

**Qwest Corporation d/b/a CenturyLink QC
Exchange and Network
Services Tariff No. 1**

(C)

State of South Dakota
Issued: 7-7-2011

TITLE PAGE
Release 2
Effective: 8-24-2011

TERMS, CONDITIONS, RATES AND CHARGES

Applying to the provision of intrastate

EXCHANGE AND NETWORK SERVICES

Within the operating territory of

Qwest Corporation d/b/a CenturyLink QC

(C)

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

(C)

in the State of

SOUTH DAKOTA

(D)

ADOPTION NOTICE

(N)

Effective April 2, 2011, Qwest Corporation registered the fictitious name CenturyLink QC. Effective August 8, 2011, Qwest Corporation began operating under the name CenturyLink QC. As such, Qwest Corporation d/b/a CenturyLink QC hereby adopts, ratifies and makes its own, in every respect as if the same had been originally filed by it, all schedules, rules, notices, concurrences, schedule agreements, divisions, authorities or other instruments whatsoever, filed with the South Dakota Public Utility Commission, State of South Dakota, by or adopted by Qwest Corporation.

By this notice, Qwest Corporation d/b/a CenturyLink QC also adopts and ratifies all supplements or amendments to any of the above schedules, etc., which Qwest Corporation has heretofore filed with said Commission.

(N)

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1. APPLICATION AND REFERENCE

1.1 APPLICATION OF TARIFF

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

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1.4 TARIFF FORMAT

1.4.1 LOCATION OF MATERIAL

1. Section 1 provides the following for all of the sections in this Tariff.
 - Subject Index - an alphabetical listing to find the desired section.
 - Table of Contents - a numerical listing to find the desired section and page.
2. Each individual section in the Tariff provides a Subject Index for the material located within that section.
3. Obsolete Service Offerings

Obsolete service offerings are identified in the Tariff by adding 100 to the current section number, i.e., obsolete items from Section 9., Exchange Services, would be found in Section 109., Obsolete Exchange Services. This section is then filed behind Section 9.

1.4.2 OUTLINE STRUCTURE

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

LEVEL	APPLICATION	EXAMPLE
1	Section Heading	9. CENTRAL OFFICE SERVICES
2	Sub Heading	9.2 EMERGENCY REPORTING SERVICE
3	Sub Heading	9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911
4	Sub Heading/Tariff Text	A. Basis of Offering
5	Sub Heading/Tariff Text	1. Text
6	Sub Heading/Tariff Text	a. Text
7	Sub Heading/Tariff Text	(1) Text
8	Sub Heading/Tariff Text	(a) Text
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1.4 TARIFF FORMAT (Cont'd)

1.4.3 RATE TABLES

Within Tariff rate tables, four types of entries are allowed:

- Rate Amount

The rate amount indicates the dollar value associated with the service.

- A dash "-"

The dash indicates that there is no rate for the service or that a rate amount is not applicable under the specific column header.

- A footnote designator "[1]"

The footnote designator indicates that further information is contained in a footnote.

- ICB

The acronym "ICB" indicates that the product/service is rated on an individual case basis.

1.4.4 USOC COLUMN

Within Tariff USOC columns, two types of entries are allowed:

- USOC

The three- or five-character code for the product or service.

- N/A

The "N/A" indicates that there is no applicable USOC.

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1.5 EXPLANATION OF TARIFF CHANGE SYMBOLS

SYMBOL	EXPLANATION
(C)	To signify changed regulation, rule, condition or listing
(D)	To signify discontinued material
(I)	To signify rate increase
(M)	To signify material moved from or to another part of the Tariff with no change, unless there is another Tariff change symbol present
(N)	To signify new material
(R)	To signify rate reduction
(T)	To signify a change in text but no change in rate, condition, rule, or regulation

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1.6 EXPLANATION OF ABBREVIATIONS

ALI	-	Automatic Location Identification
ANI	-	Automatic Number Identification
CFR	-	Code of Federal Regulations
Cont'd	-	Continued
CPE	-	Customer Premises Equipment
DMS	-	Data Management System
DR	-	Default Routing
ESN	-	Emergency Service Number
FCC	-	Federal Communications Commission
MSAG	-	Master Street Address Guide
NSEP	-	National Security Emergency Preparedness
PBX	-	Private Branch Exchange
PSAP	-	Public Safety Answering Point
SR	-	Selective Routing
TIM	-	Tariff Information Management (Code)
TSP	-	Telecommunications Service Priority
USOC	-	Uniform Service Order Code
WATS	-	Wide Area Telecommunication Service

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITIONS

Accessories

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

Central Office Connecting Facility

A facility furnished to an Other Common Carrier by the Company (in accordance with the Company's Facilities for Other Common Carriers Tariffs) between the terminal location of the Other Common Carrier and a point of connection on the Company premises.

Class of Service

Residence main station, business main station, and 911 Service.

Communications Systems

Channels and other facilities which are capable, when not connected to exchange and/or long distance message telecommunications service, of communications between customer-provided terminal equipment.

Customer

Any person, firm, partnership, corporation, municipality, cooperative organization, or governmental agency to whom the Company agrees to furnish communications service under the provisions and regulations of its Tariffs.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.1 DEFINITIONS (Cont'd)

Customer-Provided Terminal Equipment

Devices or apparatus and their associated wiring, provided by a customer, which do not constitute a communications system and which, when connected to the communications path of the telecommunications system, are so connected either electrically, acoustically, or inductively.

Customer Request

The contact (call, visit or correspondence) during which the customer provides sufficient information to effect service order work.

Data Access Arrangement

A protective connecting arrangement for use with the network control signaling unit or, in lieu of the connecting arrangement, an arrangement to identify a central office line and protective facilities and procedures to determine compliance with criteria set forth elsewhere.

Exchange

A unit established for the administration of communications service in a specified area, which usually embraces a city, town or village and its environs within which the Company furnishes service at the rates and under the regulations applicable to that area set forth in its filed tariffs. It consists of one or more central offices, together with the associated plant used in furnishing communications service within that area.

Extended Area Service

The service described in Section 5 entitles the customer to service without other charge to all stations connected with a designated exchange. Extended Area Service is provided by means of special extended service circuits between the two exchanges.

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2.1 DEFINITIONS (Cont'd)

Installation Charge

A charge designed to recover nonrecurring costs associated with the installation of services.

Interface

That point on the premises of the customer at which provision is made for connection of other than Company-provided facilities to facilities provided by the Company.

Local Exchange Access Line

Facilities from the central office up to and including the first jack location designated to secure individual and party line service.

Network Control Signaling

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

Network Control Signaling Unit

The terminal equipment furnished, installed and maintained by the Company, Other Common Carrier or the customer for the provision of network control signaling.

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2.1 DEFINITIONS (Cont'd)

Network Interface

The Network Interface consists of a miniature modular standard jack for the connection of customer premises inside wire. The Network Interface is provided as part of the Exchange Access Line.

Nonrecurring Charge

A one-time charge made under certain conditions, to connect, move or change telephone service or facilities.

Service Terminating Arrangement

Company-provided equipment which terminates telecommunications services at a customer's premises. The Service Terminating Arrangement provides a clearly delineated interface which facilitates the design, isolation and testing of telecommunications services. Where a protective connecting arrangement is required, the Service Terminating Arrangement is provided as a part of the protective connecting arrangement.

Standard Network Interface

The point of connection with the Telecommunication Network which is located at the customer's premises at a place deemed necessary by the Company in order to insure transmission quality and which is readily accessible to the customer.

Telecommunications Service Priority (TSP)

The regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See Section 10. of the Access Service Tariff for regulations, rates and charges.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE

A. Refusal

The Company may refuse to furnish or may deny telephone service to any person, firm, or corporation on whose premises is located any telephone facility which shows any evidence of tampering, manipulating, or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

B. Cancellations and Deferments

When the Company advises a customer that ordered services are available on the requested due date, and the customer is unable or unwilling to accept service at that time, the facilities will be held available for the customer for a 30 business day grace period. If after 30 business days the customer still has not accepted service, the customer will be contacted and regular monthly billing for the ordered service shall begin if the customer requests that facilities continue to be held for their future use. Otherwise the facilities will be released for other service order activity, and cancellation charges (non-recurring charges that would have applied had the service been installed) shall be applied. These cancellation and deferment provisions apply to requests for 5 or more analog or digital exchange access lines.

C. Use of Service

1. Limitation on Use

Service is furnished to customers for use only by the or by employees or representatives when engaged in business.

When the general service to the public is impaired by a customer's use of exchange service, the Company shall have the right to require the customer to contract for and properly man as many additional access lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

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2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.1 APPLICATION FOR SERVICE (Cont'd)

D. Transfer of Service Between Customers

1. Responsibility For Charges Associated With Telephone Numbers

When a person firm, partnership, corporation, club, or association becomes a customer either through taking over an existing service and the associated telephone number or numbers, or requests service be established by means of a specific previously used telephone number or numbers, all outstanding charges associated with such number or numbers will be made known to the prospective customer. The prospective customer may then choose to:

- Continue the existing service whereby they assume responsibility for all outstanding charges; or
- Reestablish the service whereby they shall pay a nonrecurring charge for the service requested as specified in this Tariff.[1]

Assignment of the telephone number or numbers to the prospective customer will be conditioned upon receipt of the customer's acceptance of one of the above criteria plus acceptance of classified directory advertising charges for the remainder of present contracts.

The above charges will not apply to the new customer if the number is changed or if new service is established with a different telephone number. The transfer of calls from the old to the new number will not be provided in these cases.

**NONRECURRING
CHARGE**

USOC RESIDENCE BUSINESS

- Change of responsibility applies for ongoing rates, charges and contractual obligations when a new customer takes over the account except as specified in 3.1.1.B.2. or when a customer regrades from residence to business service and requests a final bill.

