

CenturyTel of Washington, Inc. d/b/a CenturyLink
(WN U-11)
Local Terms of Service
Washington

Effective: 06-15-2023

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This *Local Terms of Service* contains the terms, conditions and rates for services formerly found in the CenturyTel of Washington, Inc. d/b/a CenturyLink Tariff WN U-10, effective April 1, 2014.

Emergency Number Services (911), Exchanges And Extended Area Service (EAS), Lifeline Assistance Programs and Maps and Exchanges Areas are located in CenturyTel of Washington, Inc. d/b/a CenturyLink Tariff WN U-11. Maps and Exchange Areas are located in Tariff WN U-10. All tariffs are on file with the Washington Utilities and Transportation Commission.

CenturyTel of Washington, Inc. d/b/a CenturyLink is referred to with this *Local Terms of Service* as "CenturyLink" or "Company".

TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by **CenturyLink Communications, LLC** and are used by **the Company with permission**. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by **CenturyLink Communications, LLC** cannot be used by another party without authorization. (C)
(C)

| <u>Service Mark/Trademark:</u> | <u>Trade Name:</u> | (C) |
|--------------------------------|--------------------|-----|
| CenturyLink® | CenturyLink | |
| Lumen® | | |
| Lumen Technologies® | | (C) |

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Effective: 04-01-14

Preface
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PRELIMINARY STATEMENT

TERRITORY SERVED

CenturyTel of Washington, Inc. d/b/a CenturyLink renders telephone service in the exchanges and local calling areas as shown in Section 1 of [CenturyTel of Washington, Inc. d/b/a CenturyLink Tariff WN U-11](#).

The procedure which will be followed by the Company in rendering service is set forth in the rules and regulations in which are included definitions explaining phrases and terms used.

EXCHANGES AND HOURS OF SERVICE

Continuous 24-hour service in all exchanges.

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APPLICATION AND REFERENCE

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APPLICATION AND REFERENCE

1.1 APPLICATION

A. Territory Served, Service Rendered, Rates, Rules and Regulations

The Company renders exchange access service, Private Line Transport services, and carrier access service, throughout the territory served by it and its connecting companies as shown in its *Local Terms of Service* and which include a description of the service furnished.

The procedure which will be followed by the Company in rendering service is set forth in Section 2, General Regulations - Conditions of Offering, which includes Definitions explaining phrases and terms used.

Each Page of the *Local Terms of Service* bears a page number and also the date upon which it became effective.

B. Notice of Filing of Rates, Rules and Regulations

The following rates, rules and regulations are the effective rates, rules and regulations of CenturyTel of Washington, Inc. hereinafter referred to as the Company.

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

The rates, rules and regulations herein set forth are subject at all times to addition, change or abolition.

C. Effective Dates of Rates and Conditions

Rates and conditions in this *Local Terms of Service* will be made effective as shown below:

1. For services established prior to the effective date shown in the section, on the effective date shown in the section.
2. For all new service furnished on or after the effective date shown in the section, on the day following the day connected. This will include changes of address involving changes in billing periods.
3. For all services on which a change of type, class or grade of service is completed on or after the effective date shown in the section, on the day following the day changed.
4. For exceptions to the above effective dates see individual sections.

APPLICATION AND REFERENCE

1.1 APPLICATION (Cont'd)

A. Rates

The charges for service initially installed or for service changes which involve a change in rates will become effective on the day following the day the service is installed or changed. For exceptions see individual schedules.

Rates per month or monthly rate as used in this *Local Terms of Service* is for a period of thirty days.

B. Minimum Charges

Unless stated otherwise in specific sections of the tariff, price list, or contracts, no minimum charges apply for residence or business service discontinued within one month of service establishment, except under terms and conditions described in 2.2.1.

1.2 TRADEMARKS, SERVICE MARKS AND TRADE NAMES

Below is a list of trade names, trademarks and/or service marks for services which are offered in this *Local Terms of Service*. These trade names, trademarks and/or service marks are owned by CenturyTel, Inc. or a subsidiary of CenturyTel, Inc. and are used by the Company with express permission. Trademark and service mark designations will not be listed hereafter in the *Local Terms of Service*. However, the laws regarding trademarks and service marks will still apply. Trademarks and service marks that are owned by CenturyTel, Inc. or a subsidiary of CenturyTel, Inc. cannot be used by another party without authorization.

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1.3 SYMBOLS

Symbols are used to indicate the purpose and effect of all tariff material submitted to the Commission. They appear on the right-hand side of the text to which they apply and within the lined margin of the sheet.

| <u>Symbol</u> | <u>Definition</u> |
|---------------|---|
| C | To signify changed condition or regulation |
| D | To signify discontinued rate, regulation, or condition |
| I | To signify increase |
| M | To signify that material has been transferred to or from another sheet or place in the tariff |
| N | To signify new rate, regulation, condition, or sheet |
| R | To signify reduction |
| T | To signify a change in text for clarification |
| Z | To signify a correction |

(N)

(N)

GENERAL REGULATIONS – CONDITIONS OF OFFERING

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS

Certain terms and phrases used in this *Local Terms of Service* have the meaning as given in the definitions shown below:

ACCESS LINE - See "Carrier Access Line" and/or "Exchange Access Line".

APPLICANT - An individual or legal entity making application to the Company for service except as defined in 4.2.1.B.1.

BACKUP-LINE SERVICE - An additional business line service which allows business customers to expand access to their business and expand the capacity to make outgoing calls on an as needed basis. This service is designed for customers that experience periodic peaks and valleys in calling volumes to and from their business.

BASE RATE AREA (BRA) - The area of highest population density within an exchange. The exchange boundary and the BRA boundary may be the same.

BILLING DATE - The date on a bill which represents the start of the regular monthly billing period.

BUILDING - A structure that houses the customer. Separate buildings are treated as one building if the customer furnishes and maintains a joining passageway, which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

CALL FORWARDING - A function which allows incoming calls to be advanced to another telephone number. The number the calls are advanced to may be changed as required by the customer.

