in place, and be bound by the same terms for the remaining 2 months of the term. (T)

b. The sponsoring enterprise is responsible for all contract requirements (e.g., minimum usage requirement, payment terms) and agrees to be designated as the customer of record that accepts all financial responsibility for payments by members of the discount group, including any shortfall charges that may apply. If the sponsoring enterprise is unwilling to designate a single customer account for this purpose, a discount group cannot be used. Sponsoring enterprises who want to charge back any individual customer accounts must do so on their own, without CenturyLink participation. (T)

c. In order to be eligible for inclusion in a discount group, a customer must meet at least one of the following qualifications:

- 1) The sponsoring enterprise owns or leases the location site or the location is occupied by a customer in which the sponsoring enterprise has an equity interest of twenty percent (20%) or more; or
- 2) The location is occupied by franchise of the sponsoring enterprise which has the right to offer, sell or distribute goods or services under a marketing plan prescribed in substantial part by the franchiser, and the operation of the franchisee's business under this plan is substantially associated with the franchiser's name, trademark, service mark, or similar commercial symbol.

d. A member can only belong to one discount group.

**C. SERVICE DESCRIPTIONS****1. General Description Of Services**

a. The services set forth herein enable customers to place long distance telephone calls within the Commonwealth of Puerto Rico.

b. Services are provided on a full-time monthly basis subject to the availability of facilities and/or equipment. The Company reserves the right to refuse to provide service where facilities or equipment are not available or economically feasible.

c. Total monthly charges for use of the Company's facilities are based upon the total time the customer utilizes such facilities, unless otherwise specified herein. Intercity usage charges, as well as other charges, discounts, and/or features, are applicable to each individual service option.

d. Rates and charges for service vary depending upon the option selected by the customer. Certain service offerings may involve one or more of the following: a monthly recurring charge, a minimum monthly charge for intercity usage, charges for installation, special features, and/or charges for administrative or physical changes to a Service. At additional cost, certain service options offer a customer the ability to identify individual users and allocate the cost of his long distance service through the use of accounting codes. The Company reserves the right to waive or reduce non-recurring and/or monthly recurring charges as may be necessary to remain competitive with other carriers.

## C. SERVICE DESCRIPTIONS (Continued)

2. Description of Charges

## a. Usage Charges

Usage charges vary depending upon a combination of factors including; the time of day a call is placed, the distance between the calling and the called party, and the duration of the call. Calls beginning in one rate period and ending in another will be billed at the rate applicable to each portion of the call.

The following Rate Periods are applicable to service options set forth herein:

Day, Evening, Night & Weekend Rating

Day Rates: Monday through Friday from 8:00 AM to, but not including, 5:00 PM.

Evening Rates: Sunday through Friday from 5:00 PM to, but not including, 11:00 PM.

Night Rates: Sunday through Thursday from 11:00 PM to, but not including, 8:00 AM the following day.

Weekend Rates: From 11:00 PM Friday through 5:00 PM Sunday.

Peak and Off-Peak Rating

Peak Hours Applicable to calls placed Monday through Friday from 8:00 AM to, but not including, 5:00 PM.

Off- Peak Hours Rate period for calls placed during all hours except Monday through Friday from 8:00 AM to, but not including, 5:00 PM. and on Carrier Recognized Holidays.



## C. SERVICE DESCRIPTIONS (Continued)

2. Description of Charges (Continued)

## a. Usage Charges (Continued)

Chargeable time begins when the Company receives signaling to detect that the network connection between the calling party and the called party has been established. Chargeable time ends when either party "hangs up" thereby releasing the network connection. Unless otherwise specified, calls are measured and billed for an initial period of thirty (30) seconds and timed in six (6) second increments for usage over thirty (30) seconds; fractional minutes of use are rounded up to the next six (6) second increment.

For rating purposes, the distance between the originating and terminating location of a call is based upon the airline mileage between the rate centers associated with calling station and the called station. Airline mileage is calculated in accordance with the methods for comparable services as set forth in AT&T FCC Tariff Nos. 9 and 10.

## b. Monthly Recurring Charges

Monthly Recurring Charges are fixed fees applicable to certain service offerings set forth herein. Such charges vary depending upon the physical requirements of the customer, and the characteristics of the service arrangement utilized by the customer. Monthly recurring charges for dedicated access arrangements may include an amount charged by a local access provider. Customers may elect to be billed directly for local access facilities.

## c. Volume Discounts

Customers whose total monthly usage equals or exceeds a minimum level may be eligible for a volume discount. The amount of the discount is generally based upon the customer's total monthly usage charges; such usage may be measured for each rate period over all access lines in a service group. The Company reserves the right to discontinue Volume Discounts to customers who are delinquent in payment for services provided by the Company. Volume discounts are not applicable to monthly recurring charges, installation charges, fees for special features and functions, administrative or physical change charges, or minimum monthly usage charges.

## C. SERVICE DESCRIPTIONS (Continued)

2. Description of Charges (Continued)

## d. Term Discounts

Customers who subscribe to the company's services for a Minimum Service Period of over one year may be eligible for a term discount. The amount of the discount is generally based upon the amount of time the customer commits to using the carrier's service. The Company reserves the right to discontinue discounts to customers who are delinquent in payment for services provided by the Company. Term discounts are not applicable to monthly recurring charges, installation charges, fees for special features and functions, administrative or physical change charges, or minimum monthly usage charges.

## e. Minimum Monthly Usage Charges

Customers may be required to maintain a minimum usage level in order to receive discounted rates and charges. Unless otherwise specified, minimum usage charges are billed in advance and are not subject to volume or time-of-day discounts.

## f. Installation Charges

Installation charges are applicable to certain service options requiring the physical connection of lines, ports, equipment, or other facilities. Such charges may also be assessed for changes in the service arrangement for the addition or adjustment to lines, ports, equipment, or other facility necessary to provide the service required by the customer. Installation charges vary depending upon the type of connection and the service option selected by the customer.

## g. Administrative Charges

The Company may assess fees for administrative activities associated with the ordering, provisioning, testing, installation, and/or maintenance of Services provided by the Company. Administrative activities include, but are not limited to, expedited treatment of service orders, non-standard circuit engineering, modifications to authorization codes, account codes, billing information, or any other non-physical adjustment to the manner in which services are provided to a customer. These charges vary depending upon the type of activity performed on the customer's behalf.

C. SERVICE DESCRIPTIONS (Continued)

2. Description of Charges (Continued)

h. Physical Change Charges

Customers may be assessed a fee for any customer-requested modification of a new or existing service, circuit, dedicated access arrangement or port that requires a change in the manner in which service is configured. Such charges may include costs for labor, special engineering, non-standard design requirements, and other non-administrative activities.

D. SERVICE OFFERINGS AND RATES (Continued)

1. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

2. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

3. Reserved For Future Use

## D. SERVICE OFFERINGS AND RATES (Continued)

4. Transactional Toll Free

## A. General Description

Transactional Toll-Free Service is a toll-free number (e.g., 800, 888) service. Calls may originate from anywhere in the contiguous or mainland United States or Canada and terminate to the customer's location at no charge to the calling party. Transactional Toll Free Service is intended for customers with larger call volumes and the inbound calls are routed over dedicated facilities.

## B. Terms and Conditions

1. This service is provisioned in conjunction with the interstate Transactional Toll Free Service. Intrastate calling is an add-on to interstate Transactional Toll Free Service that includes additional rates and charges. The service is available where billing and technical capability exists. All other terms, conditions, and customer eligibility under this plan are specified in the Company's Rates and Services Schedule Interstate No. 3.
2. Rates are quoted in full minutes. For intrastate calls, initial rate period is one (1) second, additional periods are 1 second intervals. A per call charge applies for each completed call. Bulk rounding applies to intrastate minutes.
3. If the percentage of customer's calls that do not complete (out of attempted calls) meets or exceeds the Non-completed Call Percentage Threshold for any given week, the Company may: upon 30 days notice, disconnect any and all circuit(s) providing service on which the Non-Completed Call Percentage Threshold was exceeded.

## D. SERVICE OFFERINGS AND RATES (Continued)

4. Transactional Toll Free (Continued)

## C. Rates and Charges

Rate for new and renewal customers of Total Advantage Agreement.

- Per-Minute Rates - Intrastate

<b>MONTH - TO MONTH</b>	<b>ONE YEAR</b>	<b>TWO YEAR</b>	<b>THREE YEAR</b>
\$0.0088	\$0.0088	\$0.0088	\$0.0088

- Per Completed Call Rate

<b>MONTH - TO MONTH</b>	<b>ONE YEAR</b>	<b>TWO YEAR</b>	<b>THREE YEAR</b>
\$0.0075	\$0.0075	\$0.0075	\$0.0075



D. SERVICE OFFERINGS AND RATES (Continued)

5. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

6. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

7. All-America Plan Service

General Description

All-America Plan Service provides facilities to complete calls between any two points. Service is available on a full-time basis, twenty-four (24) hours a day, seven (7) days a week.

Billing

Billing will be done in full minute increments.

Rates

The per minute usage rates are as follows:

DAY		EVENING		NIGHT/WEEKEND	
<u>1st Min.</u>	<u>Add'l Min.</u>	<u>1st Min.</u>	<u>Add'l Min.</u>	<u>1st Min.</u>	<u>Add'l Min.</u>
\$0.30	\$0.30	\$0.16	\$0.16	\$0.12	\$0.12

Time Periods

Day: Monday-Friday, 8AM-5PM\*,  
 Evening: Monday-Friday, 5PM-11PM\*, Sunday, 5PM-11PM  
 Night/WE: Monday-Friday, 11PM-8AM\*, all day Saturday and  
 Sunday 11PM-5PM \*

\* To; but not including, the times shown

The evening rate applies to the following Holidays unless a lower rate would normally apply: Christmas Day, New Year's Day, July 4th, Labor Day and Thanksgiving, Memorial Day, Veteran's Day, Martin Luther King Day, President's Day, and Columbus Day.

Service Guarantee

If within 90 days, the customer is not completely satisfied with their All-America Plan Service, CenturyLink will pay to switch the customer back to their previous long distance carrier up to \$10.00 per line.

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D. SERVICE OFFERINGS AND RATES (Continued)

8. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

9. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

10. **Reserved For Future Use**

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(D)

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ISSUED: October 1, 2021

EFFECTIVE: November 1, 2021

ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

D. SERVICE OFFERINGS AND RATES (Continued)

10. **Reserved For Future Use** (Continued)

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ISSUED: October 1, 2021

EFFECTIVE: November 1, 2021

ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

## D. SERVICE OFFERINGS AND RATES (Continued)

11. Project Accounting Codes (PAC)General Description

A two, three, four or five digit code which permits an account to trace calls made by individuals, departments, project group, etc. The customer also has option of two (2) different types of PACS:

1. Standard PAC - A series of PACs (2,3,4 or 5 digits) that are provided per account according to need. Any PAC that is assigned to an ANI may be used by the customer to complete calls.
2. Validated PAC - A specific set of PACS (2 or 3 digits) that are assigned to a specific ANI. The specific PAC assigned to the ANI must be used by the customer to complete calls or the call will not go through.

In addition to a customer selecting whether they want their PAC validated or standard. A customer has three (3) different PAC options. PAC is available in (1) PAC Number only, (2) PAC Name only; or (3) PAC Name and PAC Number combined.

Rates

Rates include a monthly recurring and non-recurring charge.

A. <u>Monthly Recurring Charges</u>	<u>Outbound Rate</u>	<u>Inbound Rate</u>
1. Standard PAC, per location	\$ 0.00	\$15.00
2. Validated PAC, per location	\$ 0.00	\$15.00
B. <u>Nonrecurring Charges</u>		
1. Installation	\$15.00	\$15.00
2. Change charge	\$ 0.00	\$15.00



## D. SERVICE OFFERINGS AND RATES (Continued)

11. Project Accounting Codes (PAC) (Continued)

C.	<u>Custom – PAC with Number, Name, or Both</u>	<u>Outbound Rate</u>	<u>Inbound Rate</u>
1.	Monthly	\$ 0.00	\$15.00
2.	Installation	\$15.00	\$15.00
3.	Change charge (per 50)	\$ 0.00	\$15.00

Availability

Available to new and existing customers as an optional feature.

D. SERVICE OFFERINGS AND RATES (Continued)

12. Reserved For Future Use

## D. SERVICE OFFERINGS AND RATES (Continued)

13. Enhanced 800/888 FeaturesGeneral Description

Enhanced 800/888 Features may be selected as enhancements to various CenturyLink 800 Services: (T)

The following enhancements are available:

- a. **Time of Day Routing:** Customer can accept incoming calls on alternate numbers based on time-of-day.
- b. **Day of Week Routing:** Customer can accept incoming calls on alternate numbers based on day of week.
- c. **Holiday Routing:** Customer can accept incoming calls on alternate numbers based on holiday.
- d. **Direct Terminal Overflow:** Customer can forward incoming calls to pre-designated local number if busy; (DAL customers only).
- e. **Tailored Call Coverage:** Customer can block predefined areas from 800 origination. Calls may be blocked by area code, area code/exchange, LATA, state, or 10 digit ANI.
- f. **Dialed Number Identification:** Customer can identify dialed number; (DAL customers only).
- g. **Percent Allocation Routing:** Routes calls placed on an 800 number up to 8 different terminating locations based on whole number percentages that add up to 100%.
- h. **Alternate Call Routing:** Customer can Activate Alternate Routing Plan.
- i. **Real Time ANI:** Allows dedicated access customers to receive the ANI of the calling party if the call originates from an equal access end office.
- j. **Project Account Codes:** Allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the regular 10-digit 800 number is dialed. Two types are available: verified and non-verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, Call Detail can be sorted by either verified or non-verified codes.

## D. SERVICE OFFERINGS AND RATES (Continued)

13. Enhanced 800/888 Features (Continued)General Description (Continued)

k. **Geographical Routing** : Allows the customer to arrange for calls to a single 800 service telephone number placed from different groups of originating locations to terminate to different locations. Originating locations may be identified using the NPA or by NPA/NXX.

l. **800 Directory Publication**: Allows customers to publish their 800 number(s) in AT&T's 800 directory.

m. **Menu Routing**: Plays prerecorded messages in a menu like fashion referring callers to other numbers, explaining service conditions, or other information that a customer desires to provide to their callers. The call may either terminate after the message announcement, or proceed to a set of interactive voice responses that give additional menu options. These menu options may terminate to a final destination or prompts can be linked to another set of menu options. CenturyLink supports two types of Menu Routing: (T)

1. **Basic Menu Routing Plans**: Basic Menu Routing will allow one voice announcement message to be followed by a menu of options. Customers may select up to four (4) menu options. These menu options will terminate to a ring-to number based on the menu option selected using the keypad on the telephone.

2. **Advanced Menu Routing Plans**: Any plan that does not meet the Basic Menu Routing requirements as described above, will be considered an Advanced Menu Routing Plan. The limitations for Advanced Menu Routing are as follows: (1) no more than nine (9) Menu Options per set or grouping; and, (2) no more than four (4) menu levels.

## D. SERVICE OFFERINGS AND RATES (Continued)

13. Enhanced 800/888 Features (Continued)General Description (Continued)

- n. Quota Call Allocation - "Round Robin": Distributes incoming calls to terminating Addresses (TA's) or other feature(s) to a fixed number of calls per a designated unit of time (minutes or hours). A customer will be able to distribute calls to several TA's based on the number of calls per unit of time. The unit of time versus the amount of calls can be adjusted based on what the user specifies, e.g., the number of calls per unit of measure.