SBG \$9.55 \$15.50

[1] The option to reestablish service in lieu of paying outstanding charges will not apply where the previous responsible party remains a part of the business or household.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.2 OBLIGATION TO FURNISH SERVICE

1. Facilities and lines furnished by the Company on the premises of a customer, authorized user or agent of the Company are the property of the Company and are provided upon the condition that such facilities and lines must be installed, relocated, rearranged and maintained by the Company, and that the Company's employees and agents may enter said premises at any reasonable hour to test and inspect such facilities and lines in connection with such purposes, or upon termination or cancellation of the service, to remove such facilities and lines.
2. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

2.2.7 ASSIGNING AND CHANGING OF TELEPHONE NUMBERS

The Company does not undertake to continue the furnishing of service to a customer in any exchange area through any particular central office in that area and may change the telephone number or the central office designation whenever it deems it desirable in the conduct of its business.

	NONRECURRING CHARGE		
	USOC	RESIDENCE	BUSINESS
• Change of telephone number initiated by customer	NCK	\$9.55	\$10.00

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED

A. Reasons For Termination

Following the disconnection of service for any of these reasons, the Company will immediately notify the customer thereof.

1. The Company may disconnect, without advance notice:
 - a. Service which is used in such a manner as to interfere with the service of other telephone users.
 - b. Service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer of the telephone of any designated customer at or about the same time, resulting in preventing, obstructing, or delaying the telephone service of others.
 - c. Service that is used for any purpose other than as a means of communication.

2. Unlawful Purpose

The service is furnished subject to the condition it will not be used for an unlawful purpose. Service will not be furnished if any law enforcement agency, acting within its jurisdiction, advises that such service is being used or will be used in violation of law. If the Company receives other evidence giving reasonable cause to believe that such service is being or will be so used, it will either discontinue or deny the service or refer the matter to the appropriate law enforcement agency.

3. Violation of Regulations

In the event of default of payment of any sum due for either exchange or toll service or both, the use of foul or profane language, the impersonation of any other person with fraudulent intent, listening in on party line conversation, or any other violation of conditions governing the furnishing of service, the Company may either suspend service or terminate the service without suspension.

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2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.9 TERMINATION OF SERVICE - COMPANY INITIATED (Cont'd)

B. Nonrecurring Charge For Restoral of Service

1. For service temporarily suspended, either for nonpayment of charges due or for violation of the regulations of the Company as described in A., preceding, a restoral charge, in addition to charges due for service and facilities, shall apply.

	USOC	NONRECURRING CHARGE
<ul style="list-style-type: none">• Each restoration of service, per account	NPP	\$25.00
2. Where the service has been completely disconnected, charges are those for a new installation in addition to any charges due for service and facilities.		

2.2.11 SPECIAL SERVICES

A. Work On Customer's Premises

It is contemplated that all work on customers' premises can be performed during regular working hours. If a customer requests that work be performed during hours which results in overtime or premium rates of pay, a charge may apply in addition to other rates and charges which may be applicable, equal to the amount of overtime or premium time payments.

It is also contemplated that all installation, removals, service connections, moves and changes requested by a customer be performed without the Company incurring unusual costs. If a customer requests that work be performed in a special manner or at a special time which results in unusual costs, a charge equal to the amount of unusual costs may apply in addition to other applicable rates and charges.

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2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.11 SPECIAL SERVICES (Cont'd)

B. Special Arrangements

The rates and charges quoted in this Tariff contemplate the use of standard arrangements, that is, the arrangement normally used by the Company to provide the type of service involved.

For special service arrangements to be provided by this Company, and not specifically covered in this Tariff, charges equivalent to the estimated cost of furnishing such arrangements apply.

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

- Cost of maintenance.
- Cost of operation.
- Depreciation on the estimated installed cost of the special service arrangement, based on the anticipated useful service life of the same with an appropriate allowance for the estimated net salvage.
- Administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items.
- Any other specific items of expense associated with the particular situation.
- A reasonable amount, computed on the estimated installed cost of the special service arrangement, for return and contingencies.

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

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2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

2.2.14 TERMINATION OF SERVICE

A. Initial Service Periods

1. General

- a. The initial service period for service and facilities is one month, except as otherwise specified hereinafter.
- b. Initial service periods for service or facilities of any class will be greater than those specified herein whenever that is required in order for the Company to protect itself from making a hazardous investment because the customer's location or the character of the service required is such that upon termination of the customer's contract the facilities which have been constructed or installed to render the service are not likely to be useful for furnishing service to any other customer.
- c. Service for which the initial service period is one month may be terminated prior to the expiration of such period only by payment of charges for the entire initial period. The charges for any supplemental item of service or facilities furnished in connection with such service shall, however, be terminated in accordance with the regulations applicable to that item of service or facilities.
- d. No charge is made for discontinuing any or all of the service or facilities furnished a customer, provided the initial service period for the service or facilities to be discontinued has expired and that any minimum charges for items of service or facilities have been paid in full.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.14 TERMINATION OF SERVICE (Cont'd)

B. Termination Liability/Waiver Policy

Services provided via service agreements may be subject to the Termination Liability/Waiver Policy. This policy applies only to services that specifically reference this Termination Liability/Waiver Policy in their respective section of this Tariff.

1. Definitions

Minimum Billing Level

When services are provided under a service agreement, a Minimum Billing Level will be established for use in calculating discontinuance charges. The Minimum Billing Level is 100% percent of the total monthly rates for the service provided under the customer's service agreement, unless otherwise specified.

Minimum Service Period

When services are provided under a service agreement, a Minimum Service Period may be established. This would be the period of time that the 100% factor of the Termination Liability Charge would apply.

2. Complete Disconnect

If the customer chooses to completely discontinue service, at any time during the term of the agreement, a termination charge will apply, unless the customer satisfies the conditions specified in the Waiver Policy. The termination charge is 100% of the rates for the Minimum Service Period, if applicable, plus the Minimum Billing Level multiplied by the termination liability percentage specified in the service agreement, for the remaining term of the agreement.

- For example, if the customer discontinues service after 17 months of a 3-year (36 month) agreement, the termination charge will be the Minimum Billing Level for the service, multiplied by the termination liability percentage, multiplied by 19 months.
- If the customer discontinues service after 6 months of a 3-year (36 month) agreement, with a 1-year (12 months) Minimum Service Period, the Termination Charge will be 100% of the Minimum Billing Level for the remaining 6 months of the Minimum Service Period, plus the Minimum Billing Level multiplied by the termination liability percentage, multiplied by 24 months.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

2.2.14 TERMINATION OF SERVICE

B. Termination Liability/Waiver Policy (Cont'd)

3. Partial Disconnect

If the customer discontinues a portion of their service, and that causes the customer's monthly billing level to fall below the Minimum Billing Level of the agreement, a termination charge will apply to the portion of the service agreement that is below the Minimum Billing Level.

4. Waiver Policy

A termination charge will be waived when the customer discontinues their contracted service(s), provided all of the following conditions are met:

- The customer signs a new service agreement for any other Company provided service(s);
- Both the existing and the new service(s) are provided solely by the Company;
- The order to discontinue the existing service(s) and the order to establish the new service(s) are received by the Company at the same time;
- The new service(s) installation must be completed within thirty calendar days of the disconnection of the old service(s), unless the installation delay is caused by the Company;
- The total value of the new service agreement(s), excluding any special construction charges and any other nonrecurring charges, is equal to or greater than 115% of the remaining value of the existing agreement(s);
- A new minimum service period goes into effect when the new service agreement term begins;
- The customer agrees to pay any previously billed, but unpaid recurring, and any outstanding nonrecurring charges. The charges cannot be included as part of the new service agreement;
- All applicable nonrecurring charges will be assessed for the new contracted service(s).

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State of South Dakota
Issued: 6-1-2015

Effective: 7-1-2015

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS

A. Charges Due

Charges for exchange service and facilities are due in advance. Charges for toll and long distance service are due when the bill for such service is rendered. All bills are payable by any means mutually acceptable to the customer and the Company. Failure to receive a bill does not exempt the customer from prompt payment of their account. The customer is held responsible for all charges for exchange service and facilities furnished at the customer's request and for all toll and long distance service furnished at the customer's station or stations, including charges for toll messages received at the customer's station or stations on which the charges have been reversed.

The Company shall only utilize credit policies and reasonable and equitable methods in its debt collection practices as specified in the Administrative Rules of the South Dakota Public Utilities Commission.

B. Late Payment Charge

1. A charge at the rate of **4.0%** or **\$7.00**, whichever is greater, applies to all amounts previously billed on customer's bills and remaining unpaid at the time the next bill is prepared. (I)
2. Government accounts, other than Federal or State, where this regulation and state law could conflict, shall be extended an additional 30 days. Amounts unpaid at the end of that 60-day period will be assessed a late payment fee of 3% and 1 1/2% per month thereafter. Where there is no meeting date conflict, the extension does not apply.
3. Collection procedures and the requirement for a deposit are unaffected by the application of a late payment charge.
4. The late payment charge does not apply to final accounts.

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Issued: 01-03-2019

Effective: 02-01-2019

2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

2.3.2 PAYMENT OF BILLS

B. Late Payment Charge (Cont'd)

5. The late payment charge does not apply to unpaid balances associated with disputed amounts. Undisputed amounts on the same bill are subject to the late payment charge if unpaid and carried forward to the next bill.
6. The late payment charge applies to customers' accounts with an unpaid balance of greater than \$15.00.

C. Returned Payment Charge

A returned payment charge is applicable to the customer's account for each occasion that a check, bank draft, or an electronic funds transfer item is returned to the Company for the reason for insufficient funds or no account.

CHARGE

- Returned Payment Charge **\$30.00 (I)**

SD2018-014

Effective on less than 30 days notice by authority of the Public Utilities Commission of South Dakota, dated 02/01/2019

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.3 ADVANCE PAYMENTS AND DEPOSITS

1. Except as hereinafter provided, applicants for service are required to pay in advance, at the time the application is made, any Nonrecurring Charges or Installation Charges applicable, and to pay the charges for one billing period for exchange service and facilities ordered.
2. The Company may, in order to safeguard its interest, require an applicant to make suitable deposit to be held as a guarantee of the payment of charges. In addition, an existing customer may be required to make a deposit or to increase a deposit presently held in cases where their credit, in the judgment of the Company, becomes impaired. The fact that a deposit has been made in no way relieves the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation. At such time as the contract is terminated, the amount of the deposit is credited to the customer's account and any credit balance which may remain is refunded. At the option of the Company, such deposit may be refunded or credited to the customer at any time prior to termination of the contract. In case of a cash deposit, simple interest at 7% is paid for the period during which the deposit is held by the Company.