CALL WAITING - A function that provides a tone to the party using the telephone to indicate another call is waiting on the line. Successive transfers between calling parties can be accomplished through switch hook operation.

CANCELLATION OF ORDER CHARGE - Applicable when customer or the Company cancels an order for installation of a Private Line or Design Service for which the Company has already begun installation or incurred preparatory costs.

(N)
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(N)

CARRIER ACCESS LINE - A circuit between a telecommunications company switching center and an Interexchange Carrier's (IC's) premises which includes a point of termination and which provides access to end users in the local exchange network.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

CENTRAL OFFICE

Equipment used to terminate, interconnect and switch access lines and trunks to provide telecommunications.

CHANNEL

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

CLASS OF SERVICE

The various categories of service generally available to the customer; business, residence, payphone are examples of general categories that contain several classes of service.

CLIENT

The customer of a service provided to a customer-of-record by the Company, such as Information Delivery Service (IDS) or Telephone Answering Service. The term "client" means the same and may be used interchangeably with "patron".

COMMUNICATIONS SYSTEMS

A combination of equipment and facilities which provide telecommunication requirements of a customer.

COMPANY

CenturyTel of Washington, Inc.

COMPLEX FLAT LINE **PBX** (Applicable to business services only)

A line within a telephone system consisting of five or more lines per customer at a single building. If a system without Hunting or Call Forwarding Busy Line existed prior to February 15, 1990, and contains five or more lines, the first four lines in the system are classified as **B1/Key Trunks**. If a line is added to one of these systems, or if the service is moved, disconnected or superseded after May 15, 1990, the system is classified as **PBX**.

CONNECTING ARRANGEMENT

The equipment provided by the Company to accomplish the direct connection of customer provided facilities with the facilities of the Company.

CONTIGUOUS EXCHANGES

Exchanges whose boundaries adjoin.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

CONTINUOUS PROPERTY

Property occupied by a customer that may be served without crossing a public street, right-of-way or the property of another. Non-continuous property is treated as continuous if the customer furnishes a passageway, which is suitable to the Company for the placing of wire facilities. Pipes and conduit are considered enclosed passageways.

CORE EXCHANGE

An exchange participating in non-optional two-way Extended Area Service (EAS) with one or more smaller exchanges.

CONTRACT

The service agreement between a customer and the Company under which service and/or facilities are furnished in accordance with the provisions of applicable tariffs or catalogs and under special conditions not found in the *Local Terms of Service*.

COST

The words "cost" and "actual cost", as used in this *Local Terms of Service*, are intended to cover the actual cost of material, labor, and related expenses.

CUSTOM CALLING SERVICES

A term describing special features provided from specially equipped central offices. These can include Call Forwarding, Call Waiting, Speed Calling and Three-Way Calling.

CUSTOMER

A person or legal entity who has applied for, been accepted, and is currently receiving service.

CUSTOMER-OF-RECORD

The customer (person or entity) who resells or shares exchange services.

CUSTOMER-PROVIDED EQUIPMENT (CPE)

Telecommunication devices, equipment, and associated wiring located on the customer's side of the protector/Standard Network Interface (SNI).

DATE OF PRESENTATION

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

DEMARCATIION POINT

The point of interconnection between the Company's regulated telecommunications facilities and terminal equipment, protective apparatus or wiring at a premises.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

DEPOSIT - Any payment held as security for future payment or performance to be returned after the customer establishes a record of satisfactory credit.

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

(N)
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(N)

DIGITREX-TYPE SERVICE - Central office based services furnished to a customer by means of exchange access lines. Terms, conditions and rates of features may be stated in the *Local Terms of Service*.

DIRECTORY LISTINGS - Essential information in the telephone directory or directory assistance records that allows telephone users to determine the telephone number of a listed customer.

DROP WIRE - Wires between an open wire lead, aerial or underground cable terminal and the point of entrance to the building in which the customer's telephone service is located.

EMERGENCY - A situation which exists when serious illness, public safety or public necessity is involved.

END USER - A customer of an Interexchange Carrier (C) taking service offered in combination with telephone companies and other carriers.

EXCHANGE - A specified geographic area established for the furnishing of communication service. It may consist of one or more central offices together with the associated plant used in furnishing service within that area.

EXCHANGE ACCESS LINE - An exchange access line is a serving central office line equipment and all outside plant facilities needed to connect the serving central office with the customer premises. These facilities are Company provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the offering selected by the customer.

EXPEDITE ORDER CHARGE - Applicable when a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered.

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(N)

EXTENDED LINE - A line extended from the primary location of one service to another service either on or off premises.

EXTENDED AREA SERVICE (EAS) - Interexchange access service furnished at flat or measured rates between two or more exchanges for which no toll rates apply.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

EXTENSION SERVICE

Extension service provides the capability of originating or receiving calls from locations other than in the building where the primary station is located.

FACILITIES

Supplemental equipment, apparatus, wiring, cables and other materials and mechanisms necessary to or furnished in connection with telephone service.

FARMER LINE SERVICE

A grade of basic exchange service furnished outside the BRA, but within the exchange area, of an exchange by means of lines owned and maintained in part by the customers to the service. Such lines connect with the Company's facilities at the BRA boundary of the exchange from which service is furnished, or at the city limits, whichever is closer to the customer. Farmer line service will be furnished to less than three customers provided that the total minimum exchange revenue of each circuit is not less than that of three residence lines.

FLAT RATE SERVICE

Service furnished at a fixed monthly rate.

FOREIGN EXCHANGE (FX)

Any exchange other than that in, which the customer's premise is located.

FOREIGN EXCHANGE SERVICE

Service furnished within a Local Access and Transport Area (LATA) from an exchange other than the exchange from which the customer would normally be served.

GRADE OF SERVICE

Refers to the number of parties served on a telephone line; for example: one-party, two-party, four-party, etc.