Rates

Rates may include a monthly recurring and a non-recurring charge.

<u>1. Monthly Recurring Charges</u>	<u>Rates</u>
a. Tailored Call Coverage	\$ 0.00
b. Real Time ANI	\$350.00 per trunk group
c. Account Codes:	
1. Verified	\$ 50.00 per block of 100
2. Non-Verified	\$ 50.00 per 800 number
d. Geographical Routing:	\$ 0.0005 per mou*
e. 800 Directory Publication	\$ 5.00
f. Dialed Number Identification Service (DNIS)	\$ 0.00
g. All other features	\$ 75.00**
h. Menu Routing	\$ 0.05 per Call
i. Quota Call Allocation	\$ 50.00

\* The \$0.0005 rate per MOU is in addition to the monthly recurring and non-recurring charges.

\*\* Per arrangement (each feature chosen).

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ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

## D. SERVICE OFFERINGS AND RATES (Continued)

13. Enhanced 800/888 Features (Continued)Rates (Continued)

<u>2. Non-Recurring Charges</u>	<u>Rates</u>
a. Tailored Call Coverage:	\$ 25.00
1. Per option change to each 800 number	\$ 25.00
b. Real Time ANI	\$300.00 per trunk group
c. Account Codes	
1. Installation Charge	\$ 75.00
2. Change Charge	\$ 75.00
d. 800 Directory Publication	\$ 15.00
e. Dialed Number Identification Service (DNIS)	\$500.00
f. All other features	\$ 50.00*

Availability

Enhanced 800/888 Features are available individually or in any combination for both existing and new customers.

\* Per order (One or multiple features).

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ISSUED BY: Chantel Mosby  
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## D. SERVICE OFFERINGS AND RATES (Continued)

14. 800 Directory AssistanceGeneral Description

800 Directory Assistance is an enhancement for CenturyLink's 800 customers. CenturyLink customers can have all of their 800 numbers listed in the AT&T 800 directory (AT&T maintains a nationally published directory of 800 numbers. 800 numbers obtained from alternate carriers may be listed in the AT&T 800 directory if a customer chooses to subscribe to the listing service).

(T)

Access

Customer dials 800-555-1212 and receives directory assistance on all 800 numbers listed in the AT&T 800 directory.

Rates

A.	Monthly Recurring Charge	\$25.00 per 800 number listed
B.	Non Recurring Charge:	
	1. One time set-up/cancellation charge	\$25.00
	2. Expedite fee	\$35.00
	3. Add, change, delete	\$25.00 per record

D. SERVICE OFFERINGS AND RATES (Continued)

15. Reserved For Future Use



D. SERVICE OFFERINGS AND RATES (Continued)

16. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

17. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

18. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

19. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

20. World Talk Dedicated Service

General Description

World Talk dedicated service is designed for all types of housing entities that want to provide a long distance service to their residents. World Talk will provide long distance service to all types of housing entities who residents are 18 years or older. This service requires dedicated access and the use of authorization codes.

Billing

Billing will be done in initial thirty (30) seconds and additional one (1) second increments.

Rates

There is a per minute usage rate and an one (1) time registration fee.

A. Registration fee (one time) \$7.50

B. Per Minute Rates:

Mileage	DAY		EVENING		NIGHT/WEEKEND	
	<u>1st Min</u>	<u>Add'l Min</u>	<u>1st Min</u>	<u>Add'l Min</u>	<u>1st Min</u>	<u>Add'l Min</u>
0 - 10	\$0.1782	\$0.1782	\$0.1188	\$0.1188	\$0.1040	\$0.1040
11 - 22	\$0.1881	\$0.1881	\$0.1287	\$0.1287	\$0.1128	\$0.1128
23 - 55	\$0.1980	\$0.1980	\$0.1346	\$0.1346	\$0.1196	\$0.1196
56 - 124	\$0.2079	\$0.2079	\$0.1436	\$0.1436	\$0.1196	\$0.1196
125 - 292	\$0.2079	\$0.2079	\$0.1436	\$0.1436	\$0.1211	\$0.1211
293 - 430	\$0.2277	\$0.2277	\$0.1445	\$0.1445	\$0.1243	\$0.1243
431 - 926	\$0.2277	\$0.2277	\$0.1485	\$0.1485	\$0.1293	\$0.1293
927 - 1910	\$0.2435	\$0.2435	\$0.1505	\$0.1505	\$0.1318	\$0.1318
1911 - 3000	\$0.2475	\$0.2475	\$0.1535	\$0.1535	\$0.1343	\$0.1343
3001 - 4250	\$0.2970	\$0.2970	\$0.2079	\$0.2079	\$0.1634	\$0.1634
4250 +	\$0.3267	\$0.3267	\$0.2189	\$0.2189	\$0.1733	\$0.1733

Credit Limit

There will be a \$75 credit limit (no deposit based on possible credit check). Once the customer exceeds \$75 they are prohibited from making additional calls until balance is less than \$75. All customers will be notified that they have exceeded their credit limit via an automated recording on their phone. The recording will provide a toll free number to call CenturyLink.

(T)

D. SERVICE OFFERINGS AND RATES (Continued)

20. World Talk Dedicated Service (Continued)

Legislative, Regulatory or Judicial Activity

Notwithstanding any statement to the contrary contained in this Tariff, in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service (“Regulatory Activity”), CenturyLink reserves the right, at any time and without notice to: (i) pass through to the customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or, (ii) modify the rates, including any rate guarantees, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity.

(T)

D. SERVICE OFFERINGS AND RATES (Continued)

21. **Reserved For Future Use**

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PR2021-02

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ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

D. SERVICE OFFERINGS AND RATES (Continued)

22. Reserved For Future Use



D. SERVICE OFFERINGS AND RATES (Continued)

23. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

24. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

25. Reserved For Future Use

D. SERVICE OFFERINGS AND RATES (Continued)

26. Reserved For Future Use

## D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (T)A. General Description

CenturyLink Total Advantage is a suite of business communications services offering flat rates based on term and minimum usage commitments. (T)

CenturyLink Total Advantage is designed for new businesses with monthly revenue between \$1,000.00 to \$75,000.00 or annual revenue between \$12,000.00 to \$900,000.00 of Contributory and Discounted Services. It is available on a month-to-month basis, one-year, two-year, or three-year term commitment. The terms have commitment levels as set forth below. (T)

B. Terms and Conditions

In addition to the terms and conditions following, services are also governed by the terms and conditions contained in the CenturyLink Rates and Services Schedule Interstate No. 3. (T)

1. Billing and Rounding

Rates are quoted in full minutes. Call rounding is eighteen-second initial and six-second incremental; however, calls are subject to a thirty-second minimum average time requirement.

Customers can choose an option where each call is subjected to an initial 15-second increment, after which usage is rounded up in subsequent 6-second increments. The total amount of the call is rounded to the nearest cent with a \$0.01 (one cent) minimum charge when the call duration is 15 seconds or less, or the total amount of the customer's calls are rounded to the nearest cent. This option is available on an ICB basis only.

D. SERVICE OFFERINGS AND RATES

27. CenturyLink Total Advantage (T)  
B. Terms and Conditions (Continued)

2. Directory Assistance

Directory Assistance is available to all CenturyLink Total Advantage customers. Directory Assistance rates are as specified in the CenturyLink Rates and Services Schedule Interstate No. 3. (T)  
(T)

3. Enhanced Toll-Free Features

CenturyLink Total Advantage offers Enhanced Toll-Free Features for all CenturyLink Total Advantage customers. (T)  
(T)

4. Minimums

a. There is either a minimum monthly usage commitment per month (Minimum Monthly Commitment) or, an annual minimum usage commitment per twelve-month period for all customers.

## D. SERVICE OFFERINGS AND RATES

27. CenturyLink Total Advantage (T)B. Terms and Conditions4. Minimums (Continued)

b. If, during any Annual Period of the term, the customer's total usage of CenturyLink Total Advantage Service falls below the Annual Minimum Commitment, the customer will be billed the actual amount for the service plus the difference between the customer's Annual Revenue and the Annual Minimum Commitment. For customers who sign a one, two or three-year Annual Minimum Commitment term, the Annual Period will begin on the first day of the second billing cycle following the customer's enrollment for service. (T)

c. If a customer selecting a Monthly Minimum Commitment has billed usage charges less than the required Monthly Minimum Commitment during any month's invoice, the customer will be required to pay the difference between the Monthly Minimum Commitment and the actual billed charges. For customers who sign a one, two, or three-year term commitment, this requirement will be applied with the fourth full month's invoice.

5. Renewals

a. Either the customer or CenturyLink may terminate the term commitment at the end of the initial term by providing not less than thirty days written notice. The customer's notice of termination must be sent to: (T)

CenturyLink Communications, LLC (T)  
Attention: Cancellation Notification,  
Department 0270/1021,  
4650 Lakehurst Court,  
Dublin, OH 43016

b. If written notification is not submitted to CenturyLink at least thirty days prior to the expiration of the term commitment, and CenturyLink has not given notice of termination to the customer, this term commitment will automatically renew. The renewed term commitment will be based on the same terms, conditions, monthly commitment level and initial term, and at the tariffed rates in effect at the time of such renewal. (T)  
(T)

c. The customer may at any time after the expiration of the initial term, terminate the term commitment by providing not less than thirty days written notice to the address preceding.

## D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued) (T)B. Terms and Conditions (Continued)6. Early Termination Charges

a. Customers who terminate their monthly term commitment prior to the completion of the initial term and do not provide written notification to CenturyLink, will be billed and required to pay termination charges calculated using the following method: (T)

- Taking the number of full months remaining in the current Annual Period in which the customer terminates the agreement, multiplied by the Monthly Usage Minimum, plus,
- 35% of the Monthly Usage Minimum, multiplied by the number of months, if any, remaining in the then-effective term, (other than the number of months referenced in the preceding paragraph), plus,
- Any applicable third-party early termination or related charges or penalties incurred by CenturyLink as a result of the customer's early termination. (T)

b. Customers who terminate their annual term commitment prior to the completion of the initial term and do not provide written notification to the Company, will be billed and required to pay termination charges calculated using the following method:

- Taking the Minimum Annual Commitment less the actual Annual Revenue generated during the Annual Period in which the customer terminates the enrollment, plus,
- 35% of the Annual Minimum Commitment, multiplied by the number of Annual Periods remaining in the then-effective term, (other than the Annual Period referred to in the section immediately preceding) if any, plus,
- Any applicable third-party early termination or related charges or penalties incurred by the Company as a result of the customer's early termination.



## D. SERVICE OFFERINGS AND RATES

27. CenturyLink Total Advantage (Continued) (T)C. Rates1. General

- a. Rates and charges for CenturyLink services described herein that require dedicated access do not include access and access-related charge including, without limitation, installation charges, inside wiring charges assessed by the LEC, construction charges assessed by the LEC and, distance and termination charges assessed by the LEC. All of these charges are additional. The rates and charge set forth herein do not include charges for customer premise equipment and related services. (T)
- b. The Private Line rates following do not include local access.
- c. Stated use and regulatory charges and fees found elsewhere will apply and are not included in the quoted rates. These include Payphone Use Charge, Operator Surcharges, and Number Portability charges.
- d. The service offering is provided in conjunction with the comparable interstate CenturyLink Total Advantage Service and all terms, conditions and charges will apply. (T)

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

C. Rates (Continued)

2. CenturyLink Total Advantage Voice

The per-minute rate is as follows:

**Rate for new customers of a CenturyLink Total Advantage contract on or after June 28, 2022 and renewal of these contracts.**

(N)

Commitment Period	Inbound		Outbound	
	Switched	Dedicated	Switched	Dedicated
1 Year Term	<b>0.1053</b>	<b>0.0165</b>	<b>0.0150</b>	<b>0.0165</b>
2 Year Term	<b>0.1026</b>	<b>0.0145</b>	<b>0.0120</b>	<b>0.0145</b>
3 Year Term	<b>0.0974</b>	<b>0.0140</b>	<b>0.0110</b>	<b>0.0140</b>

**Rate for customers of CenturyLink Total Advantage Service with contracts prior to June 28, 2022. (Rates also apply if customer renews the contract).**

(N)

a. Switched Access – Outbound and Inbound, Per-Minute Rates

Intrastate

MTM	\$0.1158
1 Year	0.1053
2 Year	0.1026
3 Year	0.0974

b. Dedicated – Outbound and Inbound, Per-Minute Rates

Intrastate

MTM	\$0.1069
1 Year	0.0855
2 Year	0.0855
3 Year	0.0855

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

C. Rates (Continued)

2. CenturyLink Total Advantage Voice (Continued)

c. **Reserved**

(C)

(D)

(D)

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

(T)

C. Rates (Continued)

3. Private Line Services[1]

a. Basic Digital Service (DS0)

- Basic Digital Service is available in 64 Kbps increments from 64 Kbps – 512 Kbps.
- The following rates are per mile per DS0 channel and do not include the local access connection to the incumbent local exchange company.
- A minimum mileage of 150 miles will be applied to all DS0 Private Line Services regardless of mileage.

<u>Band</u>	<u>DS0-64</u>	<u>DS0-128</u>	<u>DS0-192</u>	<u>DS0-256</u>	<u>DS0-320</u>	<u>DS0-384</u>	<u>DS0-448</u>	<u>DS0-512</u>
150-199	\$2.4834	\$2.1500	\$2.0389	\$1.9834	\$1.9500	\$1.9278	\$1.9119	\$1.9000
200-249	2.2000	1.9500	1.8667	1.8250	1.8000	1.7833	1.7714	1.7625
250-299	1.9833	1.7833	1.7166	1.6833	1.6633	1.6500	1.6404	1.6333
300-349	1.7999	1.6333	1.5777	1.5499	1.5333	1.5222	1.5142	1.5083
350-399	1.6356	1.4928	1.4451	1.4213	1.4070	1.3975	1.3907	1.3856
400-449	1.4832	1.3582	1.3165	1.2957	1.2832	1.2749	1.2689	1.2645
450-499	1.3387	1.2276	1.1906	1.1721	1.1609	1.1535	1.1482	1.1443
500+	1.2000	1.1000	1.0667	1.0500	1.0400	1.0333	1.0286	1.0250

**Nonrecurring Rate**

Per Circuit \$500.00

[1] A Customer Provided Access charge may apply. If applicable, the rate will be set forth in the CenturyLink Rates and Services Schedules.

(T)

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued) (T)

C. Rates (Continued)

3. Private Line Services (Continued)

b. High Speed Digital Service (DS1)[1]

- The following rates are per mile per DS0 channel and do not include the local access connection to the incumbent local exchange carrier.
- A minimum mileage of 150 miles will be applied to all DS1 Private Lines regardless of mileage.

<u>Mileage Band</u>	<u>Per Mile/Per Channel Rate</u>
150 - 199	\$ 0.2783
200 - 249	0.2650
250 - 299	0.2517
300 - 349	0.2384
350 - 399	0.2251
400 - 449	0.2118
450 - 499	0.1985
500 - 599	0.1850

Nonrecurring Rate

Per Circuit 500.00

[1] A Customer Provided Access charge may apply. If applicable, the rate will be set forth in the CenturyLink Rates and Services Schedules. (T)

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued) (T)

C. Rates (Continued)

3. Private Line Services (Continued)

c. High Speed Digital Service (DS3)[1]

- The following rates are per mile per DS0 channel and do not include the local access connection to the incumbent local exchange carrier.
- A minimum of 150 miles will be applied to all DS3 Private Lines regardless of mileage.