The Company may refuse an application for service made by a present or former customer who is indebted to the Company for the same class of service previously furnished, in the state of South Dakota, until the indebtedness is satisfied. In the event that service is connected for a customer who is indebted to the Company for the same class of service previously furnished such customer, the service may be terminated by the Company unless the customer satisfies the indebtedness after written notification.

3. Where charges for construction apply, such charges are collected in advance if circumstances make that advisable in order to safeguard the Company's revenue. In such cases, and in cases where installation charges are based on the cost of labor and material required, any advance payments are estimated and any adjustments which may be necessary are made when the work is completed.
4. Advance payments are not required for service furnished customers whose financial responsibility is a matter of general knowledge. This also applies to Federal, State, County and Municipal governments.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.4 ADJUSTMENT OF CHARGES

A. Interruptions

1. The Company shall make all reasonable efforts to prevent out-of-service conditions. Out-of-service is defined as:
 - The customer has lost the ability to either originate or receive calls from a premises or location such as a place of business or office locations, or
 - A central office line or trunk cannot be used to either originate or receive calls.
2. In the event of an out-of-service condition, which is not due to the negligence or willful act of the customer, a pro rata adjustment will be made of any fixed monthly or annual charges for the service and facilities affected by said out-of-service conditions as follows:
 - When the out-of-service period extends beyond 24 hours, the charges for the service affected will be voluntarily adjusted on a pro rata basis for the duration of the service outage from the time it is reported to or detected by the Company.
 - If, in the judgment of the Company, circumstances prevent a customer from notifying the Company of an outage-of-service, the requirement for notification to or detection by the Company may be waived. If known by the Company, the period adjusted will begin with the time at which the out-of-service occurred. In all other cases, this period will be considered to have begun at the time the customer first became aware of the service outage.
 - When an out-of-service condition, reported to the Company, continues for a period less than 24 hours, adjustments for such outages will be made, if in the opinion of the Company, circumstances so warrant.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

2.3.5 PAYMENT PLANS

A. Installment Billing for Nonrecurring Charges

Nonrecurring charges for service provided or work performed by the Company (including, but not limited to, product specific nonrecurring charges, Installation and Special Construction charges and final bills for service) are normally payable in full upon presentation of the bill. Where both the Company and the customer agree, a nonrecurring charge may be paid in consecutive monthly installments. The date of payment of each consecutive monthly installment shall be determined by the Company's billing schedule. No more than 24 monthly installments will be permitted for any single transaction. If a customer shall fail to pay any of the installments when due, the Company may, at its option, declare the unpaid balance immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it by law including the right to terminate service. The customer shall have the option to prepay the entire unpaid balance at any time before maturity.

B. Credit Card Billing of Nonrecurring Charges

Nonrecurring charges for services provided or work performed by the Company are normally payable in full upon receipt of the bill. Where both the Company and the customer agree payment of nonrecurring charges may be made by authorized credit card. The following credit cards are authorized:

Master Charge
BankAmericard/Visa

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.1 SERVICE LIABILITIES

A. Limitations

1. The Company's liability, if any, for its willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, preemption, termination, maintenance, repair, or restoration of service, the Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Tariff as an allowance for interruptions.
2. The services furnished by the Company, in addition to the limitations set forth preceding, also are subject to the following limitation: The Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of the Company caused by Customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs).
3. The customer indemnifies and saves the Company harmless against claims for libel, slander, infringement of copyright arising from the use of material transmitted over its facilities, or infringement of patents arising from combining with or using in connection with, facilities of the Company, apparatus or systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
4. Calling Privileges

Company tariffs govern and fix the outgoing service of customers and in no manner guarantees to them the same incoming service. All incoming service of a customer depends upon and is limited by the right of a calling customer to such service.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

2.4.1 SERVICE LIABILITIES (Cont'd)

B. Transmission of Messages

The function of the Company is to furnish means of communication between access lines. Acceptance, by employees, of written or verbal communications from the public, for transmission or delivery, is forbidden.

C. Defacement of Premises

No liability shall attach to the Company be reason of any defacement or damage to the customer's premises resulting from placing the Company's apparatus and associated wiring on such premises, or by the removal thereof when such defacement or damage is not the result of negligence on the part of the Company or its employees.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

A. Care of Equipment

The facilities furnished shall be carefully used and cared for by the customer and shall be surrendered to the Company upon termination of the customer's right of use in as good condition as when received, ordinary wear and tear alone excepted.

All ordinary expense of maintenance and repair, unless otherwise specified in the Company's tariffs or in the contract for the use of the equipment, will be borne by the Company. In case of damage to, or destruction of, any of the said facilities due to negligence or willful act of the customer, the customer shall pay either the cost of replacing the facility or the cost of restoring the facility to its original condition.

B. Protection of Construction

The customer shall protect the construction of the Company facilities used to render the service against other users of the property when, in the judgment of the Company, such other uses would impair its service or constitute a hazard to its property or to the safety of its employees.

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES, CHARGES

1. Adjustments for Municipality Payments

In the event that a municipality collects or receives any payment or payments from the Company for or by reason of the use of the streets, alleys, and public places of the municipality or for by reason of the operation of the Company's business or any portion or phase thereof in the municipality, whether such payments be called a tax, assessment, license fee, percentage of earnings or revenues, lump sum payments, or otherwise, or whether such payments were made under the provisions of any law, ordinance, resolution, franchise, permit, or otherwise, bills for the Company's services in such municipality will be increased during the period or periods in which any such payment or payments are collected or received by an aggregate amount approximating the amounts of such payment or payments, and bills to the Company's customers rendered under the several rate schedules in effect in such municipality will be increased by the applicable proportionate part of any such payment or payments.

2. Royalty Fees

Any royalty fees incurred by the Company for the performance of copyrighted works which apply to customers' use of tariffed services shall, insofar as practicable, be billed pro rata to the customers using such service.

3. Telecommunications Surtax For Communication-Impaired Persons

A surtax will be collected from local service customers to be remitted to the South Dakota Department of Revenue for the Department of Human Services. The Department of Human Services will establish and administer a program to distribute communication devices to eligible communication-impaired persons and to create and maintain a dual party relay service.

This surtax is applied to each local exchange access line unless exempt from taxation.

	USOC	MONTHLY RATE
• Surtax	AH8	\$0.15

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2. GENERAL REGULATIONS - CONDITIONS OF OFFERING

2.12 NATURAL DISASTER RELIEF FOR CUSTOMERS

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

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

911 Services provided in this Tariff are based upon the use of the digits 9, 1, 1, as the universal telephone number and are intended only to receive requests for public safety assistance.

A. Definitions

911 Customer

A municipality, state or local governmental unit, or an authorized agent of one or more of these units to whom authority has been lawfully delegated. The 911 customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to emergency calls.

911 Interoffice Diversity

Provides a second route between the first utility vault outside a central office and the first utility vault outside another central office.

911 Loop Diversity

Provides a second route from the first utility vault outside of the serving central office to the 911 customer premises. The diversity will end at the last terminal prior to the 911 customer's premises unless the 911 customer provides for a separate entrance facility.

911 Service

Related services or components of a 911 system that are offered by the Company to a 911 customer.

911 Service Area

The geographic area in which the 911 customer will respond to all 911 calls and dispatch appropriate emergency assistance.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

911 Transport Diversity

The configuration of the 911 call delivery network using completely separate facilities so as to provide at least two paths (primary and secondary route) over which 911 calls can be transmitted. 911 Transport Diversity is achieved by assignment of circuits to routes that are separated by 25 feet or more.

The 911 Transport Diversity is established on routes between the first utility vault outside of central offices (interoffice diversity) and on routes between the first utility vault outside the serving central office and the customer's premises (loop diversity). Within each route, the circuits are assigned to separate carrier systems (carrier system diversity).

911 Transport Diversity options include 911 Interoffice Diversity and 911 Loop Diversity.

Alternate Routing (AR)

An E911 feature that routes 911 calls to an alternate location when normal routing is not possible due to all dedicated 911 circuits being busy, equipment or circuit malfunctions, PSAP equipment malfunction or other cause that renders the PSAP out of service. Alternate Routing is provided only with the service options of SR or Non-SR.

ALI Data Node

A connection point between the PSAP and ALI database which enables retrieval of ALI records for display at the PSAP.

ALI Database Record

An individual entry in the ALI Database of name, address and responding agencies associated with the number of the telephone or ANI used to dial emergency services and is displayed at the PSAP at the time the call is answered.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

ALI Database Updates

The process by which the E911 ALI database is revised to reflect the changes that result from subscribers receiving new, revised or disconnected telephone service.

ALI Delivery

The process which delivers the ALI information to the PSAP.

Automatic Location Identification (ALI)

An E911 feature by which the name, address and responding agencies associated with the number of the telephone used to dial emergency services is displayed at the PSAP at the time the call is answered.

Automatic Number Identification (ANI)

A B911 or E911 feature by which the number associated with the telephone used to dial emergency services is displayed at the PSAP at the time the call is answered.

Basic 911 (B911) Service

A one-way transmission service terminating 911 calls to a specific PSAP.

Call Hold

A B911 feature whereby it is possible to retain control of a 911 connection regardless of the switchhook status of the calling party.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Channel Performance, VG 32

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a customer interface utilizing a 2-wire connection.

Channel Performance, VG 33

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between an End Central Office and a Company Control Office; and End Central Office to a SR switch designated by the 911 customer; an End Central Office to a PSAP, a Company Control Office to a PSAP, Company Control Office to SR Switch designated by Customer, SR Switch provided by Customer to Company Control Office or a Company Control Office to Company Control Office.

Channel Performance, VG 36, Data Circuit

A transport transmission and signaling protocol parameter used to establish the performance characteristics of a channel between the PSAP and the ALI Data Node.