GRANDFATHERED SERVICE

Service that is no longer offered to new applicants, but may continue for existing customers who had the service prior to a specific date.

GUARANTEE

A written agreement of payment for a customer service, signed by another person that has acceptable credit. May be referred to as a Guarantor Agreement or Letter of Guarantee.

HUNTING LINE

A general designation for lines so arranged that the switching equipment will search to find an available line when a busy signal is received.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

INFORMATION DELIVERY SERVICE (IDS)

Communication service and facilities provided to third party Information Providers (IPs) who offer prerecorded announcements or interactive programs to call-in customers.

INFORMATION PROVIDER (IP)

A person or entity, unaffiliated with the Company, who provides announcements or interactive programs.

INSIDE WIRE (IW)

Telephone wiring located on the building owner's/customer's side of the SNI. Such wiring is fully deregulated and competitive. Installation and maintenance of Inside Wire is the responsibility of the customer or building owner.

INTEREXCHANGE CARRIER (IC)

A person or entity engaged for hire in interstate, intrastate or foreign communications with or without wires. Services of ICs are normally provided to end users.

INTEREXCHANGE MILEAGE

Mileage between exchanges as determined for message toll telephone service.

INTEREXCHANGE RECEIVING SERVICE

Interexchange Receiving Service will be furnished over the Company's toll circuits from one exchange to the customer's station location in another exchange. The customer assumes responsibility for payment of they toll charges.

INTRA-PREMISES NETWORK CABLE AND WIRE (IPNCAW)

A term used to describe the portion of the exchange access line circuit that commences at the entrance to a Minimum Point Of Entry (MPOE) extending the "exchange access line" facilities within a structure up to and including the SNI.

INTRAEXCHANGE CHANNEL

A line located wholly within an exchange area, furnished for the customer's own use for communication between stations connected to that line. An intraexchange channel may not be connected to exchange access lines. This service is furnished under the Private Line Transport Services Catalog No. 2.

JOINT USER

An individual or concern authorized by the Company and the customer to share in the use of the customer's business telephone service. All arrangements regarding service must be made by the customer.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

LINE EXTENSION

The extension of outside plant or facilities required for the establishment of service outside of the Base Rate Area (BRA). Line extension includes the facilities and the drop or buried service wire necessary to complete the local loop in order to provide a protector/SNI at the customer premises.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Geographic areas within which the Company provides local and long distance calling services. The Company does not provide calling services between LATAs. LATA designations are kept on file in the Company regulatory operations office.

LOCAL EXCHANGE

Exchange in which the customer's premises is located.

LOCAL MESSAGE

A message not subject to toll charges.

LOCAL SERVICE

Exchange access service furnished between customer's premises located within the same local service area.

LOCAL SERVICE AREA

The area within which exchange access service is furnished under specific rates. This area may include one or more exchanges without the application of toll charges.

MEASURED SERVICE

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

MESSAGE

A completed communication between two exchange access lines.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

MILEAGE

- Foreign Exchange - Contiguous Exchanges

The airline distance measurement between a point in the local exchange to the nearest point on the common boundary of the local and foreign exchanges.

- Foreign Exchange

Noncontiguous Exchange-The interexchange measurement between the rate centers of the local and foreign exchanges.

- Interexchange-Common Concentrator and Identifier Lines

The interexchange measurement between the rate centers of the exchanges in which the concentrator unit and identifier unit are located.

- Interoffice

The airline distance measurement in quarter miles between buildings serving different central office districts.

MILEAGE CHARGES

Recurring charges based on airline distance measurement as provided in the applicable sections.
Minimum Point Of Entry (MPOE)

The closest practicable point to where regulated facilities cross a property line or the closest practicable point to where the regulated facilities enter a multiunit building or buildings.

MONTHLY RATE

A recurring charge, for a period of thirty days, made in conjunction with the provisions of a service.

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP)

See "Telecommunications Service Priority (TSP)".

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

NONRECURRING CHARGE

A onetime charge made under certain conditions to recover all or a portion of the cost of installing facilities or providing service.

OFF PREMISES STATION LINE

A station line termination located in a building or location other than the building in which the main station line is terminated.

ONE-PARTY SERVICE

An exchange access line serving only one customer.

OPTIONAL EXTENDED AREA SERVICE (YEAS)

A service offered to residence and business customers in some exchanges so that their unlimited calling area is extended for a monthly charge. The service is for originating direct dialed calls only.

PARTY LINE SERVICE

A central office line arranged to serve more than one customer. Each customer has a different telephone number.

PATRON

The customer of a service provided to a customer-of-record by the Company, such as Information Delivery Service (IDS) or Telephone Answering service. The term "patron" means the same and may be used interchangeably with "client".

PREMISES

The space occupied by a customer in a single building or in connecting buildings on continuous property. The space may be a dwelling unit, other building or a legal unit of real property such as a lot on which a dwelling unit is located subject to the local telephone company's reasonable and nondiscriminatory standard operating practices. For the purposes of the Intra-Premises Network Cable and Wire in 2.8, premises may also include space occupied by a customer in multiple buildings.

PRIVATE LINE

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

PRIVATE BRANCH EXCHANGE (PBX) TRUNK

See "Trunk Line".

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

PUBLIC ROADWAY - Any roadway owned and controlled by a governmental agency.

PAYPHONE SERVICES - Payphone services provide telephone service to customer-leased or owned payphone with or without coin collecting devices.

RATE CENTER - A specified geographical location within an exchange area (or location outside the exchange area) from which mileage measurements are determined for the application of interexchange mileage rates.

REGISTERED EQUIPMENT - Terminal equipment, multiline terminating systems, and protective circuitry, which comply with and have been approved within the registration provisions of Part 68 of the Federal Communications Commission (FCC) Rules and Regulations.