<u>Mileage Band</u>	<u>Per Mile/Per Channel Rate</u>
150 - 199	\$ 0.0836
200 - 249	0.0810
250 - 299	0.0784
300 - 349	0.0758
350 - 399	0.0732
400 - 449	0.0706
450 - 499	0.0680
500 - 599	0.0650

Nonrecurring Rate

Per Circuit	2,500.00
-------------	----------

[1] A Customer Provided Access charge may apply. If applicable, the rate will be set forth in the CenturyLink Rates and Services Schedules. (T)

## D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

(T)

C. Rates (Continued)3. Private Line Services (Continued)d. The following discounts apply to all Private Line Services:Monthly Commitment

	<u>MTM</u>	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
\$ 1,000	0%	21%	28%	31%
2,500	0%	22%	29%	32%
5,000	0%	24%	31%	33%
10,000	0%	27%	33%	36%
15,000	0%	28%	34%	37%
20,000	0%	29%	35%	38%
30,000	0%	31%	36%	40%
50,000	0%	32%	37%	41%
75,000	0%	33%	38%	42%

Annual Commitment

	<u>MTM</u>	<u>1-Year</u>	<u>2-Year</u>	<u>3-Year</u>
\$ 12,000	0%	21%	28%	31%
30,000	0%	22%	29%	32%
60,000	0%	24%	31%	33%
120,000	0%	27%	33%	36%
180,000	0%	28%	34%	37%
240,000	0%	29%	35%	38%
360,000	0%	31%	36%	40%
600,000	0%	32%	37%	41%
900,000	0%	33%	38%	42%

## D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

(T)

C. Rates (Continued)4. Enhanced Toll Free Featuresa. Basic Features – Standard

The following features are available to month-to-month and term customers:

<u>Feature</u>	<u>Installation/ Nonrecurring Charge</u>	<u>Monthly Charge</u>	<u>Change Charge</u>	<u>Surcharge</u>
Alternate Call Routing (Per 8XX number)	\$ 50.00	\$ 50.00	\$ 50.00	\$ 0.00
DNIS (Per 8XX number)	15.00	0.00	15.00	0.00
Day of Week Routing (Per 8XX number)	50.00	50.00	50.00	0.00
Day of Year/Holiday Routing (Per 8XX number)	50.00	0.00	50.00	0.00
Direct Termination Overflow (DTO) (Per 8XX number)	50.00	50.00	50.00	0.00
EZ Route (Per 8XX number) (Per Call)	150.00	25.00	0.00	0.04
Geo Routing (Per 8XX number)	50.00	50.00	50.00	0.00

ISSUED: April 2, 2014

EFFECTIVE: May 2, 2014

ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203



## D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

(T)

C. Rates (Continued)4. Enhanced Toll Free Features (Continued)a. Basic Features – Standard (Continued)

<u>Feature</u>	<u>Installation/ Nonrecurring Charge</u>	<u>Monthly Charge</u>	<u>Change Charge</u>	<u>Surcharge</u>
Menu Routing (Per 8XX number) (Per call)	\$ 250.00	\$ 25.00	\$100.00	\$0.05
Percent Allocation Routing (Per 8XX number)	50.00	50.00	50.00	0.00
Project Accounting Codes (Per 8XX number)	15.00	15.00	15.00	0.00
Real Time ANI (Per 8XX number)	100.00	0.00	50.00	0.00
Tailored Call Coverage (Per 8XX number)	50.00	0.00	50.00	0.00
Time of Day Routing (Per 8XX number)	50.00	50.00	50.00	0.00
Transfer and Release (Per 8XX number) (Per transfer)	1,000.00	100.00	100.00	0.05

ISSUED: April 2, 2014

EFFECTIVE: May 2, 2014

ISSUED BY: Chantel Mosby  
Director - Tariffs  
100 CenturyTel Drive  
Monroe, LA 71203

D. SERVICE OFFERINGS AND RATES (Continued)

27. CenturyLink Total Advantage (Continued)

(T)

C. Rates (Continued)

4. Enhanced Toll Free Features (Continued)

b. Charge for Each Toll-Free Number (the first 8XX is free)

	<u>Per Month</u>
Month-to-month	\$5.00
One-year term	5.00
Two-year term	2.50
Three- year term	1.00

E. OBSOLETE SERVICE OFFERINGS AND RATES

The following business services are grandfathered and not available to new customers. Existing customers may retain the service as long as the Company continues to offer it and as long as the customer does not move to another address or make changes to any of their CenturyLink services.

1. Q.biz

General Description

Q.biz is a service line consisting of switched outbound, switched inbound and card services. The services have flat rates which are based on term and minimum usage commitments. Q.biz is intended for the small business segment billing a total of \$50 to \$2,500 in telecommunications services monthly. This service works well with both single locations and multiple location businesses.

Billing/Rounding

Intrastate rates are quoted in full minutes. Call rounding is thirty (30) second initial and one (1) second incremental. Call duration is calculated on a per call basis rounding up to the full increment. Call rating is on a bulk basis (all call duration totaled and then rated). Total is rounded to the nearest full cent.

Rates

The per minute usage rates are as follows:

<u>Commitment Level</u>	<u>Monthly</u>	<u>Term</u>
\$ 25	\$0.067	\$0.064
\$200	\$0.064	\$0.064

(D)  
—  
(D)

Terms and Agreements

Q.biz is available in month to month, twelve (12) and twenty-four (24) month term plans. There is a minimum monthly usage commitment of \$25 for customers receiving service under both the monthly and term plans. If the customer's invoiced usage charges are less than the required minimum monthly usage commitment, the customer will be billed and required to pay a short fall charge equal to the difference between the monthly commitment and the actual amount billed. This short fall charge will be applied beginning with the customer's first full month's invoice.

E. OBSOLETE SERVICE OFFERINGS AND RATES

1. Q.biz (Continued)

Renewals

Upon expiration of the initial term and subsequent renewal term(s), the customer's Agreement will automatically renew for a like period, unless either party notifies the other in writing of its intention not to renew 30 days before the end of the agreed term. The automatic renewal will be for the same length and at the current tariffed rates in effect at the time of such renewal associated with the term and volume of the original Agreement.

Early Termination Charges

1. CenturyLink will allow a customer to terminate its term Agreement prior to its expiration date provided the customer is converting to another CenturyLink product with equal or greater term and volume commitment levels. (T)  
(T)
2. If a customer terminates their service without cause prior to the expiration date of their term Agreement, the customer will be billed and required to pay the minimum monthly usage charge for the remainder of the term Agreement.

Legislative, Regulatory or Judicial Activity

Notwithstanding any statement to the contrary contained in this Tariff, in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service ("Regulatory Activity"), CenturyLink reserves the right, at any time and without notice to: (i) pass through to the customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or, (ii) modify the rates, including any rate guarantees, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

1. Q.biz (Continued)

Payphone Use Charge

A \$0.30 charge will apply to calls that originate from any payphone used to access CenturyLink services. This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with CenturyLink service, applies for the use of the instrument used to access CenturyLink service and is unrelated to the CenturyLink service accessed from the payphone. Customers will be charged the payphone use charge for each call which is placed from payphones with the exception of: (i) calls placed by inserting coins during the progress of the call; (ii) calls using Telecommunications Relay service; or, (iii) calls originated by customers with qualified hearing or speech impairments who are certified.

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|  
(T)

Guarantees

Q.biz customers will receive the Customer Satisfaction Guarantee and the Toll Free Service Assurance Guarantee as described herein under CenturyLink Guaranteed.

(T)

Directory Assistance

Directory Assistance is available to all Q.biz customers at a rate of \$1.40 per call.

E. OBSOLETE SERVICE OFFERINGS AND RATES (Continued)

2. CenturyLink Integrity (T)

CenturyLink Integrity will no longer be available to new customers as of December 15, 2013. Current CenturyLink Integrity, customers can continue to receive services under their existing contract and make any changes as agreed to by customer and CenturyLink. (T)

Effective December 15, 2013, CenturyLink’s QCC Frame Relay and ATM Services will no longer accept new orders from existing customers (except to the extent permitted by contract). (T)

- Customers with a contract that expires prior to December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract on a month-to-month basis until December 15, 2014.
- Customers with a contract that expires after December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract until the expiration of that contract.

General Service Description

CenturyLink Integrity is a suite of business communication services for large multi-location companies billing more than \$50,000 per month. (T)

Products available under CenturyLink Integrity include: Virtual Network Services (VNS); Enhanced Toll-Free (8XX) Services; Calling Card; Frame Relay; Private Line; ATM; Dedicated Internet Access Service; Conference Calling; Broadcast Fax; and Directory Assistance Services. CenturyLink Integrity offers integrated pricing with cross-discounting based on aggregate revenue of contributing services, billing, and reporting capabilities. Each customer signing an Option D or E agreement must have a minimum of one VNS Network ID. (T)

The term of an Integrity Option D or E agreement shall begin and the applicable discounts or credits will accrue from the first day of the next billing cycle following the date of the customer’s signature. After the initial term, a customer’s CenturyLink Integrity agreement shall automatically renew for successive terms equal to the length of the term of the initial agreement and at the usage minimum selected by the customer in the initial agreement. During the renewal term, the rates and discounts shall be those current rates and discounts in the CenturyLink tariff at the time of such renewal; provided, however, that the agreement shall not automatically renew if terminated by the customer or CenturyLink pursuant to written notice provided thirty (30) days prior to the expiration of the initial or renewal term. (T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

Integrity Options:

CenturyLink Integrity offers two different pricing arrangements: Option D and Option E. Either of these two options may be selected by the customer, however, shortfall penalties apply if the customer does not meet the product minimum revenue commitments.

(T)

**Option D** requires that customers sign a term commitment of 1, 2, or 3 years and meet a minimum monthly volume of \$50,000.00 in contributing services ("Monthly Usage Minimum"). To determine whether a customer satisfies the Monthly Usage Minimum requirement, CenturyLink will count the customer's total CENTURYLINK INTEGRITY OPTION D Service charges based on the aggregate amount (prior to the application of discounts or credits) charged by CenturyLink to the customer for the following: (1) usage of domestic voice usage; (2) usage of 8XX inbound (toll-free) service; (3) directory assistance service; (4) Private Line Interexchange Carrier monthly recurring charges; (5) Frame Relay<sup>SM</sup> Port and Permanent Virtual Circuit monthly recurring charges; (6) CenturyLink ATM Port, PVC and SVC monthly recurring charges, (7) Dedicated internet access monthly recurring charges (@ccess) (8) WorldCard usage; and, (9) CenturyLink broadcast fax usage charges (collectively defined as "Monthly Revenue"). Monthly Revenue shall not include dedicated access/egress (or related) charges imposed by third parties (such as local exchange carriers), any MRCs (except CenturyLink @ccess MRCs, Private Line Interexchange Carrier charges, CenturyLink ATM MRCs and Frame Relay<sup>SM</sup> Port and PVC charges), Non-recurring charges ("NRC's"), taxes, surcharges (except WorldCard surcharges), audio conferencing usage charges, or integrated voice and fax usage charges (collectively defined as "Excluded Charges"). If, during any month of the term after the third (3rd) month, the customer's total usage of CENTURYLINK INTEGRITY OPTION D Service falls below the Monthly Usage Minimum, the customer will be billed and required to pay for each such month the actual amount billed for that service plus the difference between the Monthly Revenue and the Monthly Usage Minimum.

(T)

(T)

(T)

(T)

(T)

(T)

**Option E** requires that customers sign a term commitment of 1, 2 or 3 years and select a minimum annual volume commitment that must be met during each Annual Period (as hereinafter defined) of the term. Customers must select one of the five (5) Option E Annual Usage Minimums set forth in the table below.

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

CenturyLink Integrity Option E Annual Usage Minimum tiers available: (T)

<b>Annual Usage Minimum (Option E Only)</b>
\$1,200,000
\$1,800,000
\$2,400,000
\$3,600,000
\$4,800,000

An “Annual Period” is the twelve (12) month period commencing on the first day of the term and on each successive anniversary thereof. A customer shall pay a shortfall penalty to CenturyLink at the end of each Annual Period within the term if the Annual Usage Minimum to which the customer committed has not been achieved during that “Annual Period.” (T)

“Annual Revenue” shall be the aggregate amount, prior to the application of any discounts, charged by CenturyLink, in an Annual Period, to customer for the following: (1) usage of intrastate and interstate voice usage; (2) usage of 8XX inbound (toll-free) service; (3) directory assistance service; (4) Private Line Interexchange Carrier monthly recurring charges; (5) Frame Relay<sup>SM</sup> Port and Permanent Virtual Circuit monthly recurring charges; (6) CenturyLink ATM Port, PVC and SVC monthly recurring charges, (7) Dedicated internet access monthly recurring charges (@ccess) (8) WorldCard usage and (9) LCI broadcast fax usage charges (collectively defined as “Monthly Revenue”). Monthly Revenue shall not include dedicated access/egress (or related) charges imposed by third parties (such as local exchange carriers), any MRCs (except CenturyLink @ccess MRCs, Private Line Interexchange Carrier charges, CenturyLink ATM MRCs and Frame Relay<sup>SM</sup> Port and PVC charges), Non-recurring charges (“NRC’s”), taxes, surcharges (except WorldCard surcharges), audio conferencing usage charges, or integrated voice and fax usage charges (collectively defined as “Excluded Charges”). If, during any Annual Period of the term, customer’s total usage of *INTEGRITY OPTION E* Service falls below the Annual Usage Minimum, customer shall pay for each such Annual Period the actual amount billed for that service plus the difference between the customer’s Annual Revenue for such period and the Annual Usage Minimum. (T)



## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)Early Termination:

**Integrity D:** If a customer terminates an Integrity D agreement prior to the completion of the initial or renewal term, the customer shall be responsible for early termination charges calculated by taking the sum of:

- Q. the number of full months remaining in the current Annual Period in which customer terminates the agreement, multiplied by the Monthly Usage Minimum; plus
- R. thirty-five percent (35%) of the Monthly Usage Minimum, multiplied by the number of months, if any, remaining in the then-effective term, (other than the number of months referenced in section 1 above); plus
- S. any applicable third party early termination or related charges or penalties incurred by CenturyLink as a result of early termination by a customer of the services. (T)

**Integrity E:** If a customer terminates an Integrity E agreement prior to completion of the term or a renewal term, customer shall be responsible for early termination charges calculated by taking the sum of:

- (1) an amount equivalent to the actual Annual Revenue generated during the Annual Period in which customer terminates the agreement, less the Usage Minimum (if the Annual Revenue for such Annual Period is less than the Annual Usage Minimum); plus
- (2) thirty-five percent (35%) of the Annual Usage Minimum, multiplied by the number of Annual Periods (other than the Annual Period referred to in the immediately preceding Section 1 above), if any, remaining in the then-effective term; plus
- (3) any applicable third party early termination or related charges or penalties incurred by CenturyLink as a result of early termination by a customer of the services. (T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

**Virtual Network Service (VNS) Service Description**

VNS is a customized, software defined virtual private network service which provides a unified communication and management features for multi-location customers.