Company

Refers to Qwest Corporation.

Control Office, Selective Router

The central office that provides one or more of the following E911 functions:

- selectively or non-selectively routes 911 calls;
- forwards ANI data to the PSAP that receives a 911 call;
- provides speed calling;
- transfers 911 calls as determined by an attendant at a PSAP; and/or
- provides alternate routing functions for the PSAPs.

The Control Office also functions as a line concentrator by allowing calls from numerous End Central Offices and private switches to be consolidated into trunks from the Control Office to a PSAP.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Customer Premises Equipment (CPE)

All telecommunications terminal equipment located on the customer premises and encompasses everything from black telephones to the most advanced data terminals and PBX's.

Data Management System (DMS)

A system of manual procedures, computer hardware, software, storage media and computer programs used to create, store and update the data required to provide SR and ALL.

Data Provider

An entity which provides, on a routinely maintained database, names, addresses and telephone numbers to be inserted and updated in the E911 DMS. Data providers are defined as local exchange carriers, alternate exchange carriers, wireless carriers, MLTS (Multiline Telephone System) provider subscribing to PS/ALI or an entity authorized to act on behalf of any of the aforementioned entities.

Dedicated 911 Circuits

Circuits used exclusively to transmit 911 calls.

Default Routing

An E911 feature whereby 911 calls are routed to a pre-designated PSAP when the calls cannot be selectively routed because the ANI is not received, is not complete, or complete routing instructions are not available in the Control Office.

EM Circuits (From the Control Office to the PSAP)

Dedicated E911 circuits used to deliver 911 calls that connect a Control Office to a PSAP. EM circuits include the local facility to the PSAP location.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Emergency Service Number (ESN)

A number assigned to a specific geographic area within which all E911 calls are routed to one specific PSAP and the residents of the area are served by the same police, fire, and emergency medical agencies.

Emergency Service Zone (ESZ)

The geographic area within which all E911 calls are routed to one specific PSAP and the residents of the area are served by the same police, fire, and emergency medical agencies.

Emergency Serving Central Office (ESCO) Code

An E911 code that identifies the End Central Office of a 911 call.

End Central Office

The central office(s) from which 911 calls originate.

Enhanced 911 (E911) Service

An exchange service whereby one or more 911 customer-designated PSAP(s), may receive calls dialed to the number 9, 1, 1. E911 includes the features option; ANI, ALI and SR.

Facility/Facilities

Includes, but is not limited to, all equipment, cable, wiring, poles and conduits which are used to provide service to a customer's premises.

Fixed Transfer

An E911 feature by which it is possible to transfer an incoming 911 call by use of a single button on a display and transfer unit.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Forced Disconnect

An inherent B911 or E911 feature whereby the 911 central office trunk circuit will release a connection even though the calling party has not ended the call.

Idle Tone Application

An inherent B911 feature in which a distinct tone is presented to the PSAP attendant if the caller terminates a 911 call before the call is answered. If the caller is still on the line but does not speak, no tone is heard.

Incoming Trunk Port

The incoming point of connection at the Company Control Office which receives the 911 call with from an End Central Office and forwards the call through the Control Office to the outgoing trunk termination with ultimate termination at the PSAP. The incoming trunk port unit will accept incoming ANI and forward to the outgoing trunk at the central office.

Line Concentration

An E911 feature whereby the Control Office is used to consolidate incoming 911 ES circuits to minimize the number of EM circuits needed to connect the 911 Control Office to the PSAP.

Manual Transfer

An E911 feature that enables the PSAP attendant to transfer an incoming 911 call by depressing the switch hook of the associated telephone or the add button on the display and transfer unit and dialing either a 7-digit or 10-digit telephone number or a 2-digit speed calling code. Manual transfer is only available with SR or Non-SR.

Master Street Address Guide (MSAG)

Listings of all street names in each emergency service zone, house number ranges for each street, and other information as necessary to provide ALI and SR.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Mobile Switching Center (MSC)[1]

A Wireless Carriers switch that manages facilities used to provide wireless two-way telecommunications services.

Network Access Channel, 2-Wire

A 911 transport transmission termination between an End Central Office and a 911 customer demarcation point utilizing a 2-wire connection.

Network Access Channel, 4-Wire

A 911 Transport transmission termination between an End Central Office and a 911 customer's demarcation point utilizing a 4-wire connection.

Non-Company

Companies other than Qwest Corporation.

Non-Selective Routing (Non-SR)

An E911 feature whereby Control Office routes 911 calls to one PSAP on the basis of the ESCO number assigned to the incoming trunk group from each end office.

Outgoing Trunk Port

The outgoing point of connection at the Company Control Office which receives the 911 call from the Control Office incoming trunk port and forwards the call to the PSAP. The outgoing trunk port will accept incoming ANI and forward to the PSAP.

P.01 Grade of Service

Trunk facility provisioning to ensure that during the average busy hour, no more than 1% of calls into the E911 system will encounter a busy condition.

Private Switch/Automatic Location Identification (PS/ALI)

PS/ALI is a service offering which allows a privately owned switch to send Automatic Number Identification information to an E911 Control Office (Tandem) from individual stations for the purpose of providing site or station location information on an E911 call, or for selectively routing that call to the appropriate PSAP.

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

Effective on less than 30 days notice by authority of the Public Utilities Commission of South Dakota, dated 02/01/2019

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Psuedo ANI (PANI)

A unique ten digit non-dialable number used to route a wireless 9-1-1 call.

Public Safety Answering Point (PSAP)

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

Ring Back

A B911 feature whereby the PSAP attendant may ring the line used to place a 911 call after the calling party has hung up.

Selective Routing (SR)

An E911 feature whereby 911 calls are routed to a designated PSAP on the basis of the identified ANI number of the telephone which was used to place the call.

Selective Routing Database

The E911 database that is used by the Control Office to determine routing of 911 calls to the designated PSAP.

Selective Transfer

An E911 feature that enables a PSAP attendant to transfer an incoming 911 call to another agency by depressing a button on the customer provided equipment, labeled with the type of agency; e.g., "Fire."

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Serving Central Office

The central office that provides telephone service to an end user.

Shell Record

A record in the ALI Database with limited information to be used with wireless E911. This record is populated at the time of the call by the Wireless Carrier.

Speed Calling

An E911 feature, available only with SR or Non-SR, whereby local or long distance calls can be placed by dialing an abbreviated code.

SR/ALI Phase I Wireless

Selective Routing/Automatic Location Identification (SR/ALI) Phase I provides for the routing of a wireless 911 call to a PSAP based on the PANI and delivery of ALI information to the PSAP, including PANI, and the wireless handset's ANI. This information is "pushed" into the ALI database so that when the PSAP makes the ALI request, this location information is returned.

SR/ALI Phase II Wireless

SR/ALI Phase II provides for the routing of a wireless 911 call to a PSAP based on PANI information. In Phase II, the wireless carrier has equipment that finds latitude and longitude, x and y coordinates, of the caller when they dial 911. This information is held in their database based on the callers ANI. When the PSAP requests the ALI for the caller, they go to the ALI database to "pull" the latitude and longitude information from the wireless carrier's database. SR/ALI Phase II allows the PSAP to continually "pull" the latitude and longitude information via ALI. This ability to "pull" information is referred to as retrievable location (RLOC).

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A. Definitions (Cont'd)

Street Address Guide

A Company file consisting of listings of street names, house number ranges and other information as necessary to provide telecommunications service within Company's exchange boundaries.

Subscriber Records

Subscriber telephone number, name and service address information from the Company subscriber database.

Switchhook Status

A B911 feature that provides the PSAP attendant audible and visual signals indicating whether a 911 call that was put on hold is still on hold or has disconnected. This feature requires a specialized CPE visual lamp indicator and requires end to end copper facilities.

Transport Mileage

The rate element utilized by the Company to reflect the length of the various dedicated transport facilities serving the 911 customer. Mileage rate elements are expressed using both fixed and per mile components.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

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

B. Basic 911 Service

1. Description

- a. 911 Emergency Communication System is a telephone exchange service whereby a Public Safety Answering Point (PSAP) designated by the 911 customer may receive calls dialed to the telephone number 911.
- b. 911 Service provides for routing all 911 calls originated by a telephone with given central office prefix codes to a single PSAP via the switched network to dedicated or non-dedicated access lines. The service arrangement is the choice of the 911 customer, subject to availability of facilities.
- c. The 911 Code feature permits the public to dial 911 and have the central office route the call to a PSAP.
- d. The dedicated access line option provides a circuit from the originating end office to the PSAP which may incorporate the following features, operating conditions permitting:

(1) Forced Disconnect

Enables a PSAP attendant to terminate, at any time, an existing 911 call regardless of the action of the calling party. Forced disconnect allows the PSAP attendant to release a connected call even though the calling party has not hung up. This prevents blockage of the incoming 911 exchange lines serving the PSAP. After the PSAP attendant releases from a 911 call, the dedicated 911 trunk or line facility to the PSAP is automatically released and made available for other 911 calls. Forced disconnect may be used to disconnect any established 911 call connection to a PSAP.

(2) Idle Tone

A reorder tone at 120 interrupts per minute is a tone that is given to alert the PSAP attendant that the originating party has gone on-hook after the 911 call was established to the PSAP but before the PSAP attendant answered the phone. This feature allows the PSAP attendant to distinguish between calls that are abandoned before they are answered and calls where the calling party is unable to speak for some reason.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.1.d (Cont'd)

(3) Switchhook Status

This is a feature which automatically provides a visual indication of the switchhook status of the originating station after the PSAP attendant answers the call. It provides the visual indications, in connection with the 911 customer's terminal equipment, to allow the PSAP attendant to know whether a 911 call put on hold is still on hold or has disconnected. Additionally, a control circuit is required in connection with the visual lamp indicator provided by the 911 customer.

(4) Called Party Hold

Allows the PSAP attendant to hold the connection established for a station from which a 911 call was originated, regardless of calling party actions. Called party hold enables the call to be traced to determine the calling party location. Actions by the calling party will not affect the connection being held. The connection is held until the PSAP attendant releases the call or until trunk time-out. Activation of ringback will restart the timing.