RESALE OF SERVICE - Exchange telecommunication service furnished by the Company for which the customer-of-record receives a payment or other compensation in excess of the prorated share of the Company billed charges for that service from any other person, firm or corporation for their use of that service.

RESIDENCE FLAT LINE - One-party/individual residential service for which a fixed charge is made regardless of the number of local messages completed.

RINGING POWER - Alternating current electrical energy furnished to a Private Branch Exchange (PBX) switchboard or other facility for signaling purposes.

ROTARY SERVICE - Exchange access service in which telephone connections between customers are established by the use of a non-tone, rotary dial operated by the calling party.

SERVICE DATE CHANGE CHARGE - Applicable when customer requests a change of service date on a pending order for a Private Line service or Design Service prior to the scheduled service date.

(N)
|
(N)

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

SIMPLE FLAT LINE ALSO KNOWN AS B1 AND KEY TRUNKS (Applicable to business services only) - A line within a telecommunications system consisting of four or fewer lines per customer at a single building.

SIMPLE SERVICE (Applicable to residence services only) - Exchange access service arrangements that have no requirement for common equipment.

SPECIAL DESIGN SERVICE – See “Design Service.”

(N)

SPECULATIVE PROJECT - An undertaking of a speculative nature which, in the opinion of the Company, appears to involve risk of failure.

SPEED CALLING - A function that allows a customer to assign and dial abbreviated codes to frequently called numbers.

STANDARD NETWORK INTERFACE (SNI) - The network interface shall be located on the customer's side of the telephone company's protector, or the equivalent thereof in cases where a protector is not employed, at the Demarcation Point, as provided under the local telephone company's reasonable and nondiscriminatory standard operating practices. Any device utilized as an SNI must comply with F.C.C. Part 68 guidelines.

STRUCTURE - Pipes, conduits and poles used as support or protection of facilities.

SUPERSEDURE - The transfer of customer service, including the telephone number, from one-party to another with the expressed or implied consent of the relinquishing customer, without interruption of billing and with no change in type or location of facilities.

TELECOMMUNICATIONS SERVICE - Two-way switched access and transport of voice and/or data communications.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

Denotes the regulatory, administrative, and operational system developed by the Federal Government to ensure priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The Federal Communications Commission 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.

TELEPHONE ANSWERING SERVICE

A person or company, unaffiliated with the Company, who provides answering services for clients.

TEMPORARY DISCONNECT

The abridgement or suspension of telephone service at the request of the customer or on the initiative of the Company without permanent disconnection of the service.

TEMPORARY SERVICE

Exchange service definitely known to be required for a short period, such as service provided for contractors for use during the construction of a building, sales campaigns, athletic contests, conventions, fairs, circuses, etc.

TERMINAL LOOP

The wire facility used in providing, but not limited to off premises stations, station lines or tie lines between PBX systems in different buildings.

TERMINATION CHARGE

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

THREE-WAY CALLING

A feature providing the capability to add a third party to an existing conversation.

TIE LINE

A circuit connecting two switching systems for the purpose of connecting one system with another system, without the use of trunk lines, to a Company central office.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.1 DEFINITION OF TERMS (Cont'd)

TOLL LINE

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

TOLL MESSAGE

A completed call between two exchange access lines located in different local service areas, between two toll stations, or between a toll station and an exchange access line.

TOLL RATE

The rate prescribed for toll messages based upon the duration of the message, time of day, number of calls, and distance between exchanges.

TOLL RESTRICTION SERVICE

A feature restricting service to calls for which no toll message rate is applied.

TOLL SERVICE

Telephone service between exchanges or locations for which a toll rate is charged.

TOUCH-TONE CALLING SERVICE

Service provided by means of a system in which telephone connections between customers are established by an audio tone activated by manipulations of push buttons operated by the calling parties, for signaling directly over the circuit.

TRUNK LINE

A circuit between two central office units or between switching equipment (e.g. Private Branch Exchange Systems) normally located at the customer's premises and a Company central office.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE

A. Application for Service

1. General

- a. The Company may require an applicant to sign an application form furnished by the Company, and to establish credit as provided in these General Regulations, as conditions prior to the establishment of service.
- b. The Company will accept oral or written application from a customer for addition to or changes in the existing service.
- c. An application is merely a request for service, and does not bind the Company to serve, except under reasonable conditions, nor does it bind the applicant to take service.

B. Cancellations

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

1. Cancelled by Applicant

- a. If cancellation is requested prior to the start of installation, the application will be cancelled by the Company and no charge applies.
- b. If cancellation is requested subsequent to the time installation has been started, the application will be cancelled by the Company and the Company may collect a charge equal to the estimated costs incurred in such installation less estimated net salvage.
- c. Installation is considered to have been started when the Company incurs any expense in connection with or in preparation for which would not otherwise have been incurred, provided:
 - The customer has advised the Company to proceed with the installation, and
 - The Company has accepted the order.
- d. If cancellation is requested after completion of an installation, it will be treated as a discontinuance of service and the minimum requirements of the rate will be applicable.
- e. **Additional conditions for cancellation of an application for Design Services and Private Line Services apply as specified in Section 17.2.** (N)
(N)

2. Cancelled by the Company

If applicant refuses to comply with the Company's terms and conditions prior to the establishment of service, the Company may cancel the application. If cancelled, any amount collected from the applicant will be refunded.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

C. Refusal of Service

The Company may refuse service under the following conditions:

1. When the connection or service will adversely affect the service of existing customers.
2. When the applicant has not complied with state, county, or municipal codes and/or regulations concerning such service.
3. If the Company judges the installation to be hazardous or that satisfactory service cannot be provided.
4. If the Company cannot secure all necessary rights-of-way, easements and permits.
5. When the applicant or customer has an unpaid, past due bill with the Company. This must be the same class of service. It may be at the same or a different location within the State of Washington.

Service may be refused until this bill is paid or satisfactory arrangements are made.