Subscribers to VNS receive the Standard Feature Package which includes the availability of dedicated access and termination and switched origination and termination; usage rates with volume discounts; international calling to international locations, universal range privileges and 7-digit and 10-digit private dial plans.

Access/Termination Methods**Switched Access**

Dial 1 - Available in CenturyLink served equal access exchanges. Subscribers can dial either a VNS 7-digit and 10-digit private dial plans, 10-digit off-net numbers and international numbers. Subscribers must dial the prefix "700" before a 7-digit private dial plan number.

(T)

VNS Card - Available from any tone-dial phone via a "800" number. Subscribers can dial either a VNS 7 digit and 10-digit private dial plans, 10-digit off-net numbers and international numbers.

VNS 800 Remote Access - Allows the user to access the customer's VNS network via a customer-assigned 800 telephone number from anywhere in the 50 United States, Puerto Rico, Canada, and the U.S. Virgin Islands. This feature is available for on-net calls with both 7- and 10-digit dialing plans.

**Dedicated Access (DAL)**

Analog Access  
T-1 digital Access  
ISDN PRI

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

Standard VNS Feature Package

The Standard Feature Package, to which all CenturyLink VNS customers’ subscribe, includes the availability of dedicated access and termination and switched origination and termination of VNS calls; usage rates with volume discounts; calling to international locations, and the following: (T)

**7 and 10 digit private dial plans** - A customer can create their own to assist in calling between their different locations.

**Universal Range Privileges** - A customer can specify the type of VNS call allowable for users on each Dedicated Access Line group, or each VNS card authorization code and for each “Dial 1” ANI (originating telephone number) and for each ID code (See below). Range Privileges are defined as follows:

- 0 = No calls
- 1 = VNS calls only (private dialing plan numbers)
- 2 = VNS calls and the United States Mainland, Alaska and Hawaii
- 3 = All calls in the domestic North American Numbering Plan and International locations listed below
- 4 = All calls in the United States Mainland, Alaska and Hawaii and Canada
- 5 = All calls in the domestic North American Numbering Plan

In addition to the service pricing, each customer signing an Option D or E agreement shall be charged a one-time fee of \$5,000.00 per VNS Network ID. Each customer must have a minimum of one VNS Network ID.

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

Optional Features:

**Accounting Codes:** Customer can specify that accounting codes are to be dialed from specific dedicated access line group, "Dial 1" ANI (originating telephone number), or VNS Remote 8xx Access numbers. The code may be dialed in combination with an ID Code (see below definition). Both the ID and Accounting Codes may be a customer-specified length between one and eleven digits. Customer can designate the Accounting Codes for dedicated access line group or "Dial 1" ANI must be dialed for all VNS dial plan calls or must be dialed for only off-net 10-digit and off-net international calls. Accounting codes are non-verified and verified (With verified codes, VNS verifies code is assigned, permits call and records Accounting code number on call detail). There is no monthly or installation charge for this feature.

**Direct Termination Overflow:** Customer can control potential congestion of calls by sending any overflow calls from a "busy" DAL to a pre-specified alternate domestic routing group (Dedicated access or Switched Access) via a customer defined routing table when the target trunk group is busy. The following charges will apply:

Installation Setup - \$150 per trunk group

Monthly (active) charge - \$10

Charges on calls include:

Current VNS interstate rates (switched & dedicated); plus  
\$.03 per call surcharge

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Optional Features: (Continued)

**ID Codes:** Customer can specify that ID codes are to be dialed from specific dedicated access line group, "Dial 1" ANI (originating telephone number), or VNS Remote 8xx Access numbers. The code may be dialed in combination with an Accounting Codes and Range Privileges (see above definition). Both the ID and Accounting Codes may be a customer-specified length between one and eleven digits. Customer can designate the ID Codes for dedicated access line group or "Dial 1" ANI must be dialed for all VNS dial plan calls or must be dialed for only off-net 10-digit and off-net international calls. ID codes are non-verified and verified (With verified Codes, VNS verifies code is assigned, permits call and records ID code number on call detail). The following charges will apply:

Cost per block of 100 codes:

Installation - \$40 per block

Monthly Recurring Charge - \$40 per block

**Customized Range Privileges:** Allows the user to specify the type of allowable VNS calls for users from a specific dedicated access line group, "Dial 1" ANI (originating telephone number), or ID Codes (see above). The user is able to define the allowable area codes, area code-exchange code, and country codes for each specified Customized Range Privilege. There is no monthly or installation charge for this feature.

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Optional Features: (Continued)

**8XX Remote Access:** Allows the user to access the customer's VNS network via a customer-assigned 8xx telephone number from anywhere in the 50 United States, Puerto Rico, Canada, and the U.S. Virgin Islands. This feature is available for on-net calls with both 7- and 10-digit dialing plans. The following charges will apply:

Per Call Surcharges:

Origination/termination to Switched locations in PR:	\$0.35
Origination/termination to Dedicated locations in PR:	\$0.20

Per Minute Rates:

Available VNS switched/switched and/or switched/dedicated interstate rates

**Calling Station ID (ISDN only):** Feature allows the customer to receive and transmit the origination station number via the Primary Rate Interface (PRI). The following charges will apply:

Installation - \$100 per trunk group  
MRC/PRI - \$25 per trunk group

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

VNS and 1+ Per Minute Usage Rates

Subject to availability, the following per minute rates will apply to inbound and outbound calls, including calls both originating and terminating within the Commonwealth of Puerto Rico. These charges are based upon the access and termination methods on each call.

<b>Inbound and Outbound Per Minute Rates</b>						
	<b>CenturyLink Integrity Option D</b>			<b>CenturyLink Integrity Option E</b>		
	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>	<b>1 Year</b>	<b>2 Year</b>	<b>3 Year</b>
Off-Off	\$0.0890	\$0.0885	\$0.0880	\$ 0.0875	\$0.0855	\$0.0845
On-Off or						
Off-On	\$0.0525	\$0.0515	\$0.0505	\$ 0.0505	\$0.0500	\$0.0480
On to On	\$0.0350	\$0.0330	\$0.0315	\$ 0.0340	\$0.0320	\$0.0310

Off to Off = voice calls with switched access origination and switched access termination  
 On to Off = voice calls with dedicated access origination and switched access termination  
 Off to On = voice calls with switched access origination and dedicated access termination  
 On to On = voice calls( between customer locations only) with dedicated access origination and dedicated access termination

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E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

Directory Assistance

Directory Assistance is available to all CenturyLink Integrity customers at a rate of \$1.40 per call. (T)

Toll-Free Service

Toll-Free Sub Fee: A monthly recurring charge of \$5.00 shall apply to each toll-free number reserved for or supplied to a customer by CenturyLink. CenturyLink shall waive the monthly recurring charge for up to one toll-free sub fee per CenturyLink Integrity customer/contract per month. (T)

Enhanced Toll-Free features may be selected as enhancements to CenturyLink’s toll-free Services. Enhanced Toll-Free Features are available individually or in any combination for both existing and new customers. (T)

The following enhancements are available:

**Alternate Call Routing** - Customer can activate a pre-determined alternate call routing plan:

NRC Installation	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$50 per toll-free number

**Day-of-Week Routing** - Customer can accept incoming calls on alternate numbers based on day of week:

NRC Installation	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$50 per toll-free number



## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

**Direct Termination Overflow** - Customer can control potential congestion of calls by sending any overflow calls from a “busy” DAL to a pre-specified alternate domestic routing group (Dedicated access or Switched access) via a customer defined routing table when the target trunk group is busy; (DAL customers only):

NRC Installation	\$150 per toll-free number
NRC Change Charge	\$ 50 per toll-free number
MRC	\$ 50 per toll-free number

**Industry Toll-Free Directory Assistance** - Customer can have their toll free number listed on the Industry’s Toll-Free Directory:

NRC Installation	\$25 per toll-free number
NRC Installation Expedite	\$35 per toll-free number
NRC Change Charge	\$25 per toll-free number
MRC	\$25 per toll-free number

**Dial Number Identification System** - Customer can identify the specific toll-free number which was dialed by the calling party (DAL customers only):

NRC Installation	\$450 per toll-free number
NRC Change Charge	\$ 50 per toll-free number
MRC	N/A

**Geographical Routing** - Allows the customer to arrange for calls to a single toll-free service telephone number placed from different groups of originating locations to terminate to different locations. Originating locations may be identified using the NPA or by NPA/NXX:

NRC Installation	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$50 per toll-free number
Per minute	\$.0005

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Enhanced Toll-Free Service (Continued)

**Holiday Routing** - Customer can accept incoming calls on alternate numbers based on a holiday:

NRC Install	\$75 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	N/A

**Menu Routing** - Plays prerecorded messages in a menu like fashion allowing callers to self route their call. CenturyLink supports two types of Menu Routing: Basic Menu Routing and Advanced Menu Routing.

(T)

Basic Menu Routing - Basic Menu Routing will allow one voice announcement message to be followed by a menu of options. Customer may select up to four (4) menu options. These menu options will terminate to a ring-to-number based on the menu option selected using the keypad on the telephone.

Advanced Menu Routing Plans - Any plan that does not meet the Basic Menu Routing requirements as described above, will be considered an Advanced Menu Routing Plan. The limitations for Advanced Menu Routing are as follows: (1) not more than nine (9) Menu Options per set of grouping; and, (2) no more than four (4) menu levels.

NRC Installation	\$250
NRC Change Charge	\$ 50
MRC	N/A
Per call	\$.05

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Enhanced Toll-Free Service (Continued)

**Percent Allocation Routing** - Routes calls placed on an 800 number based on whole number percentages that add up to 100%.

NRC Install	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$50 per toll-free number

**Real Time ANI** - Allows dedicated access customers to receive the ANI of the calling if the call originates from an equal access end office. (DAL customers only).

NRC Installation	\$350 per trunk group
NRC Change Charge	\$ 50 per trunk group
MRC	N/A

**Tailored Call Coverage** – Customer can block predefined areas from 800 origination. Calls may be blocked by area code/exchange, LATA, state or 10 digit ANI.

NRC Installation	\$150 per toll-free number
NRC Change Charge	\$ 50 per toll-free number
MRC	\$ 50 per toll-free number

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Enhanced Toll-Free Service (Continued)

**Time-of-Day Routing** - Customer can accept incoming calls on alternate numbers based on time-of-day.

NRC Installation	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$50 per toll-free number

**Project Account Codes** - Allows the customer to track usage of its 800 number back to specified user codes and/or to limit use of its 800 number to only those dialing authorized codes. Requires that additional digits be dialed after the 10-digit 800 number is dialed. Two types are available: verified and non-verified. With both types of codes, calls cannot be completed without entry of the specified codes. In addition, with verified codes, calls are not completed until codes are verified for accuracy. As an option, call detail can be sorted by either verified or non-verified codes. Cost per 100 codes:

NRC Installation	\$50 per toll-free number
NRC Change Charge	\$50 per toll-free number
MRC	\$30 per toll-free number

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

Enhanced Toll-Free Service (Continued)

**Toll Free Service Assurance Guarantee** - If a Toll-Free line provided by CenturyLink to the customer is subject to a “Service Disruption”, CenturyLink will, within 15 minutes of the exact time of completion of the Confirmation Process, reroute traffic from the Affected Toll-Free Line to any working number: (i) terminating in forty-eight (48) contiguous United States “Domestic U.S.”; and, (ii) which is provided by CenturyLink to the customer. If CenturyLink fails to reroute such traffic within fifteen (15) minutes after completion of the Confirmation Process (“Toll-Free Line Outage”), CenturyLink will credit to the customer’s account an amount equivalent to the lesser of: (i) one hundred percent (100%) of the usage for the Affected Toll-Free Line for the entire month in which the Toll-Free Line Outage occurred; or, (ii) one hundred ten percent (110%) of the usage for the Affected Toll-Free Line in the month prior to the month in which the Toll-Free Line Outage occurs. (T)  
 (T)

- “Service Disruption” is defined as a degradation in the performance of a toll-free line provided by CenturyLink to the customer (“Affected Toll-Free Line”) which completely disallows CenturyLink from terminating calls to such Affected Toll-Free Line. (T)  
 (T)
- The “Confirmation Process” is defined as: (i) the customer’s telephonic notification to a CenturyLink Customer Service Representative of a Service Disruption and the furnishing by the customer of certain information (including the customer’s name and address, the customer’s CenturyLink account number and the Affected Toll-Free Line, the service subscribed to by the customer and the approximate time the Service Disruption began; and, (ii) acknowledgment from such CenturyLink Customer Service Representative that traffic to the Affected Toll-Free Line will, in accordance with the terms of this Guarantee, be rerouted within 15 minutes of the conclusion of the customer’s telephone call to CenturyLink. (T)  
 (T)  
 (T)
- The credit will be applied within sixty (60) days of the Service Disruption. The credit will be calculated based on all calls to the Affected Toll-Free Line(s) and applied to the customer’s interstate usage. (T)
- CenturyLink is guaranteeing only that calls will be rerouted within 15 minutes upon completion of the Confirmation Process, not that service will be restored to the main location in that time-frame. CenturyLink’s only obligation under this Guarantee is to issue the appropriate credit as described above. (T)  
 (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

Enhanced Toll-Free Service

**Toll Free Service Assurance Guarantee (Continued)**

- A maximum of five (5) affected toll free numbers per customer, per occurrence will be covered under this Guarantee.
- The customer is required to designate and provide to CenturyLink a working telephone number with enough capacity to handle the rerouted traffic. CenturyLink will not be responsible or liable for uncompleted calls due to problems with the working telephone number or insufficient capacity or number of lines at the working telephone number designated by the customer. (T)  
(T)

The Toll-Free Service Assurance Guarantee shall not apply for the following:

- 1) a Service Disruption is caused by the negligence, errors, or omission of the affected customer or others authorized by the customer to use the customer's service;
- 2) a Service Disruption is caused due to the failure or malfunction of any power, equipment, service, or systems not provided directly by CenturyLink; (T)
- 3) a Service Disruption occurs during any period in which CenturyLink or its agents are not afforded access to the premises where access lines associated with the Affected Toll-Free Line is terminated; provided, however, that such access is needed to prevent Service Disruption; (T)
- 4) a Service Disruption occurs during any period when the customer has released the service to CenturyLink for maintenance or rearrangement purposes, or for the installation or de-installation of a customer order; (T)
- 5) a Service Disruption occurs during a period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)Enhanced Toll-Free Service**Toll Free Service Assurance Guarantee** (Continued)

- 6) a Service Disruption occurs due to network busy conditions;
- 7) a Service Disruption non immediately/promptly reported to CenturyLink; (T)
- 8) a Service Disruption is caused by the failure of an underlying local exchange carrier or third party carrier of local, switched and/or dedicated service that CenturyLink relies on to provide service to the customer. (T)
- 9) a Service Disruption is caused by the failure of the National SMS 800 database and/or system;
- 10) CenturyLink is not the Responsible Organization ("Resp Org") for the Affected Toll-Free Line; (T)
- 11) The on-line portion in a multi-carrier situation;
- 12) The customer is utilizing CenturyLink's Toll-Free Verified and Non-verified PAC, GeoRouting, or Menu Routing services; (T)
- 13) a Service Disruption caused by the customer's use of CenturyLink services in any unauthorized or unlawful manner; and/or, (T)
- 14) a Service Disruption is caused by or resulting from a *force majeure* event beyond the reasonable control of CenturyLink including, but not limited to, an act of God, government regulations, or national emergency. (T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

Frame Relay

The rates applicable to this service are as follows:

<u>Port Increment in Kbps</u>	<u>Monthly Charge</u>	<u>Install Charge</u>	<u>Change Charge</u>
64	\$ 190	\$150	\$150
128	\$ 355	\$250	\$250
192	\$ 395	\$250	\$250
256	\$ 420	\$250	\$250
320	\$ 580	\$250	\$250
384	\$ 625	\$250	\$250
448	\$ 720	\$250	\$250
512	\$ 790	\$250	\$250
576	\$ 890	\$250	\$250
640	\$ 940	\$250	\$250
704	\$ 970	\$250	\$250
768	\$ 990	\$250	\$250
832	\$1,110	\$250	\$250
896	\$1,180	\$250	\$250
960	\$1,220	\$250	\$250
1020	\$1,265	\$250	\$250
1088	\$1,330	\$250	\$250
1152	\$1,370	\$250	\$250
1216	\$1,410	\$250	\$250
1280	\$1,450	\$250	\$250
1344	\$1,500	\$250	\$250
1408	\$1,530	\$250	\$250
1472	\$1,560	\$250	\$250
1536	\$1,595	\$250	\$250
45000	\$3,190	\$500	\$500

ISSUED: April 2, 2014

EFFECTIVE: May 2, 2014

ISSUED BY: Chantel Mosby  
 Director - Tariffs  
 100 CenturyTel Drive  
 Monroe, LA 71203



E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Frame Relay (Continued)

**Permanent Virtual Circuits\***

<u>QoS</u>	<u>MRC per 8K Simplex of CIR</u>	<u>Install/Change Fees/PVC</u>
VFR rt	\$8	\$25
VFR nrt	\$6	\$25
UFR	\$4	\$25

**Switched Virtual Circuits\*\***

<u>QoS</u>	<u>Per megabyte (MB) Of traffic under CIR</u>	<u>Per megabyte (MB) of DE traffic</u>
VFR nrt	\$0.0400	\$0.0300

\* Charges apply to each PVC between: (1) two customer Ports, (2) Customer Port and Gateway Connection, and (3) two distinct Gateway Connections.