(5) Emergency Ringback

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

- e. The non-dedicated access line option forwards the call from an originating end office over the message network to the PSAP. No additional features are available with this option.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE – 911

B. Basic 911 Service (Cont'd)

2. Terms and Conditions

- a. The 911 customer may be a municipality or other state or local government unit, or an authorized agent of one or more of these units. The 911 customer must be legally authorized to subscribe to the service and respond to public emergency calls from the central office service areas arranged for 911 calling.
- b. If Company facilities are not available to provide 911 Service, modifications may be made to our facilities as necessary on an individual case basis. The actual cost of these modifications will be charged to the 911 customer in addition to the filed rates in this Tariff.
- c. In a dedicated access line arrangement, the 911 customer will be required to purchase exchange lines from the originating end office to the PSAP and when necessary, applicable mileage rates (as shown in B.3.b.2, following) from the originating end office to the serving central office, to allow the direct routing of end office calls over those lines.
- d. For the non-dedicated access line option, the 911 customer must purchase exchange lines from the serving central office, as noted below, for receipt of calls forwarded from each remote end office.
 - A combination of dedicated and non-dedicated lines may be provided to one PSAP, operating conditions permitting, but only one option is available per originating end office.
 - The 911 customer must subscribe to enough lines at the PSAP to receive 911 calls on lines other than its administrative lines.
- e. In no case shall there be less than two 911 lines per originating end office.
- f. All General Terms and Conditions contained in this Tariff apply, as appropriate, to the provision of 911 Emergency Service.
- g. 9, 1, 1 are the only digits which may be used as an abbreviated emergency telephone number.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- h. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number.
- i. The service is furnished to the 911 customer only for the purpose of receiving reports of emergencies by the public.
- j. 911 Service is classified as business service and is arranged for one-way incoming service to the appropriate PSAP.
- k. 911 Service will not be suspended or disconnected for nonpayment without a ninety day written notification to the 911 customer and the Company.
- l. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to respond to such calls.
- m. The Company shall not be responsible for providing 911 Service to less than an entire central office.
- n. The rates charged for 911 Transport Services do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make operational tests to determine whether the system is functioning properly for its use. The 911 customer shall promptly notify the Company in the event the system is not functioning properly.
- o. In any central office where 911 Service has been activated, the Company will provide the same level of reliability and quality as it provides for all other telephone services in that central office.
- p. For liability terms and conditions, see General Regulations found in C.4.b.2.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- q. The 911 customer will make arrangements to relay or transfer all 911 calls that originate from telephones served by central offices in the 911 Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the 911 customer's public safety jurisdiction.
- r. Application for 911 Service must be executed in writing by each 911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 911 customer.
- s. The 911 customer must furnish the Company its agreement in writing to the following terms and conditions.
- Answer all 911 calls on a twenty-four hour day, seven-day week, fifty-two weeks per year basis.
 - Process all calls that are received from the central office whether or not the calling party is outside the answering 911 customer's jurisdiction.
 - Subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - Provide telephone equipment with a capacity adequate to handle the number of incoming 911 lines.
 - Maintain an adequate number of circuits to handle the traffic volume.
- t. The calling party will not be charged for calls placed to the 911 number. Any appropriate toll charges associated with 911 calls will be billed to the 911 customer.
- u. Neither the calling party nor the 911 customer is billed for message unit charges associated with measured service or calls placed from a pay telephone.
- v. When switched to non-dedicated access line originating end office emergency Call Forwarding is requested, it will be provided by central office translation services when available. If translation services are not available, central office diverting equipment will be substituted, provided that particular central office is able to accommodate that equipment.

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.2. (Cont'd)

- w. It is the 911 customer's obligation to ensure that any 911 customer-furnished terminal equipment is compatible with 911 Service and features.
- x. Trunk conditioning charges may apply under certain circumstances. For example, if there is a PSAP installed to back up the primary PSAP, the charges could apply, on an individual case basis.
- y. The Company will provide one type of 911 Service per End Central Office, either basic or enhanced, but not both.
- z. The 911 customer may take advantage of network consolidation in a host/remote type switch configuration by using the host as the originating End Central Office. All mileage under this configuration would be calculated from the host.
- aa. Features other than those described in B.1, preceding, may be provided on an individual case basis, under the terms and conditions of a written contract.
- ab. Company or 911 customer-furnished equipment may be used to terminate 911 facilities at any PSAP.
- ac. When 911 customer-furnished terminal equipment is used at a PSAP, it will be furnished in accordance with the Regulations set forth in the Federal Communications Commission Rules and Regulations, CFR Part 68. When 911 customer-furnished terminal equipment is used, it must be compatible with the technical requirements and features of 911 Service, i.e., lines must be loop start.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B. Basic 911 Service (Cont'd)

3. Rates and Charges

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
a. 911 Service Features				
(1) Basic 911 Code Recognition				
• End Office trunk termination, per line[1]	98H	—	—	
(2) Optional Features				
• Feature Package[2]				
Includes Switchhook Status, Emergency Ringback and Called Party Hold, per Basic 911 exchange line equipped	B92	\$758.75	\$10.10	

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[1] Basic 911 is only offered in central offices equipped with digital or electronic switches.

(N)

[2] Can have Basic with features or ANI, but not both.

(N)

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.3. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
b. Basic 911 Transport			
(1) 911 Provisioning	91L	[1]	[1]
(2) Per mileage band[2]			
Mileage Bands			
• Over 0 to 8			
- Fixed	FQYX1	\$60.27	\$24.54
- Per mile	3LBXA	-	0.18
• Over 8 to 25			
- Fixed	FQYX2	60.27	24.54
- Per mile	3LBXB	-	0.18
• Over 25 to 50			
- Fixed	FQYX3	60.27	24.54
- Per mile	3LBXC	-	0.18
• Over 50			
- Fixed	FQYX4	60.27	24.54
- Per mile	3LBXD	-	0.18

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[1] Apply same rates and charges for simple flat business as shown in the 5.2.4. Hunting service rate is not included in the simple flat business rate. The hunting rate will be applied as an additional rate. (See 5.2.5, Hunting in the Exchange and Network Services Catalog No. 1.)

(N)

[2] Transport mileage charges apply to interexchange dedicated circuits and are in addition to the local channel charges.

(N)

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

B.3.b. (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
(3) Qwest Corporation charges for other connecting company exchanges[1,2]				(T) (D) (N)
• From originating end office to Meet Point	N/A	[3]	[3]	
• From Meet Point to the Public Safety Answering Point Serving Central Office	N/A	[4]	[4]	
c. 911 Transport Non-dedicated[5]				
• Originating end office Emergency Call Forwarding	9R1	[6]	[6]	(N)

[1] The monthly mileage rates apply to the airline distance measured between the central offices through which the service is provided. (N)

[2] Basic 911 is only offered in central offices equipped with digital or electronic switches.

[3] Apply same rates and charges for 911 Code Recognition and fixed transport mileage per mileage band, and if requested, rates and charges for Automatic Number Identification.

[4] Apply same rates and charges for 911 provisioning and fixed transport mileage per mileage band.

[5] One exchange line is required at the Public Safety Answering Point for each originating end office emergency Call Forwarding feature to allow answering of calls forwarded.

[6] Apply same rates and charges as shown in 5.4.4, *MARKET EXPANSION LINE* Service, in the Exchange and Network Services Catalog No. 1. The USOC 9R1 has no rate and is used for internal tracking purposes only. (N)

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9. CENTRAL OFFICE SERVICES

9.2 EMERGENCY REPORTING SERVICE

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

C. Enhanced Universal Emergency Number Service (E911)

1. Description

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service (E911), is a telephone communication service whereby one or more Public Safety Answering Points (PSAP) designated by the 911 customer may receive telephone calls dialed to the telephone number 911. E911 Service includes network facilities necessary for the answering, transferring, dispatching and forced disconnect of emergency 911 calls originated by persons within the serving area.

Also included in E911 Service is Wireless E9-1-1 Connectivity which allows for the delivery of a wireless 9-1-1 call through the Company E9-1-1 network to a PSAP. Wireless carriers have the option of connecting directly through the Company E9-1-1 Control Office. Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

2. Terms and Conditions

- a. This service is limited to the use of 911 as the universal emergency telephone number. Only one E911 Service will be provided within any government agency's locality.
- b. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number.
- c. E911 Service is furnished to the 911 customer only for the purpose of receiving reports of emergencies by the public.
- d. E911 Service is classified as business service and is arranged for one-way incoming service to the appropriate PSAP. Outgoing calls can only be made on a transfer basis on E911 systems equipped with the Selective Routing feature.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C.2. (Cont'd)

- e. E911 Service is provided solely for the benefit of the 911 customer operating the PSAP. The provision of E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 911 customer.
- f. The Company does not answer and forward 911 calls, but furnishes the use of its facilities to enable the 911 customer's personnel to respond to such calls.
- g. Any CPE used in conjunction with E911 Service or attached to the network shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.
- h. 911 customers may not temporarily suspend E911 Service.
- i. ALI information consisting of the names, addresses, and telephone numbers of telephone customers whose listings are not published in directories or listed in Directory Assistance offices is confidential. Information may only be retrieved by the PSAP on a call-by-call basis and may only be used for the purpose of responding to emergency calls. Should a 911 customer not take the necessary steps to protect this confidential information, the Company has the right to restrict access to such confidential customer information.
- j. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location may be furnished to the PSAP at the time a call is placed to 911.
- k. Default Routing and central office identification will be provided in lieu of Selective Routing and ANI display for E911 systems served from central offices not equipped to transmit ANI. Central offices that are not currently equipped to transmit ANI will not be modified to provide ANI specifically for E911 Service.
- l. Central office identification is provided in lieu of ANI/ALI on calls placed from four-party or eight-party lines.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C.2. (Cont'd)

- m. The Company's entire liability to any person for interruption or failure of E911 Service shall be limited to the terms set forth in this section and other sections of this Tariff.
- n. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof shall not exceed the greater of \$50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.
- o. Each 911 customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits or other action, whether suffered, made, instituted or asserted by the 911 customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the 911 customer or others.
- p. The 911 customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, or use of E911 Service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing E911 Service, and which arise out of the negligence or other wrongful act of the 911 customer, its user, agencies or municipalities, or the employees or agents of any one of them.
- q. It is the obligation of the 911 customer to make arrangements to handle all 911 calls that originate from telephones served by Central Offices in the local exchange service area whether or not the calling telephone is situated on property within the geographical boundaries of the 911 customer's public safety jurisdiction.