Only on an initial occurrence is the applicant or customer entitled, by right, to make payment arrangements on the prior unpaid bill over not less than six months billing periods, or less, at the applicant's or customer's option. If any of these payments are not made, service may be discontinued.

6. When it is known that a former customer, residing at the same address, has an unpaid, overdue bill from the Company. This bill must be for the same class of service, at the same address.

Service may be refused or denied until the bill is paid or satisfactory arrangements are made.

7. If service has been obtained or retained by fraudulent means. This may include, but not be limited to the following:
 - False statements of credit references or employment.
 - False statements of premises address.
 - Use of an alias or false name with intent to deceive.
 - Rotation of service among roommates, or persons living together, for the purpose of avoiding debt.
 - Any other similar fraudulent devices.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

C. Refusal of Service (Cont'd)

8. Legal Requirements

The Company shall refuse to establish service for any applicant and it shall discontinue and disconnect service to a customer, whenever it has reasonable cause to believe that the use made or to be made of the service, or the furnishing of service to the premises of the applicant or customer is prohibited under any law, ordinance, regulation, or other legal requirement, or is being or is to be used as an instrumentality, directly or indirectly, to violate or to aid and abet the violation of the law.

A written notice to the Company from any official charged with the enforcement of the law stating that such service is being used or will be used as an instrumentality to violate or to aid and abet the violation of the law is sufficient to constitute such reasonable cause.

If, in reliance on said notice as constituting such reasonable cause, the Company shall deny or disconnect such service, and if thereafter the Company shall receive from the same law enforcement official, or his successor, a written notice stating that said official approves, without qualification, the establishment or reestablishment of service to such applicant or former customer, as the case may be, then such latter notice shall be sufficient to constitute reasonable cause for the Company to believe that such service, if established or reestablished, would not be prohibited under any law or other legal requirement and would not be used as an instrumentality to violate or to aid and abet the violation of the law, and the Company may proceed to render such service.

D. Transfer of Service Between Customers (Supersedure)

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

(N)
(N)

1. An applicant who qualifies for the immediate establishment of service may supersede to the service of a customer discontinuing that service provided:
 - The applicant takes service on the premises where that service is being rendered.
 - Where an arrangement, acceptable to the Company, is made to pay outstanding charges against the service.

| | |
|---|-------------------------------|
| 2. Charge | Nonrecurring <u>Charge</u> |
| - Transfer of service between customers | \$15.00 |

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

F. Obligation to Furnish Service

Exchange service is available through facilities owned and maintained according to the Company's standards and, in multiple office exchanges, is operated from the central office designated by the Company.

The Company's obligation to furnish 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.

G. 60 Day Product Guarantee

1. The 60 Day Product Guarantee allows residence customers who are new subscribers to a product(s) to receive a credit for all applicable paid charges if they are not completely satisfied with that product and request disconnection of that product within 60 days of installation.
2. The 60 Day Product Guarantee does not include and will not apply to the following products and services of the Company:
 - Optional Toll Calling Plans
 - Directory Assistance
 - IntraLATA Toll Service
 - Any service, product, or an offering of the Company that is not offered and provided as a local, intrastate service offering provided under and in accordance with this *Local Terms of Service*.
3. The 60 Day Product Guarantee does not include and will not apply to charges, taxes, costs and items that are billed by the Company for others or on account of other rules, nor to any product, service, offering or other feature that is not solely provided by the Company, such as but not limited to:
 - Customer Access Line Charge (CALC)
 - State Assessed Charges (i.e., 911 Surcharge)
 - 900 Service
 - Toll Service provided by others
 - Access Charges, features, or services that are provided as part of or pursuant to an access catalog/tariff.
 - Equipment, facilities, telephone sets, instruments or the like provided by another

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

H. 60 Day Product Guarantee (Cont'd)

1. The 60 Day Product Guarantee does not include and will not apply to any service, feature, product, or offering that is offered, provided, made available, or the subject of a separately negotiated contract, understanding, or agreement.
2. A customer's applicable paid charges may not be returned where the customer has previously ordered the same or similar product(s) or service(s) and canceled such same or similar product or service.

I. Resale

1. Resale of Service

a. Definition

Resale of service is defined as exchange telecommunication service furnished by the Company for which the customer-of-record receives any payment or other compensation that is in excess of the prorated share of the Company billed charges for that service from any other person, firm, or corporation for their use of that service. The charges applicable to sharing of services are defined in Section 5, Joint User Service.

b. Terms and Conditions

The resale of local exchange service is provided only on services that meet all of the requirements as outlined in this Section.

- (1) The customer-of-record is the person or entity responsible for:
 - Placing application for service.
 - Requesting additions, rearrangements, maintenance, or discontinuance of service.
 - Payment in full of charges incurred such as Toll, Directory Assistance, etc.
- (2) Application for service on a resale basis as well as requests for additions, rearrangements or discontinuance of service will be accepted only from the customer-of-record.
- (3) The Company retains the right to directly serve occupants of a building or commercial development where resale of service exists upon the request from such customers.
- (4) Wiring facilities provided by the customer-of-record which are connected to the Company's facilities must be installed in accordance with FCC Part 68, Rules and Regulations.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

I. Resale (Cont'd)

1. Resale of Service (Cont'd)

b. Terms and Conditions (Cont'd)