\*\* Available within the United States Mainland only. Metered charges are for MB of payload transmitted and accepted at ingress.

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Frame Relay (Continued)

Gateway Connection

Customer's must subscribe to access to a particular Gateway Connection on a monthly basis in capacity increments (available in n x 64 or n x 56 increments up to DS-1 capacity) equal to or in excess of the sum of all simplex CIRs on all customer PVCs connecting to such Gateway Connection ("Total Gateway CIR"). PVC charges are additional as set forth below:

<u>Total Gateway CIR in Kbps</u>	<u>Recurring Charge/Port</u>	<u>Total Gateway CIR in Kbps</u>	<u>Recurring Charge/Port</u>
64	\$ 100	896	\$1,255
128	\$ 195	960	\$1,340
192	\$ 285	1020	\$1,420
256	\$ 370	1088	\$1,495
320	\$ 465	1152	\$1,565
384	\$ 555	1216	\$1,630
448	\$ 640	1280	\$1,725
512	\$ 720	1344	\$1,815
576	\$ 815	1408	\$1,900
640	\$ 905	1472	\$1,980
704	\$ 990	1536*	\$2,055
768	\$1,070	above 1536*	ICB
832	\$1,165		

  

	<u>Monthly Recurring</u>	<u>Install Fees</u>	<u>Change Fees</u>
Automatic Reconfiguration** Authority	\$ 250 \$1,000	\$ 250 \$2,000	\$250 \$500

\* Install Charge of \$500.00 applies for each DS-1 level (1536 Kbps) or fraction thereof of Total Gateway CIR.

\*\* Per disaster recovery site.

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity

(T)

Frame Relay (Continued)

General

Rates and charges for CenturyLink services described herein requiring dedicated access do not include access and access-related charges (including, without limitation, installation charges, inside wiring charges assessed by the local exchange carrier (“LEC”), construction charges assessed by the LEC and distance and termination charges assessed by the LEC), all of which charges are additional. Further, the rates and charges set forth herein do not include charges for customer premise equipment and related services which may be additional.

(T)

Dedicated Leased Line (Private Line)

The rates applicable to this service are as follows:

Description	Service Level	Fixed (MRC)	Per Mile (MRC)	COC MRC Per End	COC NRC Per End	Bridging (MRC)
Basic Digital Service	DS-O	\$ 207.00	\$ 0.29	\$ 50.00	\$ 220.00	\$ 17.00
Extended Digital Service 128	Fractional DS-1	\$ 414.00	\$ 0.58	\$ 150.00	\$ 500.00	
Extended Digital Service 192	Fractional DS-1	\$ 621.00	\$ 0.87	\$ 150.00	\$ 500.00	
Extended Digital Service 256	Fractional DS-1	\$ 828.00	\$ 1.16	\$ 150.00	\$ 500.00	
Extended Digital Service 320	Fractional DS-1	\$ 1,035.00	\$ 1.45	\$ 150.00	\$ 500.00	
Extended Digital Service 384	Fractional DS-1	\$ 1,242.00	\$ 1.74	\$ 150.00	\$ 500.00	
Extended Digital Service 448	Fractional DS-1	\$ 1,449.00	\$ 2.03	\$ 150.00	\$ 500.00	
Extended Digital Service 512+	Fractional DS-1	\$ 1,550.00	\$ 2.30	\$ 150.00	\$ 500.00	
Terrestrial Digital Service	DS-1	\$ 1,550.00	\$ 2.30	\$ 150.00	\$ 500.00	
High-Speed Digital Service	DS-3	\$16,000.00	\$42.00	\$ 500.00	\$2,700.00	
High-Speed Optical Service	OC-n	ICB	ICB	ICB	ICB	

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

ATM

Monthly recurring charges (MRCs) and non-recurring charges (NRCs) will be billed at the rates specified herein.

Domestic U.S. CenturyLink ATM Port speed	Port MRC	Per Port Installation/change NRC
OC-3	\$6,380.00	\$ 1,000.00
DS-3	\$3,190.00	\$ 500.00
DS-1	\$1,595.00	\$ 250.00

(T)

Five Quality of Service (QoS) offerings are available for CenturyLink ATM PVCs on a per connection basis. MRCs for each QoS are as set forth in the table below: (T)

Domestic U.S. CenturyLink ATM QoS	PVC MRC per 8 Kilobits SIMPLEX
CBR	\$4.50
VBR-rt	\$4.00
VBR-nrt	\$3.75
ABR	\$2.00
UBR	\$0.50

(T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

ATM (Continued)

Five Quality of Service (QoS) offerings are available for CenturyLink ATM SVCs on a per connection basis. Charges for usage for each QoS are based on the number of megabytes (MB) transported across a SVC (originating and terminating in the United States Mainland) on the CenturyLink ATM network per month as set forth in the table below: (T)

Domestic U.S. CenturyLink ATM QoS	SVC charges per transported Megabyte (1 Million bytes)
CBR	\$0.0200
VBR-rt	\$0.0120
VBR-nrt	\$0.0080
ABR	\$0.0060
UBR	\$0.0040

(T)

General

Rates set forth herein for CenturyLink services requiring dedicated access do not include access and access-related charges (including, without limitation, installation charges, inside wiring charges assessed by the local exchange carrier (“LEC”), construction charges assessed by the LEC and distance and termination charges assessed by the LEC), all of which charges are additional. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued)

(T)

Broadcast Fax

The rates applicable to this service are as follows:

	Service	IVR
<u>1, 2, and 3 Year Term Rate</u>	<u>Bureau</u>	<u>Enabled</u>
	\$0.20	\$0.14

Audio Conferencing

The rates per bridged minute of usage applicable to this service are as follows:

<b>Audio Conferencing for Options D and E (Rates per Minute)</b>		
Toll Free Meet Me	\$.3800	
Direct Dial Meet Me	\$.2400	
Operator Dial Out	\$.3800	\$3 set up fee per dial out connection
Automated Toll-Free Meet Me	\$.2700	
Automated Direct-Dial Meet Me	\$.1900	

Payphone Use Charge

A \$0.30 per call charge will apply to calls that originate from any payphone used to access CenturyLink services. This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with CenturyLink service, applies for the use of the instrument used to access CenturyLink service and is unrelated to the CenturyLink service accessed from the payphone. Customers will be charged the payphone use charge for each call which is placed from payphones with the exception of: (i) calls placed by inserting coins during the progress of the call; (ii) calls using Telecommunications Relay service; or, (iii) calls originated by customers with qualified hearing or speech impairments who are certified.

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E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

Legislative, Regulatory or Judicial Activity

Notwithstanding any statement to the contrary contained in this Tariff, in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service (“Regulatory Activity”), CenturyLink reserves the right, at any time and without notice to: (i) pass through to the customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or, (ii) modify the rates, including any rate guarantees, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity. (T)

Options D and E Discount Application

Contributing Services

<p><b>CenturyLink Integrity Option D</b>                  Frame Relay Port, Gateway Connection, SVC &amp; PVC MRC’s and usage charges*</p> <p>Private Line or Dedicated Leased Line IXC and COC MRC’s *</p> <p>Internet Access MRC’s*</p> <p>ATM Port, PVCs &amp; SVCs MRC’s*</p> <p>DA Usage</p> <p>Domestic Voice Usage</p> <p>Paging MRCs</p>	<p><b>CenturyLink Integrity Option E</b>                  Frame Relay Port, Gateway Connection, SVC &amp; PVC MRC’s and usage charges*</p> <p>Private Line or Dedicated Leased Line IXC and COC MRC’s *</p> <p>Internet Access MRC’s*</p> <p>ATM Port, PVCs &amp; SVCs MRC’s*</p> <p>DA Usage</p> <p>Domestic Voice Usage</p> <p>Paging MRCs</p>
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(T)

\* Excluding charges for Local Access Circuits, taxes, and tax related surcharges.

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

Options D and E Discount Application (Continued)

Recipient Services

<b>CenturyLink Integrity Option D</b>		<b>CenturyLink Integrity Option E</b>	
Voice Discount**	Data Discount***	Voice Discount**	Data Discount***
DA Usage	Private Line or Dedicated Leased Line IXC and COC MRCs* (U.S. Mainland only)	DA Usage	Private Line or Dedicated Leased Line IXC and COC MRCs* (U.S. Mainland only)
Domestic Travel Card Usage	ATM and Frame Relay Port, Gateway Connection, PVC & SVC MRCs or usage charges* (U.S. Mainland only)	Domestic and Int'l Travel Card Usage	ATM and Frame Relay Port, Gateway Connection, PVC & SVC MRCs or usage charges* (U.S. Mainland only)
Domestic Outbound and Inbound Voice Usage		Domestic Outbound and Inbound Voice Usage	
Emergency Usage		Emergency Usage	

(T)

\* Excluding charges for Local Access Circuits, taxes, and tax related surcharges.

\*\* Voice Recipient charges may receive **only** the Voice Discount for CenturyLink Integrity. “Eligible Voice Charges” include only the following types of charges: (i) charges for usage of interstate, intrastate, intraLATA and international outbound voice service; (ii) charges for usage of interstate, intrastate, intralata and international 8XX inbound service; (iii) directory assistance service charges; (iv) VNS Card usage; and (v) charges for usage of CenturyLink broadcast fax service. The following types of charges shall not eligible for the Voice Discount: (i) Private Line or Dedicated Leased Line charges; (ii) Frame Relay Port, PVC, SVC and Gateway Connection charges; (iii) CenturyLink Dedicated Internet access usage charges; (iv) ATM Port, PVC and SVC charges and (v) Excluded Charges and CenturyLink Paging.

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E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

Options D and E Discount Application

Recipient Services (Continued)

\*\*\* Data Recipient charges may receive *only* the Data Discount for CenturyLink Integrity (T)  
“Eligible Data Charges” shall include only the following types of charges: (i) Mainland U.S. Private Line or Dedicated Leased Line IXC and COC monthly recurring charges; (ii) Mainland U.S. Frame Relay Port, PVC, SVC and Gateway Connection monthly recurring and usage charges; and, (iii) Mainland U.S. ATM Port, PVC and SVC monthly recurring and usage charges. The following types of charges shall not be eligible for the Data Discount: (i) charges for usage of interstate, intrastate, intraLATA and international outbound voice service; (ii) charges for usage of interstate, intrastate, intralata and international 8XX inbound service; (iii) directory assistance service charges; (iv) VNS Card usage; (v) international Private Line IXC charges; (vi) international Frame Relay Port and PVC charges; (vii) charges for usage of CenturyLink broadcast fax service; (viii) international ATM Port, PVC and SVC charges; and (ix) Excluded Charges. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (Continued) (T)

Options D and E Discount Schedules

Each month the customer’s current Monthly Revenue determines the discount to be applied to the base rate monthly charges for the Recipient Service components, shown in the “Recipient Services” table. CenturyLink Integrity D and E each have different Discount Schedules. These schedules are listed below. (T)

Voice Discount Schedule for CenturyLink Integrity Option D (T)

“Monthly Revenue”	<b>Option D Discount to be Applied to Recipient Services for the Voice Discount</b>
\$ 50,000 - \$ 74,999.99	1%
\$ 75,000 - \$ 99,999.99	2%
\$ 100,000 - \$ 149,999.99	3%
\$ 150,000 - \$ 199,999.99	4%
\$ 200,000 - \$ 299,999.99	5%
\$ 300,000 - \$ 399,999.99	6%
\$ 400,000 +	7%

Data Discount Schedule for CenturyLink Integrity Option D (T)

<b>Option Discount to be Applied to Recipient Services for the Data Discount</b>				
Current Month’s “Monthly Revenue”	1 Year Term	2 Year Term	3 Year Term	
\$ 50,000 - \$ 74,999.99	27%	29%	31%	
\$ 75,000 - \$ 99,999.99	28%	30%	32%	
\$ 100,000 - \$ 149,999.99	29%	31%	33%	
\$ 150,000 - \$ 199,999.99	30%	32%	34%	
\$ 200,000 - \$ 299,999.99	31%	33%	35%	
\$ 300,000 - \$ 399,999.99	32%	34%	36%	
\$ 400,000 +	33%	35%	37%	

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

Options D and E Discount Schedules (Continued)

Voice Discount Schedule for CenturyLink Integrity Option E (T)

<b>Target Average Monthly Revenue</b>	<b>“Monthly Revenue”</b>	<b>Option E Discount to be Applied to Recipient Services for the Voice Discount</b>
\$100,000.00	\$ 0 - \$149,999.99	3%
\$150,000.00	\$150,000 - \$199,999.99	4%
\$200,000.00	\$200,000 - \$299,999.99	5%
\$300,000.00	\$300,000 - \$399,999.99	6%
\$400,000.00	\$400,000 +	7%

E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)

Options D and E Discount Schedules (Continued)

Data Discount Schedule for CenturyLink Integrity Option E (T)

<b>Option E</b>					
<b>Discount to be Applied to Recipient Services for the Data Discount*</b>					
<b>Target Average Monthly Revenue</b>	<b>Current Month's "Monthly Revenue"</b>	<b>1 Year Term</b>	<b>2 Year Term</b>	<b>3 Year Term</b>	
\$100,000.00	\$ 0 - \$149,999.99	29%	31%	33%	
\$150,000.00	\$150,000 - \$199,999.99	30%	32%	35%	
\$200,000.00	\$200,000 - \$299,999.99	31%	33%	35%	
\$300,000.00	\$300,000 - \$399,999.99	32%	34%	36%	
\$400,000.00	\$400,000 +	33%	35%	37%	