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9.2 EMERGENCY REPORTING SERVICE

9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C.2. (Cont'd)

- r. Application for E911 Service must be executed in writing by each 911 customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 911 customer.
- s. The 911 customer must agree to the following terms and conditions:
 - (1) All 911 calls will be answered on a 24-hour day, seven-day week basis.
 - (2) The 911 customer has responsibility for dispatching the appropriate emergency service vehicles within the E911 service area, or will undertake to transfer all 911 calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.
 - (3) The 911 customer has responsibility for Emergency calls within the exchange service area or will undertake to transfer or relay all 911 calls to the governmental agency with responsibility for such emergency services.
 - (4) The 911 customer will subscribe to local exchange service at the PSAP location for administrative purposes, for placing outgoing calls, and for receiving other calls.
 - (5) CPE must be of a capacity adequate to handle the number of incoming E911 lines recommended by the Company. It is the 911 customer's responsibility to ensure the CPE selected is compatible with the service furnished by the Company.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C.2. (Cont'd)

- t. When the Selective Routing feature is provided, the 911 customer is responsible for identifying primary and secondary PSAP locations as well as the unique combinations of police, fire, and ambulance or any other appropriate agencies responsible for providing emergency service in the E911 service area. An Emergency Service Number (ESN) will be provided for each unique combination by the Company. Prior to the effective date of service, the 911 customer will associate these ESNs with street address ranges or other mutually agreed upon routing criteria in the E911 service area. These ESNs will be programmed into the Data Management System (DMS) to permit routing of 911 calls to the primary and secondary PSAPs responsible for handling calls from each telephone in the E911 service area. The following terms and conditions define the 911 customer's responsibility in providing this information:
- (1) After establishment of service, it is the 911 customer's responsibility to continue to verify the accuracy of the routing information contained in the MSAG and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of 911 calls to the proper PSAP.
 - (2) The Company will furnish the 911 customer, on request, a complete written copy of the MSAG to permit the 911 customer to verify accuracy of the police, fire, and ambulance PSAP routing designations.
 - (3) Changes, deletions and additions (updates) which the 911 customer desires to have made in the MSAG should be submitted on an "as occurred" basis.
 - (4) The Company will furnish a copy of the updates to the 911 customer for verification showing each change, deletion and addition to the MSAG, as they occur.
- u. The Company shall not be required to provide E911 Service to less than an entire Central Office Serving area.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C.2. (Cont'd)

- v. In addition to the regulations set forth in the Private Line Transport Services Catalog, the following terms and conditions apply to E911 Transport Service:
- (1) For purposes of ordering service, individual channel requirements must be identified, e.g.; voice, data, etc. These channels must be ordered individually.
 - (2) The terms and conditions for the individual channels, excluding rates and charges, apply as specified in the Private Line Transport Services Catalog.
 - (3) The rates charged for E911 Transport Services do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in the service, nor does the Company undertake such responsibility. The 911 customer shall make operational tests to determine whether the system is functioning properly for its use. The 911 customer shall promptly notify the Company in the event the system is not functioning properly. The Company acknowledges some elements of the service are monitored for performance as part of the routine maintenance of the network and may take reasonable action if an error is detected, this shall not be interpreted, construed, or regarded, either expressly or implied, as a warranty, service commitment or creating any Company obligation nor does it relieve the 911 customer of their responsibilities under this term.
 - (4) All E911 facilities and services will be engineered, installed, and maintained by the Company at sufficient quantities to provide a minimum of P.01 Grade of Service. In all situations, a minimum of two circuits will be required to connect each End Central Office in the E911 System to the Control Office where Selective Routing equipment resides and/or to the PSAP Serving End Central Office.
 - (5) A minimum of two circuits will also be required to connect the Serving Central Office(s) to the PSAP(s).
 - (6) All interoffice facilities will be engineered, installed and maintained by the Company using central office carrier system diversity, where available.
 - (7) Where facilities permit, the 911 customer can request diversification and redundancy, in addition to what is provided for in (6) above, of any or all interoffice and/or local facility routes. Additional charges for such facilities, or the construction and provisioning thereof, will be the responsibility of the 911 customer and will be assessed on an individual case basis.

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C.2.v. (Cont'd)

- (8) When the ALI service feature is provided, two ALI data facilities will be required to connect each PSAP in the E911 Service area to the ALI/DMS node computer.
 - (9) Secondary PSAPs that are not equipped to display ANI/ALI on compatible CPE will receive calls on a transfer basis over the exchange network or the customer may subscribe to additional E911 Transport Service.
- w. Subscriber Records are names, addresses and telephone numbers of the Company subscribers, including subscribers having non-published and non-listed telephone services.
- (1) Subscriber Records information will be licensed and furnished for the sole and exclusive purpose of creating an emergency response database and shall be used solely for the provision of Emergency Response Service. Disclosure or use of any information provided through Subscriber Records for other than response to an emergency call is strictly prohibited. Before releasing any non-published number to an E911 Customer under its Subscriber Records service, the Company will require the E911 Customer to sign an agreement acknowledging the following:
 - The E911 Customer will use the non-published numbers only for responding to emergency calls.
 - No other disclosure of a non-published number will be made by the 911 customer, its agents or employees, without court order.
 - (2) Subscriber Records information may not be duplicated except with Company written authorization.
 - (3) The non-published/non-listed telephone customer whose name, address and telephone information is contained in the Subscriber Records information may have an expectation or right of privacy associated with that information, and the information is to be treated accordingly.

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C.2.w. (Cont'd)

- (4) Any customer who receives Subscriber Records shall establish written practices and procedures that will protect telephone customers' rights of privacy and preclude misuse or abuse of customer information.
- (5) Subscriber Records will reflect customer information available as of a specified date, to be negotiated with the E911 Customer, and will be processed each business day and sent according to the county E911 plan.
- x. The provision of Subscriber Records does not include any E911 Service Features or E911 Transport. E911 Customers may order these options separately.
- y. A 911 customer purchasing Subscriber Records will receive data, through the provisioning of a licensing agreement, from the Company via electronic means. If a customer desires to receive Subscriber Records information in some manner other than electronically, additional charges may apply and will be the responsibility of the customer, to be assessed on an individual case basis. It is the customer's responsibility to:
 - (1) Provide compatible computer hardware and software to facilitate the transmission and receipt of Subscriber Records information (this is CPE and therefore, will not be furnished by the Company on a regulated basis);
 - (2) Designate an individual to administer the data, including preparation of a data base designed to accept Company formatted records;
 - (3) Develop methods and procedures to facilitate receiving and loading the data using a Company specified format;

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C.2.y. (Cont'd)

- (4) Create methods and procedures to ensure that the E911 Customer's computer is available to receive Company data at an assigned time;
- (5) Monitor transmission of data for successful completion;
- (6) Promptly notify the Company if transmission is not successful.
- (7) Subscriber Records information provided by the Company is proprietary and the property of the Company, and shall be returned to the Company upon request with any copies as may be authorized by the Company. An E911 Customer acquires no ownership rights for Subscriber Records information.
- (8) The 911 customer must specify the geographical area for which Subscriber Records information is required. Subscriber Records will not be provided for less than an entire central office serving area.
- z. Receipt of Subscriber Records information requires the use of a telephone line, the price of which is not included in the rates and charges for Subscriber Records.
- aa. The provisioning of Customer Records by the Company is subject to paragraphs p. and w. preceding.
- ab. Enhanced 911 Service is offered subject to availability of facilities.

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C.2. (Cont'd)

ac. Wireless E9-1-1 Connectivity

- (1) Wireless E9-1-1 Connectivity allows for the delivery of a wireless 9-1-1 call through the Company E9-1-1 network to a PSAP. Wireless carriers have the option of connecting directly through the Company E9-1-1 Control Office which provides cell location and ANI information.
- (2) Connection through Company E9-1-1 Control Office
 - (a) Carriers having the capability to provide wireless handset ANI may connect directly to the Company's E9-1-1 Control Office. The E9-1-1 Control Office will forward information to the PSAP as well as provide Selective Routing functions.
 - (b) Wireless E9-1-1 Service is requested by the municipality, county, or state government unit, or an authorized agent to whom authority has been legally delegated. Phase I data (PANI) cellsite and sector, and wireless handset's ANI will be provided by Wireless Carriers if Phase II data (latitude and longitude, coordinates) is not available.
 - (c) Delivery of wireless calls to the PSAP requires specific entries in the E9-1-1 ALI database. These entries must be MSAG valid and agreed upon by each PSAP. The entries are then loaded into the ALI database by the Wireless Carrier.
 - (d) A minimum of two dedicated trunks are required between the MSC and the Selective Routing switch and are the responsibility of the Wireless Carrier. In addition, the PSAP is required to subscribe to two selective routing ports to terminate these incoming trunks.
- (3) The customer is responsible for determining call routing based on jurisdictional boundaries.

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C. Enhanced Universal Emergency Number Service (E911) (Cont'd)

3. Service Features

a. E911 Service may be available with the following Service Feature offerings:[1]

- Automatic Number Identification
- Automatic Number Identification and Selective Routing
- Automatic Number Identification and Automatic Location Identification
- Automatic Number Identification, Automatic Location Identification and Selective Routing.

b. Forced Disconnect is standard with each of the Service Features.

c. The following standard features are included with Selective Routing:

- Default Routing
- Alternate Routing
- Speed Calling
- Fixed, Manual, and Selective Transfer Arrangements

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[1] When Selective Routing is utilized where two jurisdictions are served by one central office, each jurisdiction may select a different feature combination as long as SR is one of the features.