- (5) The Company will only be responsible for transmission quality and maintenance of Company provided facilities and not for transmission quality or maintenance of customer-of-record provided facilities. The Company charges for visits by the Company to any premises of the customer-of-record where a service difficulty or trouble report results from Customer-Provided Equipment (CPE) or facilities.
- (6) All charges will be billed to the customer-of-record only. In addition, the customer-of-record must provide the necessary security to the Company to adequately secure their account.
- (7) The Company is not responsible for the allocation of usage or charges for resale services. The customer-of-record is responsible for allocation of the charges for resale of services.
- (8) Whenever notice to the Company's customers is required, the Company will not be responsible to give notice other than to the customer-of-record and occupants directly served by the Company. The patron's source of notification will be the customer-of-record.
- (9) It will be the responsibility of the customer-of-record to handle arrangements with the Company for directory listings requested by patrons. The customer-of-record will be charged for patron directory listing.
- (10) The Company will not be responsible for providing intercept service directly to a patron of the customer-of-record.
- (11) In the event provisions shown elsewhere in this *Local Terms of Service* are in conflict with the terms of this Section, the terms of this Section shall apply.
- (12) Resale of service is limited to the following Company-provided services:
 - Digitrex-CF3G, CF4G (No longer offered to new customers after August 28, 1986.)
 - Digitrex-CNG
 - Digital Switched Services
 - Digitrex Plus Service
- (13) The Company will provide Digitrex Plus Service to the customer-of-record registered with the WUTC in accordance with the terms and conditions of this *Local Terms of Service*. The Company is not required to make service available for resale from central offices not equipped to provide such services.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

I. Resale (Cont'd)

1. Resale of Service (Cont'd)

b. Terms and Conditions (Cont'd)

- (14) It will be the responsibility of the customer-of-record to handle arrangements with the Company for additional directory listings requested by patrons. The customer-of-record will be charged in accordance with 5.7.1, Listing Services, for business service directory listings. The Company will not be responsible for placing either the customer-of-record or their end user yellow pages advertising with a vendor. The Company will not be responsible for listing information except that information provided by the customer-of-record.
- (15) The Company's obligation for service quality shall extend to the customer-of-record in compliance with the provisions of the Commission's telecommunications quality of service rule.
- (16) The customer-of-record must comply with applicable provisions of the Commission's telecommunications quality of service rule.
- (17) The customer-of-record shall be prohibited from limiting their subscribers' choice of toll service provider or blocking access to any toll provider.
- (18) The customer-of-record shall ensure their end users have the capability to reach 911 emergency service providers as well as the local exchange operator. Direct access to the 911 emergency service provider shall be without charge and end users must be able to reach the local exchange operator without incurring a charge greater than the cost of the service to the customer-of-record.
- (19) Whenever notice to the Company's customers is required, the Company will not be responsible to give notice other than to the customer-of-record and occupants directly served by the Company. The Digitrex Plus end user's source of notification will be the customer-of-record.
- (20) Joint User Services shall apply to the Digitrex Plus customer-of-record.
- (21) See B., following.

2. Resale of Network Features

a. Definition

Resale of network features is defined as telecommunication network features furnished by the Company for which the customer-of-record receives any payment or other compensation for providing a service to any other person, firm, or corporation that utilizes in part or in combination network features.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

I. Resale (Cont'd)

2. Resale of Network Features (Cont'd)

b. Terms and Conditions

The resale of network features is provided for only on the features described in this Section.

- (1) The customer-of-record is the person or entity responsible for:
 - Placing application for service.
 - Requesting additions, rearrangements, maintenance, or discontinuance of service.
 - Payment in full of charges incurred such as toll, Directory Assistance, etc.
- (2) The customer-of-record must have verbal and/or written authorization to place the network feature on the end user's line.
- (3) All charges will be billed to the customer-of-record only. In addition, the customer-of-record must provide the necessary security to the Company to adequately secure their account.
- (4) In the event provisions shown elsewhere in this *Local Terms of Service* are in conflict with the terms and conditions of this Section, the terms and conditions of this Section shall apply.
- (5) See the appropriate sections for the service description associated with the features available for resale.
- (6) Any customer-of-record, or any customer of the services of a customer-of-record, must obtain network access from the Company. Some features will only operate with certain types of access.
- (7) The right to resell features does not convey a right to sell the underlying access. This Section does not modify any existing tariff restrictions pertaining to network access services.
- (8) These features are equally available to customers of the Company for their own use.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

I. Resale (Cont'd)

2. Resale of Network Features (Cont'd)

b. Terms and Conditions (Cont'd)

(9) The following features may be resold:

- Custom Calling Services, 5.4.3.
- DID Expanded Answer, 5.3.
- Message Delivery Service, 10.10.1.
- Message Waiting Indication, 10.10.2.
- Traffic Data Report Service, 10.10.4.

J. Assigning and Changing of Telephone Numbers

1. Number Assignment

The assignment of a number to a customer's exchange access service will be made at the discretion of the Company. The customer has no proprietary right in the number and the Company may make such reasonable changes in the telephone number or central office designation as the requirements of the service may demand.

| | <u>Charge</u> |
|---|---------------|
| Change of telephone number initiated by the customer ^(1, 2) | \$15.00 |

⁽¹⁾ No charge applies if change is due to annoyance calls.

⁽²⁾ No charge applies if change is the result of any action of the Company that results in the publication or unauthorized disclosure of a non-published number.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

K. Termination of Service - Company Initiated

1. Reasons for Termination

The Company may terminate service to a customer without the customer's permission, (either temporary or complete disconnection) but only after adequate notice has been given in accordance with these rules, for one or more of the following reasons:

- a. Nonpayment of a delinquent account.
- b. Nonpayment of any proper charges, including deposit, except when the nonpayment is for calls billed in behalf of an IP. If involving deposits or toll charges, see 2.3.3, following.
- c. Violation of any rules, service agreements or *Local Terms of Service*.

2. Notice Necessary Prior to Termination

When any of the above conditions exist, the Company may discontinue the customer's service provided the following steps have been taken:

- a. Mail a written notice. Service shall not be disconnected prior to the eighth business day following mailing of the notice.
- b. Personally deliver a written notice. If personal delivery is used, service may not be disconnected until after 5:00 p.m. of the following business day.

When personally delivered, notice must be given to a person of apparent competence in the residence or, if a business account, to an employee at the business.

If no person is available to accept delivery, notice is served by attaching the notice to the primary door of the residence unit or business office where service is provided.

- c. After proper notice has been given, if service is not discontinued within ten working days of the proposed termination date, and other arrangements have not been agreed upon, the Company will again send notice advising of a new termination date.
- d. In addition to the above notice, before disconnecting service, the Company will make a diligent effort to reach the customer, either by telephone or in person.