\* Under CenturyLink Integrity Option E, the customer commits to an Annual Usage Minimum that must be attained during each Annual Period of a 1, 2, or 3-year term. Integrity Option E Annual Usage Minimums have a corresponding "Target Average Monthly Revenue". The "Target Average Monthly Revenue" is that Annual Usage Minimum committed to by the customer divided by twelve (see table below). During each month of the initial term, the customer shall receive the higher of: (1) the Voice Discount and Data Discount (applicable to customer's term selected) associated with customer's Monthly Revenue for such month, or (2) the Voice Discount and Data Discount (applicable to customer's term selected) associated with the customer's Target Average Monthly Revenue. The Target Average Monthly Revenue provides the Option E customer with a minimum Voice Discount and Data Discount level each month at the corresponding discounts for the Target Average Monthly Revenue set forth in the tables above, regardless of a customer's actual Monthly Revenue for a given month. If the customer's Monthly Revenue in a given month exceeds the Target Average Monthly Revenue, the customer receives the applicable discount from the table above that corresponds to the actual contributing Monthly Revenue for such month. (T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

2. CenturyLink Integrity (T)Options D and E Discount Schedules (Continued)CenturyLink Integrity E Annual Usage Minimum tiers available (T)

<b>Annual Usage Minimum (Option E Only)</b>	<b>Target Average Monthly Revenue</b>
\$1,200,000	\$100,000.00
\$1,800,000	\$150,000.00
\$2,400,000	\$200,000.00
\$3,600,000	\$300,000.00
\$4,800,000	\$400,000.00

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

CenturyLink Guaranteed will no longer be available to new customers as of December 15, 2013. Current CenturyLink Guaranteed customers can continue to receive services under their existing contract and make any changes as agreed to by customer and CenturyLink. (T)

Effective December 15, 2013, CenturyLink’s QCC Frame Relay and ATM Services will no longer accept new orders from existing customers (except to the extent permitted by contract). (T)

- Customers with a contract that expires prior to December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract on a month-to-month basis until December 15, 2014.
- Customers with a contract that expires after December 15, 2014 may retain their QCC Frame Relay or ATM Services covered by that contract until the expiration of that contract.

General Description

CenturyLink Guaranteed is a voice and data service offering flat rates based on **term** and **minimum usage commitments**. CenturyLink Guaranteed is designed for new businesses with monthly revenue between \$100 to \$100,000. It is available on a month-to-month basis, one year, two year, or three year term commitment and the terms have thirteen (13) commitment levels. (T)

Billing and Rounding

Rates are quoted in full minutes. Call rounding is six (6) second initial and one (1) second incremental.

Directory Assistance

Directory Assistance is available for all CenturyLink Guaranteed customers at a rate of \$1.40 per call. (T)

Minimums

There is a minimum monthly usage commitment per month (Monthly Commitment) for all customers. CenturyLink will count the customer's total CenturyLink Guaranteed service usage set forth in the customer’s term commitment; less taxes, monthly recurring charges, and non-recurring charges to determine whether a customer satisfies the Monthly Commitment requirement. If, during any month the customer’s invoiced usage charges are less than the required Monthly Commitment, the customer will be billed and required to pay the difference between the Monthly Commitment and the actual amount billed. For Month-to-Month customers, this requirement will be applied beginning with the customer’s first full month’s invoice. For those customers who sign a one, two, or three year term commitment, this requirement will be applied with their fourth full month’s invoice. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

Renewals

The customer or CenturyLink may terminate the term commitment at the end of the initial term by providing not less than thirty (30) days written notice. The customer's notice of termination must be sent to: CenturyLink, Attention: Cancellation Notification, Department 0270/1021, 4650 Lakehurst Court, Dublin, OH 43016. If written notification is not submitted to CenturyLink at least thirty (30) days prior to the expiration of the term commitment, and CenturyLink has not given notice of termination to the customer, this term commitment shall automatically renew based on the same terms and conditions, at the same monthly commitment level and initial term, and at the tariffed rates in effect at the time of such renewal. (T)

Payphone Use Charge

A \$0.30 charge will apply to calls that originate from any payphone used to access CenturyLink services. This charge, which is in addition to standard tariffed usage charges and any applicable surcharges associated with CenturyLink service, applies for the use of the instrument used to access CenturyLink service and is unrelated to the CenturyLink service accessed from the payphone. Customers will be charged the payphone use charge for each call which is placed from payphones with the exception of: (i) calls placed by inserting coins during the progress of the call; (ii) calls using Telecommunications Relay service; or, (iii) calls originated by customers with qualified hearing or speech impairments who are certified. (T)

Early Termination Charges

Customers who terminate their term commitment prior to the expiration date and do not provide written notification to CenturyLink, will be billed and required to pay termination charges equal to the number of months remaining in the term multiplied by the monthly commitment level. (T)

Customers who terminate their term commitment prior to the expiration date and do provide written notification to CenturyLink, will be responsible for the following charges, payable upon receipt: (T)

- 1 Year Contract

Early termination charges for customers who terminate service prior to the expiration of their one (1) year term are calculated by taking the months remaining on the contract and multiplying by the monthly commitment level.

- 2 Year Contract

If the contract is in the first 12 months, the customer will be responsible to CenturyLink for: (T)

The remaining number of months of the first 12 months multiplied by the commitment level plus 35% of months remaining in the second 12 months.

If the contract is in the 2nd 12 months, the customer will be responsible to CenturyLink for: (T)

The remaining number of months multiplied by the monthly commitment level.

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Early Termination Charges (Continued)

- 3 Year Contract  
If the contract is in the first 12 months, the customer will be responsible to CenturyLink for: (T)

The remaining number of months of the first 12 months multiplied by the commitment level plus 35% of months remaining in the second and third 12 months.

If the contract is in the second 12 months, the customer will be responsible to CenturyLink for: (T)

The remaining number of months of the second 12 months multiplied by the monthly commitment level plus 35% of months remaining in the third 12 months.

If the contract is in the third 12 months, the customer will be responsible to CenturyLink for: (T)

The remaining number of months multiplied by the monthly commitment level.

Legislative, Regulatory or Judicial Activity

Notwithstanding any statement to the contrary contained in this Tariff, in the event that any regulatory agency, legislative body or court of competent jurisdiction promulgates regulations or modifies existing ones including, without limitation, regulations regarding payphone compensation, access charges and/or universal service (“Regulatory Activity”), CenturyLink reserves the right, at any time and without notice to: (i) pass through to the customer all, or a portion of, any charges or surcharges directly or indirectly related to such Regulatory Activity; or, (ii) modify the rates, including any rate guarantees, and/or terms and conditions contained in this Tariff to reflect the impact of such Regulatory Activity. (T)



E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

Guarantees

CenturyLink Guaranteed customers are eligible to receive the following guarantees: (T)

**Rate Guarantee** - CenturyLink guarantees that if tariffed usage rates increase or tariffed discounts decrease beyond the tariff in effect at the time the customer begins a term commitment, these usage rate increases or discount decreases will not be passed on to the customer during the length of the customer’s term. This guarantee does not apply to: (i) rates for CenturyLink international services; or, (ii) rate modifications instituted by CenturyLink in response to the actions of any regulatory agency, legislative body or court of competent jurisdiction. (T)

**Customer Satisfaction Guarantee** - Except as set forth below, customers who sign a term agreement with CenturyLink and terminate service prior to the expiration of their term agreement will be held responsible for all early termination charges as set forth in the agreement. (T)

New Customer Initial Ninety (90) Day Guarantee

For the purpose of this Section, “New Customer” is defined as any person or entity which has not utilized any CenturyLink service in the prior twelve (12) month period. After the date of first usage of a New Customer’s CenturyLink service, and before the ninety-first (91st) day following such date of first usage, if the New Customer notifies CenturyLink that it is dissatisfied with CenturyLink’s service for any reason and wishes to cancel its CenturyLink service, CenturyLink will: (T)

1. Release the New Customer from liability for early termination charges as set forth in the agreement. New Customers will still be responsible for all charges for services utilized up to the termination date; and
2. Provide reimbursement for actual and applicable installation costs associated with switching it back to its previous long distance carrier. CenturyLink will credit New Customers utilizing switched access services an amount equal to the applicable Primary Interexchange Carrier (PIC) change charge actually incurred and paid by the New Customer up to a maximum of \$10.00 per line. CenturyLink will credit New Customers utilizing dedicated access services an amount equal to the applicable installation charges actually incurred and paid by the New Customer up to a maximum of \$200.00 per DS-0 line and a limit of 100 DS-0 lines. In order to qualify for this offering, the New Customer must, within sixty (60) days of sending written notice of termination to CenturyLink, submit invoices documenting the actual installation charges for which it seeks a credit. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

Guarantees (Continued)

**Customer Satisfaction Guarantee** (Continued)

New Customer Initial Ninety (90) Day Guarantee (Continued)

Notice of termination can be made by telephone to CenturyLink’s customer service number (1-800-860-1020) if the New Customer has two (2) or fewer switched access lines. Otherwise notification must be in writing and must be sent to: (T)

CenturyLink Communications, LLC (T)  
Attention: Cancellation Notification  
Department 0270/1021  
4650 Lakehurst Court  
Dublin OH 43016

CenturyLink’s Customer Satisfaction Guarantee (T)

Customers who have entered into a term agreement for CenturyLink service may terminate their agreement with CenturyLink prior to the expiration of the term without liability for early termination charges (except as set forth herein) if CenturyLink fails to provide billing and/or transmission services in accordance with industry standards within thirty (30) days after receipt of written notification from the customer specifying that an CenturyLink billing and/or transmission service deficiency exists and issuance of an CenturyLink trouble ticket. If the customer terminates a term agreement because CenturyLink is unable to cure an CenturyLink billing and/or transmission service deficiency within thirty (30) days of receipt of the customer’s written notice and issuance of a trouble ticket, the customer will be entitled to receive: (T)

1. A prorated portion of any tariffed discounts and/or credits that the customer would have been entitled to receive based on the portion of the term that has expired; and

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

Guarantees

**Customer Satisfaction Guarantee** (Continued)

CenturyLink’s Customer Satisfaction Guarantee (Continued) (T)

- 2. Reimbursement for actual and applicable installation costs associated with switching it back to its previous long distance carrier. CenturyLink will credit customers utilizing switched access services an amount equal to the applicable Primary Interexchange Carrier (PIC) change charge actually incurred and paid by the customer up to a maximum of \$10.00 per line. CenturyLink will credit customers utilizing dedicated access services an amount equal to the applicable installation charges actually incurred and paid by the customer up to a maximum of \$200.00 per DS-0 line and a limit of 100 DS-0 lines. In order to qualify for this offering, the customer must, within sixty (60) days of sending written notice of termination to CenturyLink, submit invoices documenting the actual installation charges for which it seeks a credit. (T)

In order to qualify for this guarantee, the customer must notify CenturyLink in writing of its intent to cancel its CenturyLink service thirty (30) days prior to the requested termination date. Written notification must be sent to: (T)

CenturyLink Communications, LLC  
Attention: Cancellation Notification  
Department 0270/1021  
4650 Lakehurst Court  
Dublin, OH 43016

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Guarantees (Continued)

**Toll Free Service Assurance Guarantee** - If a Toll-Free line provided by CenturyLink to the customer is subject to a “Service Disruption”, CenturyLink will, within 15 minutes of the exact time of completion of the Confirmation Process, reroute traffic from the Affected Toll-Free Line to any working number: (i) terminating in forty-eight (48) contiguous United States “Domestic U.S.”; and, (ii) which is provided by CenturyLink to the customer. If CenturyLink fails to reroute such traffic within fifteen (15) minutes after completion of the Confirmation Process (“Toll-Free Line Outage”), CenturyLink will credit to the customer’s account an amount equivalent to the lesser of: (i) one hundred percent (100%) of the usage for the Affected Toll-Free Line for the entire month in which the Toll-Free Line Outage occurred; or, (ii) one hundred ten percent (110%) of the usage for the Affected Toll-Free Line in the month prior to the month in which the Toll-Free Line Outage occurs. (T)  
 (T)

1. “Service Disruption” is defined as a degradation in the performance of a toll-free line provided by CenturyLink to the customer (“Affected Toll-Free Line”) which completely disallows CenturyLink from terminating calls to such Affected Toll-Free Line. (T)  
 (T)
2. The “Confirmation Process” is defined as: (i) the customer’s telephonic notification to a CenturyLink Customer Service Representative of a Service Disruption and the furnishing by the customer of certain information (including the customer’s name and address, the customer’s CenturyLink account number and the Affected Toll-Free Line, the service subscribed to by the customer and the approximate time the Service Disruption began; and, (ii) acknowledgment from such CenturyLink Customer Service Representative that traffic to the Affected Toll-Free Line will, in accordance with the terms of this Guarantee, be rerouted within 15 minutes of the conclusion of the customer’s telephone call to CenturyLink. (T)  
 (T)
3. The credit will be applied within sixty (60) days of the Service Disruption. The credit will be calculated based on all calls to the Affected Toll-Free Line(s) and applied to the customer’s interstate usage. (T)
4. CenturyLink is guaranteeing only that calls will be rerouted within 15 minutes upon completion of the Confirmation Process, not that service will be restored to the main location in that timeframe. CenturyLink’s only obligation under this Guarantee is to issue the appropriate credit as described above. (T)  
 (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Guarantees

**Toll Free Service Assurance Guarantee (Continued)**

- 5. A maximum of five (5) affected toll free numbers per customer, per occurrence will be covered under this Guarantee.
- 6. The customer is required to designate and provide to CenturyLink a working telephone number with enough capacity to handle the rerouted traffic. CenturyLink will not be responsible or liable for uncompleted calls due to problems with the working telephone number or insufficient capacity or number of lines at the working telephone number designated by the customer. (T)

The Toll-Free Service Assurance Guarantee shall not apply for the following:

- 1) a Service Disruption is caused by the negligence, errors, or omission of the affected customer or others authorized by the customer to use the customer's service;
- 2) a Service Disruption is caused due to the failure or malfunction of any power, equipment, service, or systems not provided directly by CenturyLink; (T)
- 3) a Service Disruption occurs during any period in which CenturyLink or its agents are not afforded access to the premises where access lines associated with the Affected Toll-Free Line is terminated; provided, however, that such access is needed to prevent Service Disruption; (T)
- 4) a Service Disruption occurs during any period when the customer has released the service to CenturyLink for maintenance or rearrangement purposes, or for the installation or de-installation of a customer order; (T)
- 5) a Service Disruption occurs during a period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis;

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Guarantees (Continued)

**Toll Free Service Assurance Guarantee** (Continued)

- 6) a Service Disruption occurs due to network busy conditions;
- 7) a Service Disruption non immediately/promptly reported to CenturyLink; (T)
- 8) a Service Disruption is caused by the failure of an underlying local exchange carrier or third party carrier of local, switched and/or dedicated service that CenturyLink relies on to provide service to the customer. (T)
- 9) a Service Disruption is caused by the failure of the National SMS 800 database and/or system;
- 10) CenturyLink is not the Responsible Organization ("Resp Org") for the Affected Toll-Free Line; (T)
- 11) The on-line portion in a multi-carrier situation;
- 12) The customer is utilizing CenturyLink's Toll-Free Verified and Non-verified PAC, GeoRouting, or Menu Routing services; (T)
- 13) a Service Disruption caused by the customer's use of CenturyLink services in any unauthorized or unlawful manner; and/or, (T)
- 14) a Service Disruption is caused by or resulting from a *force majeure* event beyond the reasonable control of CenturyLink including, but not limited to, an act of God, government regulations, or national emergency. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Guarantees (Continued)