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9.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

C. Enhanced Universal Emergency Number Service (E911) (Cont'd)

4. Rates and Charges

a. General

- (1) The calling party is not charged for calls placed to the 911 number. This includes calls originating from pay telephones.
- (2) When a call is transferred from a primary PSAP and toll charges are applied, the charges are billed according to rates applicable from the rate center in which the PSAP initiating the transfer resides to the rate center where the transfer terminates.
- (3) The rates and charges contained herein are in addition to any applicable charges rendered by other Local Exchange Companies in connection with the provisioning of this service to the E911 Customer.
- (4) The rates and charges for E911 Service are based upon utilizing standard addressing in populating the DMS. Addressing not in this format will result in errors that must be manually corrected.
- (5) Private Line Transport Channels connecting a PSAP to various agencies such as police, fire or ambulance service, are provided at established rates for such channels and facilities specified in the Private Line Transport Services Catalog.
- (6) Nonrecurring Payment Options

E911 Customers will have two options of paying the nonrecurring charges for E911 Service:

- Charges will be paid at the time E911 is turned up for service.
- Charges may be paid through an Installment Payment Plan, ranging from 36 to 60 months. The installment amount will be based on the nonrecurring costs divided by the number of months of payments. All terms of the contract will be reviewed by the Public Utilities Commission[1].

[1] If an E911 Customer chooses to terminate service prior to the completed payment period, the present worth (computed at the installment contract interest rate) of the remaining uncollected amounts will be paid Qwest Corporation at the time of termination.

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C.4. (Cont'd)

b. E911 Transport Service

- (1) E911 Transport Service provides dedicated transmission paths to connect E911 Service components located throughout the state, by utilizing voice, data and high capacity channels. This service is available to any E911 Service Customer.

The transport rates listed in this Tariff are exclusive to Qwest Corporation only. E911 Service Customers will be billed separately for their transport by Qwest Corporation and by other Local Exchange Companies. E911 Service Customers are fully responsible for payment of transport rates and charges billed by Qwest Corporation and other Local Exchange Companies.

- (2) Terms and Conditions

- (a) In addition to the regulations set forth elsewhere in this Tariff, the following regulations apply to E911 Transport Service.
- (b) For purposes of ordering service, individual channel requirements must be identified, e.g., voice, data, etc. These channels must be ordered individually.
- (c) The terms and conditions for the individual channels, excluding rates and charges, apply as specified elsewhere in this Tariff.

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C.4.b. (Cont'd)

(3) Rate Regulations

- (a) An average rate has been established for recurring E911 Transport Mileage. The rate stated below is based on a price per 100 ALI Database Records. It is acknowledged that changes in the total number of systems may necessitate recalculation of the average rate. Any change in the rate will require Commission approval.

	USOC	MONTHLY RATE
• Average Transport Mileage, for each 100 ALI Database Records[1,2]	9TS	\$5.22

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[1] Telecommunications Service Priority (TSP) is not included in this rate. Please refer to TSP Tariff.

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[2] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number of ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of access lines will be trued up annually by counting the number of end user access lines in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

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C.4.b.(3) (Cont'd)

- (b) The installation charges in (4), following will apply regardless of whether the customer purchases Qwest Corporation E911 Services or provides a customer-owned system based on the number of voice and/or data circuits needed to configure the system.

A nonrecurring charge is applicable with averaged mileage. The nonrecurring charge for the averaged mileage is as follows:

	USOC	NONRECURRING CHARGE
• Nonrecurring Charge for Averaged Transport Mileage, per circuit	91CAD	\$60.27

- (c) When additional circuits are added after the initial E911 system installation, the nonrecurring charges specified for the specific channel(s) being added, will apply.
- (d) Any E911 Customers who do not purchase the Qwest Corporation E911 Service offerings of ANI, ALI or SR, or any E911 Customers who require additional circuits for redundancy or diversity, are eligible for the E911 deaveraged Transport rates in (4), following.

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C.4.b. (Cont'd)

- (4) The basic and local channel charges apply for dedicated circuits within the PSAP serving End Office. For customers who elect the average Transport Mileage Rate, previously shown in C.4.b.(3)(a), the local channel monthly rates stated below also apply. The Transport Mileage charges apply to interexchange dedicated circuits and are in addition to the local channel charges.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(a) Basic Charge			
• Voice, per circuit	N/A	\$237.02	-
• Data, per circuit	N/A	237.02	-
• Travel Charge	N/A	-	-
(b) Local Channels			
• 2-Wire Voice w/signaling, per channel	1CP	76.35	\$ 9.01
• 4-Wire Data, per channel	1DZ	94.95	18.43

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C.4.b.(4) (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(c) Transport Mileage			
Mileage Bands			
• Over 0 to 8			
- Fixed	FQYX1	\$60.27	\$24.54
- Per mile	3LBXA	-	0.18
• Over 8 to 25			
- Fixed	FQYX2	60.27	24.54
- Per mile	3LBXB	-	0.18
• Over 25 to 50			
- Fixed	FQYX3	60.27	24.54
- Per mile	3LBXC	-	0.18
• Over 50			
- Fixed	FQYX4	60.27	24.54
- Per mile	3LBXD	-	0.18

- (5) A list of rate centers and their V-H coordinates are available at 125 South Dakota Avenue, 8th Floor, Sioux Falls, South Dakota.

For the purposes of determining airline mileages, vertical and horizontal grid lines have been established across South Dakota. The spacing between adjacent vertical grid lines and between horizontal grid lines represents a distance of one coordinate unit. This unit is the square root of 0.1, expressed in statute miles. A four-digit vertical (V) and a four-digit horizontal (H) coordinate is computed for each rate center from its latitude and longitude location by use of appropriate map projection equations. A pair of V-H coordinates locates a rate center, for determining airline mileages, at a particular intersection of an established vertical grid line with an established horizontal grid line. The distance between any two rate centers is the airline mileage computed between their respective coordinate intersections, as explained below:

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C.4.b.(5) (Cont'd)

• **METHOD**

To determine airline mileage for Private Line Transport Services, proceed as follows:

- (a) Obtain the "V" and "H" coordinates for each rate center.
- (b) Obtain the difference between the "V" coordinates of the two rate centers. Obtain the difference between the "H" coordinates.
NOTE: The difference is always obtained by subtracting the smaller coordinate from the larger coordinate.
- (c) Square each difference obtained in (b), above.
- (d) Add the squares of the "V" difference and the "H" difference obtained in (c), above.
- (e) Divide the sum of the squares obtained in (d) above by 10.
- (f) Obtain the square root of the result obtained in (e), above. This is the rate distance in miles. (Fractional miles being considered as full miles.)

• **EXAMPLE**

The rate distance as calculated and determined between Pierre, South Dakota and Huron, South Dakota.

	V	H
Pierre	6316	5497
Huron	<u>6201</u>	<u>5183</u>
Difference	115	314
Squared	13,225	+ 98,596
Divided by		10
Square Root	= 105.745	= 106 airline miles

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C.4. (Cont'd)

c. Service Features[1]

- (1) When the central office features are established at the time transport elements are established, the nonrecurring charges for the features are included in the nonrecurring charges for the transport elements as shown in (4), following. This is also true when adding ANI or ALI or changing feature combinations with ANI or ALI. The only time there is a separate nonrecurring charge applicable for the central office features is when SR is added separate from the transport elements.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(a) ALI, Company[2]	9AB	–	\$3.42
(b) ALI, Non-Company[2]	9AF	–	2.61
(c) Selective Routing, Company[2]	9LT	\$0.59	4.02
(d) Selective Routing, Non-Company[2]	9SW	0.59	3.65
(e) Non-Selective Routing, Company[2]	9NR	0.59	1.53

[1] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number the ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in service in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of ALI Database Records will be trued up annually by counting the number of ALI Database Records in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

[2] Rate elements represent a cost per 100 records.

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C.4.c.1 (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(f) Non-Selective Routing, Non-Company[2]	9N1	\$0.59	\$ 1.53
(g) ALI/Selective Routing, Company[2]	ERN	0.59	7.43
(h) ALI/Selective Routing, Non-Company[2]	EHV	0.59	6.26
(i) ALI/Selective Routing, Wireless[2]	E8WER	0.59	6.26
(j) ALI/Non-Selective Routing, Company[2]	9NC	0.59	4.95
(k) ALI/Non-Selective Routing, Non-Company[2]	9NF	0.59	4.15
(l) Unscrubbed Third Party ALI Provider Records[2]	9SB3U	-	0.01

[1] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number the ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in service in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of ALI Database Records will be trued up annually by counting the number of ALI Database Records in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

[2] Rate elements represent a cost per 100 records.