If by telephone, at least two attempts will be made. These calls will be made during reasonable calling hours.

If an alternate number has been provided, the Company will attempt to reach the customer by calling that number.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

K. Termination of Service - Company Initiated (Cont'd)

2. Notice Necessary Prior to Termination (Cont'd)

A record of these calling attempts will be kept showing the number called and the time of the call.

This step of notification may be omitted if during the last twelve months, there have been two monthly bills past due to the point that this step has been necessary, and the customer has been notified in writing that such notification will not be attempted in the future in order to advise of disconnection.

3. Grounds for Termination of Service, Without Prior Notice

The Company may also terminate service without prior notice as specified in B., preceding only:

- a. If a condition immediately dangerous or hazardous to life, physical safety, or property exists.
- b. For unlawful use of service or use of service for unlawful purposes.
- c. For tampering with the Company's property.
- d. For use of customer equipment which adversely affects the Company's service to its other customers.
- e. If service was obtained or is used fraudulently or without the authorization of the Company.

In the case of fraud, if the customer makes immediate payment of the estimated amount of service fraudulently used, plus all costs resulting from this usage, service may be continued. This continuance of service will be subject to any applicable deposit requirements.

If a second offense of fraud is detected, the Company may refuse service. This may be subject to appeal to the Commission. If appealed, the burden of proof of fraud is on the Company.

This rule shall not be interpreted as relieving the customer, or other person, of civil responsibility or criminal liability.

- f. If the customer vacates the premises without advising the Company of intent to vacate.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

K. Termination of Service - Company Initiated (Cont'd)

4. Medical Facilities

Where service is provided to a medical care facility, including a hospital, medical clinic with resident patients, or nursing home, notice of pending termination will be provided to the Secretary, Washington State Department of Social and Health Services, as well as to the customer. Upon request from the Secretary or designee, a delay in termination of no less than five business days from the date of notice will be allowed so that the department may take whatever steps are necessary to protect the interests of resident patients.

5. Restrictions on Termination

- a. Except in case of danger to life or property, service will not be terminated in any of the following circumstances:
 - On Saturday or Sunday.
 - On any legal holiday.
 - On any day on which the Company cannot reestablish service on the same or following day.
- b. When a Company employee is dispatched to disconnect service and the customer offers a cash payment, the employee will accept the payment and leave service connected. This employee is not required to make change for any overpayment. Any excess amount will be credited to the customer's account.
- c. When the Company has reasonable grounds to believe service is to other than the customer-of-record, notice of disconnection will be given the occupant of the premises. However, if the current user of the service requests continued service, a minimum of five business days will be granted for the user to arrange for continued service.
- d. Service may not be totally disconnected while a customer is pursuing any remedy or appeal provided for in these rules, if any amount not in dispute is paid when due.

The Company will advise the customer of this fact upon referral of a complaint to a Company supervisor or to the Commission.

- e. See 2.2.15, following.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

K. Termination of Service - Company Initiated (Cont'd)

6. Notices

a. To the Customer or Applicant

(1) Any notice the Company gives to an applicant or a customer may be given to the applicant, customer or authorized representative orally or by written notice. This may be delivered at the applicant's or customer's address, as noted on Company records, or properly deposited in any United States Post Office, in the territory served by the Company, with postage prepaid. If mailed, the notice must be addressed to the applicant or customer at the address specified in the application for telephone service, or at any other address given by the applicant or customer to the Company.

(2) All notices of delinquency or pending disconnection will detail procedures that relate to the cause and effect of the notice. Notices will include information to enable the customer to contact the Company to resolve any differences.

b. To the Company

Any notice from any applicant or customer to the Company may be given orally by the applicant or customer, or authorized representative, at the Company's business office or by written notice properly addressed and mailed to the Company.

7. Restoral of Service from Disconnection

a. Conditions for Restoral

Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the applicant or customer, including any proper deposit, has been made as provided for in this Section; or as the Commission may order pending resolution of any bona fide dispute between the Company and the applicant or customer over the propriety of disconnection.

b. Nonrecurring Charge for Restoration of Service

(1) A nonrecurring charge will be made and collected by the Company prior to the restoration of service where service has been temporarily discontinued for nonpayment of bills.

(2) When a service has been permanently disconnected the nonrecurring charge does not apply.

Nonrecurring Charge

- Each line restored, Residence \$20.00
- Each line restored, Business 25.00

8. Customer Denied Access

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

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

L. Special Services

A Marina operator will be required to provide cable supporting structures that meet standards determined by the Company for facilities on new docks or any additional cable reinforcement to protect the Company's equipment and employees.

M. Termination of Service - Customer Initiated

A customer shall be required to give notice to the Company of their intention to discontinue service.

1. 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 *Local Terms of Service*.

a. 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.

b. 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 Minimum Service Period, if applicable, and 15% of the Minimum Billing Level 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 15%, multiplied by 19 months.

- If the customer discontinues service after 6 months of a 3-year (36 months) 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 15% of the Minimum billing Level multiplied by 24 months.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

M. Termination of Service - Customer Initiated (Cont'd)

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

c. 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.

d. 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).

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

N. Complaints/Appeals

1. Procedures

Any complaint or dispute between the Company and an applicant or customer shall be treated in the following manner:

- a. Each complaint or dispute received by the Company will be investigated promptly and the result reported to the applicant or customer. When corrective action is necessary, it will be taken as soon as possible.
- b. The Company will train all contact personnel to inform dissatisfied or complaining applicants or customers of their right to discuss the problem with an employee in a supervisory position. This will include the name or department of such supervisory personnel; also, a telephone number where they may be reached.
- c. Dissatisfied applicants or customers will be informed, by supervisory personnel, of the availability of Commission review. The address and telephone number of the Commission will be furnished.
- d. All parties to the dispute have the right to bring an informal or formal complaint before the Commission.
- e. When the Commission refers a complaint to the Company, a report of results must be returned, within two working days, to the Commission. The Company will report current progress on solutions and final dispositions to the Commission. In particular cases, the Company may request an extension of time.
- f. All written complaints to the Company will be acknowledged.
- g. When an appeal is in progress and the customer's toll charges substantially exceed the amount of deposit or customary utilization and it appears the customer will incur excessive, uncollectible toll charges, the Commission may authorize the Company to disconnect service.