**Performance Guarantees:**

The following three performance guarantees are only available to those customers who commit to a monthly volume level of \$7,000 or greater:

**Installation Guarantee** - CenturyLink guarantees that it will install the customer's CenturyLink Guaranteed service, switched and/or dedicated, including frame relay, by the date promised to the customer, or the customer is entitled to receive a \$500 credit (if commitment level is between \$7,000 and \$20,000) or a \$1,000 credit (if commitment level is between \$35,000 and \$100,000). This credit will be applied on the customer's subsequent month's invoice. (T)  
(T)

**Quarterly Account Review Guarantee** - CenturyLink guarantees that the assigned CenturyLink account team will review all new CenturyLink Guaranteed customer accounts on a quarterly basis for the entire length of the customer's term commitment. (T)  
(T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Guarantees (Continued)

**Service Outage Resolution Guarantee** - CenturyLink guarantees that it will restore any service outages the customer may incur on their end-to-end CenturyLink Guaranteed service within four (4) hours or less or the customer is entitled to receive a \$500 credit (if commitment level is between \$7,000 and \$20,000) or a \$1,000 credit (if commitment level is between \$35,000 and \$100,000). This credit will be applied on the customer's subsequent month's invoice. The Service Outage Resolution Guarantee shall not apply for the following reasons: (T)

1. Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service. (T)
2. Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink. (T)
3. Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access line is terminated. (T)
4. During any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
5. Interruptions not immediately/promptly reported to CenturyLink. (T)
6. Interruptions during any period when the customer or user has released service to CenturyLink for maintenance or rearrangement purpose, or for the installation of a customer service order. (T)
7. *Force majeure* events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider. (T)
8. Labor strikes. (T)



## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Guarantees (Continued)

The following three performance guarantees are available to all customers regardless of monthly volume commitment levels:

**Network/Service Availability Guarantee** - CenturyLink guarantees for all Basic Digital Service, Extended Digital Service, Terrestrial Digital Service, and High Speed Digital Service circuits that it will provide an average of 99.9% customer network availability and 99.85% end-to-end availability (when access is ordered by CenturyLink on behalf of the customer) per month for all CenturyLink Guaranteed customers or the customer is entitled to receive a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month. This credit will be applied on the customer's subsequent month's invoice and shall be in lieu of any service interruption or outage credit(s) that the customer might have been entitled to receive as set forth in this tariff. This credit is applicable on a per account basis per month and is based on the average availability across all of the customer's circuits throughout the given month. This guarantee shall not apply to @ccess service or Private Line Service. (T)

Network availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs CenturyLink of service non-availability and ends on the date of service restoration. For purposes of this measurement, the private line circuit will be measured from Point of Presence to Point of Presence and will not include customer premise equipment or local access facilities. (T)

No credit allowances will be made for:

1. Circuits provisioned within the last 30 days.
2. Interruptions caused by the negligence of the customer or others authorized by the customer to use the customer's service.
3. Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink. (T)

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)**Network/Service Availability Guarantee** (Continued)

4. Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated. (T)
5. Interruptions during any period when the customer or user has released service to CenturyLink for maintenance or rearrangement purpose, or for the installation of a customer service order. (T)
6. Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
7. *Force majeure* events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider. (T)
8. Labor Strikes. (T)

End-to-end availability is measured as the total number of minutes in a calendar month during which private line circuits are available to exchange data between two network end points, divided by the total number of minutes in a calendar month. For the purposes of this guarantee, a lapse in network availability is calculated commencing with the date on which the customer informs CenturyLink of service non-availability and ends on the date of service restoration. For purposes of this measure, the private line circuit will be measured from demarcation point to demarcation point, and will not include customer premise equipment. (T)

Calculation: Monthly Network Availability Time (%) - 1- [Total minutes of network non-availability per month / (Total number of private line circuits x days in month x 24 hours x 60 minutes)].

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Guarantees (Continued)

**Frame Delivery** - CenturyLink guarantees to achieve a Frame Delivery rate of 99.9% for CIR frames (end-to-end CIR packet delivery only applies to frame slot marked discard eligible). CenturyLink guarantees to achieve a Frame Delivery rate of 99% for non-CIR frames. If CenturyLink does not meet this guarantee, the customer is entitled to a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month. (T)

Definition: Frame Delivery is the percentage of frames which are successfully delivered over the CenturyLink network, excluding frames which are not delivered due in whole or in part to factors unrelated to the CenturyLink network. (T)

Calculation: Frame Delivery (Throughput) is measured as the percentage of frames presented to the CenturyLink network by the customer versus those which are successfully delivered by the CenturyLink network. The percentage is based on Frame Delivery (Throughput) across the customer's entire network, not on an individual location or PVC basis. (T)

Exclusions: Frame Delivery (Throughput) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

1. Any act or omission causing interruptions by negligence on the part of the customer, its contractors, any local access provider, or any other entity over which the customer exercises control or has the right to exercise control.
2. Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated. (T)
3. Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
4. Any circuits provisioned within the last 30 days.

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Guarantees (Continued)**Frame Delivery (Continued)**Exclusions (Continued)

5. Scheduled maintenance interruptions and outages.
6. Labor strikes.
7. *Force majeure* events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider. (T)
8. Frames dropped at infrastructure egress due to improper customer specifications of customer port speeds. (T)
9. Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink. (T)

**Network Transit Delay** - CenturyLink guarantees to achieve a one-way Network Transit Delay within the continental United States for 100 byte frames at 35 milliseconds or less, 500 byte frames at 95 milliseconds or less, and 1,600 byte frames at 250 milliseconds or less (including protocol overhead). Network Transit Delay (Latency) measures only delay on the CenturyLink network, external factors which may cause delay (e.g., access serialization, access link congestion) are excluded from the measurement. If CenturyLink does not meet this guarantee, the customer is entitled to a credit equal to 10% of the customer's network port and PVC/CIR monthly recurring charges for that month. (T)

Definition: Network Transit Delay (Latency) measures one-way delay between the origination and destination infrastructure ports. It is defined as the period of time commencing with transmission of the last bit of a packet from the origination infrastructure.

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Guarantees (Continued)**Network Transit Delay (Continued)**

Exclusions: Network Transit Delay (Latency) measurements shall not include periods of non-availability resulting in whole or in part from one or more of the following causes:

1. Any act or omission causing interruptions by negligence on the part of the customer, its contractors, any local access provider, or any other entity over which the customer exercises control or has the right to exercise control.
2. Interruptions during any period in which CenturyLink or its agents are not afforded access to the premises where the access lines associated with the customer's service are terminated. (T)
3. Interruptions during any period when the customer elects not to release the service(s) for testing and/or repair and continues to use it on an impaired basis.
4. Any circuits provisioned within the last 30 days.
5. Scheduled maintenance interruptions and outages.
6. Labor strikes.
7. *Force majeure* events beyond the reasonable control of CenturyLink including, but not limited to, acts of God, government regulation, national emergency, failure of power, system failure, or service not supplied by CenturyLink or the access provider. (T) (T)
8. During periods in which a major network component (e.g., backbone link or gateway switch) is not functioning and the network is in an emergency reroute configuration.
9. Interruptions due to failure of power, equipment, service, or systems not provided by CenturyLink. (T)

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed

Guarantees

**Network Transit Delay** (Continued)

Credit Limitation: If the customer experiences network or service performance for CenturyLink FramePlus Frame Relay at levels below those stated herein for two or more elements (Network Availability, Frame Delivery, and Network Transit Delay) in the same month, the customer is entitled to receive credits pursuant to one of the applicable credit sections only. In addition, CenturyLink will not issue credits pursuant to the Service Level Guarantee for more than six months in any twelve month period.

Availability: Tariffed CenturyLink FramePlus Frame Relay service elements may not be available at or between all service points.

Plus Program

If a term customer's usage charges meet or exceed any other higher monthly commitment level, the customer will be credited the difference between the rates at the level/term it committed to and the rates it would have received if it has committed to the second commitment level above their monthly volume commitment level with the same term length. The credit will be applied in the actual month in which the usage occurred. Month-to-Month customers are not eligible for the Plus Program.

(D)  
|  
(D)

Enhanced Toll Free Features

CenturyLink Guaranteed offers Enhanced Toll Free Features for all CenturyLink Guaranteed customers. If the customer signs a term commitment, the customer is eligible to receive selected features at a 'packaged' rate or the customer can subscribe to features individually.

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (Continued) (T)

CenturyLink Guaranteed - FramePlus (T)

FramePlus frame relay service is a public, fast-packet data network offering. Customers access FramePlus at CenturyLink's closest Points of Presence (POPs). Within the POP, CenturyLink designs and installs Network Node connections on the FramePlus network. A Network Node is comprised of a Port Connection and Permanent Virtual Circuits (PVCs) that define the connections between customers' ports. CenturyLink dynamically allocates capacity across these logically assigned PVCs, supporting multiple customer data networks. (T)

FramePlus supports a variety of simultaneous data applications over a single integrated facility. It is optimal for applications requiring transmission between multiple locations that need high speed connectivity with low latency or delay.

Rates

A. Switched

<u>Commitment Level</u>	<u>MTM</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$ 100	\$0.125	\$0.120	\$0.115	\$0.110
\$ 250	\$0.125	\$0.116	\$0.112	\$0.108
\$ 500	\$0.125	\$0.113	\$0.109	\$0.106
\$ 1,000	\$0.125	\$0.110	\$0.105	\$0.103
\$ 2,000	\$0.125	\$0.106	\$0.101	\$0.098
\$ 4,000	\$0.125	\$0.104	\$0.098	\$0.094
\$ 7,000	\$0.125	\$0.103	\$0.096	\$0.093
\$ 12,000	\$0.125	\$0.102	\$0.095	\$0.092
\$ 20,000	\$0.125	\$0.100	\$0.094	\$0.091
\$ 35,000	\$0.125	\$0.099	\$0.094	\$0.091
\$ 50,000	\$0.125	\$0.098	\$0.094	\$0.091
\$ 75,000	\$0.125	\$0.096	\$0.094	\$0.091
\$100,000	\$0.125	\$0.095	\$0.094	\$0.091

E. **OBSOLETE SERVICE OFFERINGS AND RATES**

3. CenturyLink Guaranteed

Rates (Continued)

B. Dedicated

<u>Commitment Level</u>	<u>MTM</u>	<u>One Year</u>	<u>Two Year</u>	<u>Three Year</u>
\$ 100	\$0.095	\$0.095	\$0.091	\$0.087
\$ 250	\$0.095	\$0.092	\$0.088	\$0.085
\$ 500	\$0.095	\$0.088	\$0.083	\$0.080
\$ 1,000	\$0.095	\$0.084	\$0.079	\$0.077
\$ 2,000	\$0.095	\$0.069	\$0.067	\$0.065
\$ 4,000	\$0.095	\$0.066	\$0.064	\$0.061
\$ 7,000	\$0.095	\$0.064	\$0.062	\$0.059
\$ 12,000	\$0.095	\$0.062	\$0.060	\$0.058
\$ 20,000	\$0.095	\$0.060	\$0.058	\$0.056
\$ 35,000	\$0.095	\$0.057	\$0.055	\$0.054
\$ 50,000	\$0.095	\$0.056	\$0.054	\$0.053
\$ 75,000	\$0.095	\$0.055	\$0.053	\$0.052
\$100,000	\$0.095	\$0.054	\$0.052	\$0.051

C. Reserved

(C)  
 (D)  
 —————  
 (D)

\* An “Operator Surcharge” applies when the caller: (1) enters nothing, defaults to an operator and requests the operator to complete the call; or, (2) has the ability to complete the dialed digits of their call, but chooses to dial the appropriate operator code only (e.g., 0-, 00, 1010432), and requests the operator to complete the call. This surcharge will be in lieu of the existing per call surcharge. In addition, this surcharge will apply to all month-to-month customers as well as new term customers who subscribe to CenturyLink Guaranteed. Customers who are currently on term plans will not incur this surcharge until their contracts renew.



E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Rates (Continued)

D. CenturyLink Guaranteed - Data Services (T)

	<b>Fixed</b>	<b>Per Mile</b>	<b>COC MRC Per End</b>	<b>COC NRC Per End</b>	<b>Bridging</b>
Basic Digital Service	\$ 207.00	\$ 0.29	\$ 50.00	\$ 220.00	\$ 17.00
Extended Digital Service 128	\$ 414.00	\$ 0.58	\$ 150.00	\$ 500.00	
Extended Digital Service 192	\$ 621.00	\$ 0.87	\$ 150.00	\$ 500.00	
Extended Digital Service 256	\$ 828.00	\$ 1.16	\$ 150.00	\$ 500.00	
Extended Digital Service 320	\$ 1,035.00	\$ 1.45	\$ 150.00	\$ 500.00	
Extended Digital Service 384	\$ 1,242.00	\$ 1.74	\$ 150.00	\$ 500.00	
Extended Digital Service 448	\$ 1,449.00	\$ 2.03	\$ 150.00	\$ 500.00	
Extended Digital Service 512+	\$ 1,550.00	\$ 2.30	\$ 150.00	\$ 500.00	
Terrestrial Digital Service	\$ 1,550.00	\$ 2.30	\$ 150.00	\$ 500.00	
High-speed Digital Service	\$16,000.00	\$ 42.00	\$ 500.00	\$ 2,700.00	

## E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)Rates (Continued)E. CenturyLink Guaranteed - FramePlus (T)

<u>Port Increment in Kbps</u>	<u>Monthly Charge</u>	<u>Install Charge</u>	<u>Change Charge</u>
64	\$ 190	\$150	\$150
128	\$ 355	\$250	\$250
192	\$ 395	\$250	\$250
256	\$ 420	\$250	\$250
320	\$ 580	\$250	\$250
384	\$ 625	\$250	\$250
448	\$ 720	\$250	\$250
512	\$ 790	\$250	\$250
576	\$ 890	\$250	\$250
640	\$ 940	\$250	\$250
704	\$ 970	\$250	\$250
768	\$ 990	\$250	\$250
832	\$1,110	\$250	\$250
896	\$1,180	\$250	\$250
960	\$1,220	\$250	\$250
1020	\$1,265	\$250	\$250
1088	\$1,330	\$250	\$250
1152	\$1,370	\$250	\$250
1216	\$1,410	\$250	\$250
1280	\$1,450	\$250	\$250
1344	\$1,500	\$250	\$250
1408	\$1,530	\$250	\$250
1472	\$1,560	\$250	\$250
1536	\$1,595	\$250	\$250

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Rates

E. CenturyLink Guaranteed - FramePlus (Continued) (T)

	<u>CIR per 8K Simplex Fees</u>	<u>Install Fees</u>	
Permanent Virtual Circuits	\$6	\$25	
	<u>Monthly Recurring</u>	<u>Install Fees</u>	<u>Change Fees</u>
Automatic Reconfiguration* Authority	\$ 250 \$1,000	\$ 250 \$2,000	\$250 \$500

F. CenturyLink Guaranteed - Audio Conferencing (T)

	<u>Per Participant</u>
1. Direct Dial Meet Me	\$0.24
1. Toll-Free Meet Me	\$0.38
2. Operator Dial-Out:	\$0.38
3. Automated Conference:	
Automated Direct Dial Meet Me	\$0.19
Automated Toll Free Meet Me	\$0.27

\* Per disaster recovery site.