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C.4.c.1 (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(m) Scrubbed Third Party ALI Provider Records, per 100 Records	9SB3S	-	\$ 2.37
(n) Development Fee, per Third Party ALI Provider	NKC9R	\$2650.00	-
(o) Monthly Cost, per Third Party ALI Provider	9SB	-	291.50
(p) PS/ALI Records, per 100 Records	9PA	-	2.61
(q) PS/ALI Engineering Fee, per Site	NKC9S	1336.43	-

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[1] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number the ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in service in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of ALI Database Records will be trued up annually by counting the number of ALI Database Records in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

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C.4.c.1 (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(r) MSAG Preparation at less than 80% Match			
• MSAG Preparation			
- 0-5000 Records	NKC9A	\$9116.00	-
- 5001-20000 Records	NKC9B	10494.00	-
- 20001-50000 Records	NKC9C	13250.00	-
- 50001-75000 Records	NKC9D	20034.00	-
- 75001-100000 Records	NKC9E	25334.00	-
- 100001-200000 Records	NKC9F	40280.00	-
- 200001-300000 Records	NKC9G	55226.00	-
(s) MSAG Preparation at greater than 80% Match			
• MSAG Preparation			
- 0-5000 Records	NKC9H	2650.00	-
- 5001-20000 Records	NKC9J	3180.00	-
- 20001-50000 Records	NKC9K	4240.00	-
- 50001-75000 Records	NKC9L	5300.00	-
- 75001-100000 Records	NKC9M	6360.00	-
- 100001-200000 Records	NKC9N	8480.00	-
- 200001-300000 Records	NKC9O	10600.00	-
• MSAG Preparation			
- Additional Copies of Reports, per Report	NKC9P	26.50	-
- Additional Simulations, per Simulation	NKC9Q	2650.00	-

[1] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number the ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in service in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of ALI Database Records will be trued up annually by counting the number of ALI Database Records in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

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C.4.c.1 (Cont'd)

	USOC	NONRECURRING CHARGE	MONTHLY RATE
(t) ANI End Office, MF ES Trunk	D98	\$32.94	\$3.64
(u) ANI End Office, SS7 ES Trunk	DT198	32.94	3.67
(v) Control Office, Out-Going Trunk	SR6OX	40.70	9.53
(w) Control Office, In-Coming MF per Trunk	SR61X	23.91	7.67
(x) Control Office, In-Coming SS7 per Trunk	S6R3X	23.91	7.70
(y) Co-Carrier Metrics, SOI Error Rate Reports, and LPN Updates (included in ALI Rate Elements)	ERPEM	-	-

(T)
(D)
(N)

(N)

[1] Rounded up to the nearest 100 ALI Database Records (as established by the records in the ALI/DMS). At the time when service is first established, through and including December 31 of that same year, the number the ALI Database Records used to determine the total price to be charged for this service will be the average monthly number of ALI Database Records in service in the area covered by the PSAP during the twelve month period immediately preceding the month in which E911 Service is first established. The number of ALI Database Records will be trued up annually by counting the number of ALI Database Records in service in the area covered by the PSAP during the previous calendar year. The number of billing units will be calculated based on this annual count for that current billing year.

(N)

(N)

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109. OBSOLETE CENTRAL OFFICE SERVICES

109.2 EMERGENCY REPORTING SERVICE

109.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

(M)
(T)(M1)

A. Enhanced Universal Emergency Number Service (E911)

Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service (E911), is a telephone communication service whereby one or more Public Safety Answering Points (PSAP) designated by the Provider may receive telephone calls dialed to the telephone number 911. E911 Service includes network facilities necessary for the answering, transferring, dispatching and forced disconnect of emergency 911 calls originated by persons within the serving area.

1. Wireless E9-1-1 Connectivity[1]

Wireless E9-1-1 Connectivity allows for the delivery of a wireless 9-1-1 call through the Company E9-1-1 network to a PSAP. Wireless carriers have the option of connecting directly through the Company E9-1-1 Control Office or through *CELLTRACE* which provides cell location and ANI information.

(M1)

a. *CELLTRACE*

(1) Effective April 1, 2006, *CELLTRACE* is obsolete and is not available to new customers. Customers will be allowed to retain *CELLTRACE* only as long as service remains at the same location for the same customer and for as long as the Company can obtain the parts to repair the service.

(N)
|
(N)

(2) *CELLTRACE* is a hybrid call associated signal (HCAS) solution within the Company E9-1-1 Control Office that provides for the forwarding of ANI from a wireless handset to a PSAP. A call to 911 from a wireless handset is passed from the Mobile Switching Center (MSC) to the Company's selective routing switch on dedicated facilities. Upon completing the call to the PSAP, the cell site location and the number of the originating call are displayed on the PSAP's ALI display device.

(M1)
|
(M1)

[1] Per FCC Report and Order 94-102, the Carrier must at least route a wireless caller's E9-1-1 call to the nearest PSAP and deliver the associated ten-digit wireless handset telephone number, the cell site and the sector.

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|
(M1)

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(M1) Material moved from 9.2.1.

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109.2 EMERGENCY REPORTING SERVICE

109.2.1 UNIVERSAL EMERGENCY NUMBER SERVICE - 911

A.1. (Cont'd)

b. Definitions

CELLTRACE Interface

A non-blocking trunk signaling device which automatically provides the PSAP with the caller's wireless handset ten digit ANI, the location of the cell site that originated the call and the name of the wireless service provider. This information is then delivered to the 9-1-1 database.

2. Rates and Charges

a. Wireless Connectivity

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• <i>CELLTRACE</i> [1]				(M1)
- <i>CELLTRACE</i> Interface, per trunk port	9AN	ICB	ICB	(M2)

[1] Customers subscribing to *CELLTRACE* must also subscribe to elements identified under Selective Routing/Automatic Location Identification. (M2)
(M2)

(M) Material moved to Page 4.
(M1) Material duplicated from 9.2.1.
(M2) Material moved from 9.2.1.

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM

(M)

A. Description

In the interest of public safety, the Company will make available to municipalities telephone channels and facilities for an emergency reporting service which will permit direct conversation between a person reporting the emergency and a telephone generally located at fire and/or police headquarters.

B. Terms And Conditions

1. Such service will be furnished to the municipal government and incidentally for the use of the public, for the purpose of transmitting reports of fires and/or requests for police assistance.
2. In view of the fact that failures, delays and interruptions in transmission may occur without fault of the Company, and of the fact that such service is being furnished to the municipal government as an aid in fire and police protection, the liability of the Company to the municipality or to any user for any damage caused by such failures, delays or interruptions, or for any other damages arising out of the use of such service, shall be limited to the allowance for interruptions of service as specified in Section 2, unless caused by the negligence of the Company in failing to maintain reasonable standards of maintenance and inspection and to exercise reasonable supervision. The municipality agrees to indemnify the Company against all loss or injury to persons or property arising out of the use or the attempted use of such channels and facilities, unless caused by the negligence of the Company as aforementioned.
3. The Company will furnish all lines and central office equipment required for such emergency reporting systems consisting generally of equipment to provide a means of notifying several persons simultaneously of the location of the fire or other emergency and activating a siren, bell or other signal furnished by the municipality, from the answering locations.

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(M1)

(M) Material moved from Page 1.

(M1) Material moved to Page 5.

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM (Cont'd)

C. Rates and Charges

1. Public Emergency Reporting System suitable for the larger cities and consisting of reporting telephones located on streets and other public locations designated by the municipality or special emergency numbers connected by channels to a special switchboard, turret or other special answering arrangement, together with the special testing, recording and dispatching equipment.
 - a. Regular tariff charges as specified in the various sections of this Tariff will apply for moves and changes and for all trunks, stations, mileage, signals and other standard items of service.
 - b. The needs and requirements for the switchboard, turret or other special answering arrangement and for other testing, recording and dispatching equipment is so varied and complex that each installation is specially engineered. The rates and charges will be based on the costs involved.
2. Public Emergency Reporting System suitable for use in those cities and towns having a limited number of paid firemen but mainly dependent on volunteer firemen.
 - a. The equipment consists of a special telephone at the same location as the telephone used to receive fire emergency calls and is connected by a channel to equipment in the Company central office designed to automatically seize up to 42 individual lines (a larger unit has a capacity of 63 lines) located in the homes or businesses of the members of the volunteer force. If the lines are busy, a distinctive tone is placed on the line instead of the line being seized. The person at the fire reporting location can then talk simultaneously to all persons who answer.
 - b. The equipment located at the customer's premises shall be provided by a vendor other than the Company.

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(M1)

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(M1) Material moved to Page 6.

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM

C.2. (Cont'd)

	USOC	INSTALLATION CHARGE	MONTHLY RATE	
c. Equipment and Facilities				
(1) The charge for the service used to receive fire or emergency calls is the tariff rate for an individual business line or switchboard trunk as specified in the tariff for that exchange.				
(2) Local Telephone Conference				
• Service Equipment				
- Common Equipment				
- Capacity of 42 lines	ARR	—	\$23.75	
- Capacity of 63 lines	AYR	—	32.50	
- Line Equipment (capacity of 3 lines) installed at time Local Telephone Conference Service equipment is installed, each				
	D15	—	4.70	
- Installed subsequent to the installation of Local Telephone Conference Service equipment, each				
	D15S1	\$15.00	4.80	(M) (M1)

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM

C.2.c. (Cont'd)

	INSTALLATION CHARGE	(M)
(3) Connection of individual lines to the Local Telephone Conference		
• Service Equipment		
- Connected at time Local Telephone Conference Service Equipment is installed, each	—	
- Connected subsequent to the installation of Local Telephone Conference Service equipment, each	\$1.80	(M) (M1)

(M) Material moved from Page 4.

(M1) Material moved to Page 8.

Effective on less than 30 days notice by authority of the Public Utilities Commission of South Dakota, dated 02/01/2019

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM

C. Rates and Charges (Cont'd)

3. Public Emergency Reporting Service suitable for use in towns having only volunteer firemen.
 - a. The equipment consists of a main telephone (listed emergency reporting number) and up to five extension telephones installed on the fire reporting telephone line each equipped to answer emergency calls and to activate a fire siren, or other alarm furnished and installed by the municipality. Customer premises equipment is the responsibility of the customer to provide and maintain.

The charges for circuits are those specified in the Private Line Transport Services Catalog.

	USOC	NONRECURRING CHARGE	MONTHLY RATE
• Common Equipment	PN5	[1]	\$3.10
- Move or change charge	N/A	[1]	-

[1] Premises Work Charges as specified in Section 13 of the Exchange and Network Service Catalog No. 1 apply.

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(M)

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109.2 EMERGENCY REPORTING SERVICE

109.2.3 PUBLIC EMERGENCY REPORTING SYSTEM

C.3. (Cont'd)

- b. This arrangement consists of a main telephone (listed emergency reporting number) and up to nine extension telephones installed in alternate answering locations, and common equipment. A call to the emergency reporting number activates the line signal at all answering locations and may be answered at any one of the telephones at answering locations. A fire siren, or other alarm furnished, installed, and maintained by the customer may be activated by the operation of a key at any answering location. One circuit is required to each answering location. The customer is responsible to provide and maintain all customer premises equipment.

The charges for circuits are those specified in various sections of this Tariff.

	USOC	NONRECURRING CHARGE	MONTHLY RATE	
• Common Equipment including signal control equipment at location of the siren or warning signal	PN6	\$25.00	\$7.65	(M)

(M)

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