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed (T)

Rates (Continued)

G. CenturyLink Guaranteed - Broadcast Fax (T)

- 1. Month-to-Month Rate \$0.250
- 2. 1, 2, and 3 Year Term Rate
  - a. Group 1 \$0.238  
(\$100, \$250, \$500, and \$1,000)
  - b. Group 2 \$0.213  
(\$2,000, \$4,000, \$7,000  
and \$12,000)
  - c. Group 3 \$0.200  
(\$20,000, \$35,000, \$50,000  
\$75,000, and \$100,000)

H. Discounts - This discounts will be applied to CenturyLink Guaranteed - Data (T)  
 Services and CenturyLink Guaranteed - FramePlus only: (T)

<u>Volume Level</u>	<u>1 Year</u>	<u>2 Year</u>	<u>3 Year</u>
\$ 100	10%	12%	14%
\$ 250	11%	13%	15%
\$ 500	12%	14%	16%
\$ 1,000	13%	15%	17%
\$ 2,000	14%	16%	18%
\$ 4,000	16%	18%	20%
\$ 7,000	17%	19%	21%
\$ 12,000	18%	20%	22%
\$ 20,000	20%	22%	24%
\$ 35,000	21%	23%	25%
\$ 50,000	22%	24%	26%
\$ 75,000	23%	25%	27%
\$100,000	24%	26%	28%

E. OBSOLETE SERVICE OFFERINGS AND RATES

3. CenturyLink Guaranteed

Rates (Continued)

I. CenturyLink Guaranteed - Enhanced Toll Free Features

1. Basic Features - Standard: Available to month-to-month and term customers:

<u>Feature</u>	<u>Monthly Charge</u>	<u>Non-Recurring and Change Charge</u>
Extended Call Coverage	\$ 0.00	\$ 0.00
International Toll Free Service	\$ 0.00	\$ 0.00
Two-way DALs	\$ 0.00	\$ 0.00
Project Accounting Codes (per blocks of 100/ both verified and non-verified, switched and dedicated)	\$15.00	\$ 15.00
Tailored Call Coverage (per 800 number)	\$ 0.00	\$ 50.00
Day of Year (Holiday) Routing (per 800 number)	\$ 0.00	\$ 50.00
Time of Day Routing (per 800 number)	\$50.00	\$ 50.00
Day of Week Routing (per 800 number)	\$50.00	\$ 50.00
Percent Allocation Routing (per 800 number)	\$50.00	\$ 50.00
Alternate Call Routing (per 800 number)	\$50.00	\$ 50.00
Geo Routing (per 800 number) (\$0.0005 per MOU)	\$50.00	\$ 50.00
Direct Termination Overflow (per trunk group)	\$50.00	\$ 50.00
Real Time ANI (per trunk group)	\$ 0.00	\$350.00
DNIS (per trunk group)	\$ 0.00	\$350.00
Menu Routing - Per Call Surcharge	\$ 0.05/call	

(D)  
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E. **OBSOLETE SERVICE OFFERINGS AND RATES**

3. CenturyLink Guaranteed

Rates

I. CenturyLink Guaranteed - Enhanced Toll Free Features (Continued)

2. Toll Free Feature Package ‘A’ - Available to term customers only:

a. Package includes the following features:

Time of Day Routing  
Day of Week Routing  
Day of Year (Holiday) Routing  
Percentage Allocation Routing

(D)

b. Package Rates (for all features listed in Package ‘A’):

Monthly Charge	\$100.00
Non-Recurring Charge	\$140.00

3. The first toll free number is free, each additional toll free number is \$5.00 per month, per toll free number.

J. Payphone Use Charge \$0.30

F. OPERATOR SERVICES

1. General

- A. This Section sets forth the rates and charges applicable to the Company's Operator Assisted Service offerings. The total charge for each completed operator assisted call consists of the following charge elements:
1. A one-time fixed operator service charge added to the first minute of each operator service call, which will be dependent on the type of billing selected (i.e., Calling Card, Third Party), and/or the completion restriction selected (i.e., Person-to-Person);
  2. A usage charge dependent on the duration, distance, and time of day of the call. The usage charge element is specified as duration, with a minimum charge for each call of one minute, and with fractional minutes of use thereafter counted as full minutes;
  3. Other additional surcharges as provided herein (i.e., payphone surcharge, non-subscriber surcharge, location surcharge or other).

## F. OPERATOR SERVICES (Continued)

2. Definitions of TermsAutomated Collect

Collect Calls that are handled on an automated basis such that they do not require intervention by an attended operator position (i.e. “live” operator) to complete (also known as 0++ Collect Calls).

0++ (Automated)

Calling Card, Credit Card, Collect and Bill to Third Party calls which are handled on an automated basis such that they do not require intervention by an attended operator position (i.e. “live” operator) to complete.

0+- (Partially Assisted)

Calling Card, Credit Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect Calls placed by Users dialing 0+ (area code) + (exchange) + (line number). An attended operator position (i.e. “live” operator) is required to obtain billing information from the User.

0-- (Fully Assisted)

Calling Card, Credit Card, Person-to-Person, Bill to Third Party, Station-to-Station, and/or Collect calls placed by Users dialing 0 or 00 without also entering a valid (area code) + (exchange) + (line number). An attended operator position (i.e. “live” operator) is required to obtain the (area code) + (exchange) + (line number) as well as the billing information from the User.



## F. OPERATOR SERVICES (Continued)

2. Definitions of TermsOperator Assisted Calls

Calls requiring assistance for completion, usually by dialing 0+ (area code) + (exchange) + (line number); or by dialing "00", with all subsequent dialing being performed by Operator Services (0--). The following are examples of calls normally placed in this manner:

• Calling Card Calls

Calls for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose. At the caller's option, and depending upon the services available at a particular location, calling card calls may entail intervention of an attended operator position (i.e., a "live" operator) or may be made on an "automated" basis. The latter are termed "Customer Dialed Calling Card Calls" for purposes of this Tariff.

• Collect Calls

Calls for which charges are billed not to the originating telephone number, but to the destination or termination telephone number.

• Credit Card Calls

Calls for which charges are billed, not to the originating telephone number, but to a credit card, such as VISA, MasterCard, or American Express.

• Person-to-Person Calls

Calls which are placed under the stipulation that the caller will speak only to a specific called party.

• Station-to-Station Calls

Calls for which charges are billed to the originating telephone number.

F. OPERATOR SERVICES (Continued)

2. Definitions of Terms (Continued)

Operator Assisted Calls (Continued)

Operator Services

The operators, activities, equipment or services necessary to process Operator Assisted Calls.

Operator Surcharge

A non-usage (fixed) charge, which is added to a usage charge in calculating the total tariffed charges due for a completed Operator Assisted Call.

Service Area

The CenturyLink Service Area includes the entire State of Puerto Rico. (T)

Service Offering

The operator assisted services of CenturyLink consist of the provision of collect, approved telephone company calling card, credit card, billed to a third number (third party) and Person-to-Person call services provided to users. (T)

Time Increments

Rates are applied in whole unit increments of 60 seconds.

F. OPERATOR SERVICES (Continued)

2. Definitions of Terms (Continued)

Time of Day

The operators, activities, equipment or services necessary to process Operator Assisted Calls.

Rates are as follows:

Day	8 AM – 5 PM[1]	Monday through Friday
Evening	5 PM – 11 PM[1]	Sunday through Friday
Night/Weekend	11 PM – 8 AM[1]	Sunday through Friday, and all day Saturday
	8 AM – 5 PM[1]	Sunday

Usage Charge

A charge assessed on a per minute basis in calculating a portion of the charges due for a completed Operator Assisted Call.

User

The calling party utilizing the services of the Company, and having responsibility for the payment of charges, unless that responsibility has been accepted by others, such as in the case of Collect and Bill to Third Party calls.

[1] To, but not including, the times shown.

## F. OPERATOR SERVICES (Continued)

3. Terms and Conditions

## A. Responsibilities of the User

1. The user is responsible for payment of the charges set forth in this Tariff unless the responsibility for such payment has been accepted by the called party, a third party.
2. The user is responsible for compliance with the applicable regulations set forth in this Tariff.
3. The user is responsible for establishing its identity as often as necessary during the course of a call.
4. The user is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.

## B. Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. CenturyLink uses the rate centers and associated vertical and horizontal coordinates that are produced by Telcordia in their NPA-NXX V & H Coordinates Tape and NECA Tariff F.C.C. No. 4.

(T)

$$\text{Formula} = \sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

## F. OPERATOR SERVICES (Continued)

4. Call Types

## A. Collect, Calling Card, and Charge Third Party Calls

Charges for calls of this type will be included on the user's or called or third party's regular home or business telephone bill pursuant to billing and collection agreements established by CenturyLink for its intermediary with the applicable telephone company. (T)

## B. Credit Card Calls

Charges for credit card calls will be included on the user's regular monthly statement from the card-issuing company.

## C. Billing of Calls

1. Billing for calls placed over the CenturyLink network is based in part on the duration of the call. Timing of each call begins as specified below, and ends when the called party hangs up. Billing is in one-minute increments, and no customer will be billed for an uncompleted call. (T)

- a. Collect Calls – Timing begins when the called party accepts the responsibility for payment.
- b. Person-to-Person Calls (other than Collect) – Timing begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.
- c. All Other Calls – Timing begins when the switch determines the call has been answered by utilizing standard industry methods generally in use for ascertaining answer, and if a call exceeds 18 seconds in duration.

F. OPERATOR SERVICES (Continued)

4. Call Types (Continued)

D. Non-Subscriber Surcharge

1. Description

A Non-Subscriber Surcharge is applicable to intrastate Operator Station (Collect, Billed to Third Party, Station-to-Station, and Person-to-Person) calls billed to telephone lines which are presubscribed to an interexchange carrier other than the Company. This charge is in addition to the usage rates applicable to such calls and is also in addition to any applicable service charges for Operator Station calls as specified in the Tariff unless otherwise indicated.

The Non-Subscriber Surcharge does not apply to: calls billed to calling cards or credit cards, conference calls, calls to directory assistance, calls originating from Inmate/Correctional facilities, calls billed to telephone lines which have discontinued presubscription to the Company but for whom an active billing record still exists in the Company’s billing system, or to collect calls accessing the Company’s network via 800 access methods.

The Company will credit any Non-Subscriber Surcharges reported by newly-presubscribed Company customers during the period between presubscription and administrative processing of the new customer. The Company will also credit any Non-Subscriber Surcharges reported by customers during a F.C.C. reportable incident of service outage by another interexchange carrier. To receive either of these credits, customers must contact the Company through an 800 number designated for billing inquiries. The credit will be issued in the form of a bill credit to be processed electronically through the customer’s local exchange company.

The Non-Subscriber Surcharge applies in all Local Exchange areas where billing is available.

2. Rates and Charges

**CHARGE**

- Non-Subscriber Surcharge —

## F. OPERATOR SERVICES (Continued)

4. Call Types (Continued)

## E. Payphone Surcharge

## 1. Description

This charge applies to all Company carried non-coin calls (i.e., Billed to a Third Party, Calling Card, Collect, Credit Card, or Station-to-Station) placed from pay telephones.

## 2. Rates and Charges

These charges are in addition to all other applicable charges unless otherwise specified.

**CHARGE PER CALL**

- Payphone Surcharge
  - Residence (Calls using a Consumer Calling Card or Home 800) \$0.34
  - Business (calls using worldcard or Toll Free service) 0.34

F. OPERATOR SERVICES (Continued)

5. Operator Services Offerings

A. Option D

1. Description

Operator Services that are available from customer locations which presubscribe to one of the Company’s direct dial services, or through optional dialing patterns to reach a CenturyLink Operator. (T)

B. Rates and Charges

1. Operator Surcharges – IntraIsland

Operator surcharges vary depending upon the billing option selected by the caller. The one time operator surcharge will be added to the first minute of each operator assisted call. This surcharge is in addition to the per minute usage charges.

	<b>CHARGE INTRAISLAND</b>
Calling Card – Automated (0++)	\$2.50
Calling Card – Partially Assisted (0+-)	2.50
Calling Card – Fully Assisted (0--)	2.50
Credit Card – Automated (0++)	2.50
Credit Card – Partially Assisted (0+-)	2.50
Credit Card – Fully Assisted (0--)	2.50
Bill to Third Party – Automated (0++)	2.50
Bill to Third Party – Partially Assisted (0+-)	2.50
Bill to Third Party – Fully Assisted (0--)	2.50
Collect – Automated (0++)	2.50
Collect – Partially Assisted (0+-)	2.50
Collect – Fully Assisted (0--)	2.50
Person to Person – Partially Assisted (0+-)	2.50
Person to Person – Fully Assisted (0--)	2.50



F. OPERATOR SERVICES (Continued)

5. Operator Services Offerings (Continued)

B. Rates and Charges (Continued)

2. Operator Per Minute Usage Charges – IntraIsland

The following are the per minute usage charges that the customer will incur when using the Company’s Operator Services. These charges will apply in addition to the applicable operator surcharge:

**INTRAISSLAND  
 USAGE CHARGE**

<u>Mileage Band</u>	<b>DAY</b>		<b>EVENING</b>		<b>NIGHT/WEEKEND</b>	
	<u>Initial Minute</u>	<u>Add'l Minute</u>	<u>Initial Minute</u>	<u>Add'l Minute</u>	<u>Initial Minute</u>	<u>Add'l Minute</u>
0-9999	\$0.4500	\$0.4500	\$0.4500	\$0.4500	\$0.4500	\$0.4500

F. OPERATOR SERVICES (Continued)

6. Directory Assistance Service

A. Description

1. Directory Assistance service allows customers to obtain listing information comprised of a name, ZIP code and/or address and telephone number.
2. Customers may access this service by dialing the area code (NPA) for the telephone number(s) desired plus 555-1212.

B. Terms and Conditions

1. Customers will receive an allowance of ten direct dialed directory assistance calls per month. Requests for telephone numbers that are non-listed, or non-listed and non-published exempt from directory assistance charge and are not included in the ten call allowance.
2. Customer's who are certified handicapped or elderly will be allowed unlimited directory assistance calls without charge.
3. A caller may request a maximum of two listings for each call to Directory Assistance. When two listings are requested from Directory Assistance, only the second listing can be completed. However, intraLATA or interLATA long distance message charges apply if applicable.
4. In some locations where the customer has the capability to direct dial Directory Assistance but chooses to place the call as a mechanized or operator-assisted call, an appropriate usage/surcharge charges applies in addition to the Directory Assistance charge.
5. The rate applies whether or not the customer secures any requested information.

F. OPERATOR SERVICES (Continued)

6. Directory Assistance Service (Continued)

C. Rates and Charges

The following charges apply for each direct dialed call by the customer to Directory Assistance over the ten call allowance. This charge applies unless specified differently in another section of this Tariff.

**CHARGE PER CALL**

- Operator Assisted \$0.65

[1] ~~This Page Cancels:~~ Original Pages 159-167 [were previously canceled.](#)