If the customer elects to pay those outstanding toll charges or makes a deposit during the appeal, service may be maintained. In this case, if the dispute is resolved in the customer's favor, those charges may be subject to refund.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.2 ESTABLISHING AND FURNISHING SERVICE (Cont'd)

N. Complaints/Appeals

2. Record of Complaints

- a. The Company will keep a record of all complaints concerning service or rates. This record will contain:
- Nature of complainant
 - Address of complainant
 - Nature of complaint
 - Date of complaint
 - Action taken
 - Final disposition

These records will be readily available for Commission review.

- b. Correspondence and records of complaints will be retained by the Company for a minimum period of one year.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE

A. Payment of Bills

1. A customer will be responsible for payment of all exchange, toll and other charges related to the service. These charges will be in accordance with the Company's rates and charges and terms and conditions.
2. Payment of bills for service will be made at an authorized office of the Company, at a designated payment agency or through the U.S. mail. Payment of any delinquent amount to a designated payment agency of the Company will constitute payment to the Company, provided the customer informs the Company of such payment and the Company verifies such payment.
3. If paid by a check that is returned for nonsufficient funds, the account will be considered "not paid." See 2.3.8, following. (T)
4. Closing bills, special bills, bills rendered due to the customer vacating the premises are payable upon presentation and become delinquent fifteen days after issuance of the bill.
5. Deposits are normally payable before service is installed or restored. See 2.3.3.
6. Bills become past due (delinquent) fifteen days after the issuance of the bill.
7. Preferred payment dates may be negotiated upon customer request.
8. Charge for Returned Checks
 - a. A nonrecurring charge will be made and collected by the Company for each check returned by a bank to the Company for any reason, such as nonsufficient funds, account closed, etc. Checks held for "stop payment" are excluded.

Charge

- Returned Check Charge

\$30.00

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- b. This charge is also applicable to bills rendered for other than exchange service and bills for accounts, which have been discontinued.
- c. When a customer pays more than one account with a single check, only one nonrecurring charge is applicable

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

A. Payment of Bills (Cont'd)

9. Customer payments are to be applied to the undisputed amount owing on the account and/or to the undisputed amount owing on an individual entity (billed on the account.)
 - a. A customer may direct that a payment be applied to an individual billing entity(ies) on the account.
 - b. If payment from a customer is less than the total amount owing on the bill and the customer does not direct how that payment should be applied, the payment will be applied first to local exchange service charges, with the remainder allocated pro rata to all other remaining entities and categories, including Company intraLATA toll and separately billed deregulated services.

10. Late Payment Charge

A late payment charge will be applied, subject to the following conditions:

- A late payment charge of **5% of** the entire unpaid balance or **\$13.00**, whichever is greater, will be applied to any amount on a customer's bill carried over to the next month's bill. A credit will be applied against the late payment charge to recognize the advance billing of local service. (l)
 - The late payment charge will be uniformly applied to all exchange customers.
 - For those billing amounts purchased from other carriers, the late payment charge will be applied by the billing Company. Duplication of late payment charges for billing amounts done on behalf of others is prohibited.
 - The Company will accommodate customers who have a medical emergency as provided for by WAC 480-120-172. In the case of certified medical emergency under these rules, the company will waive the late payment charges for the length of time provided for in WAC 480-120-172.
- a. The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date. If payment is not made by the scheduled date, late payment charges will apply.
 - b. When the customer contacts the company to question certain charges made to the customer's billing and the customer and the company work together to resolve the concern, if the company agrees to credit the customer's account, the company will also credit the customer's account for any late payment charges associated with the credited amount.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

A. Payment of Bills (Cont'd)

10. Late Payment Charge (Cont'd)

- c. When a complaint involving disputed charges is referred to the Commission for resolution, the company will waive the late payment charges associated with the disputed amount for the period of time the complaint is open with Commission, provided that charges not in dispute are paid when due. Late payment charges associated with disputed charges will be treated the same as the disputed charges under WAC 480-120-172.
- d. Nonpayment of late payment charges associated with billing made by the company on behalf of information providers shall not be grounds for discontinuance of service in whole or in part. Late payment charges associated with information provider services shall be treated the same as information providers service charges under WAC 480-120-172.
- e. Nonpayment of late payment charges associated with interexchange carrier charges shall not be grounds for disconnection of local service. Late payments charges associated with interexchange carrier charges shall be treated the same as interexchange carrier charges under WAC 480-120-172.

B. Advanced Payments And Deposits

1. Deposits

Payment of a deposit does not relieve the customer from compliance with Company General Regulations concerning prompt payment of bills; nor does it change the conditions regarding disconnection of service when bills are not paid.

a. Residential

- (1) A deposit may be required when:
 - (a) Within the twelve months prior to application, service of a similar type from any telecommunications company has been disconnected for failure to pay amounts owing, when due.
 - (b) There is an unpaid, overdue bill from any telecommunications company.
 - (c) Providing the installation or continuation of service to a residence where a prior customer still resides and where any balance for such service to that prior customer is past due or owing.
 - (d) A customer is initially provided service without a deposit and credit information supplied by the customer is incorrect and a deposit would have otherwise been required.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

B. Advanced Payments And Deposits (Cont'd)

1. Deposits (Cont'd)

a. Residential (Cont'd)

(1) A deposit may be required when: (Cont'd)

- (e) A customer has an unpaid, overdue bill for service with any telecommunications company, which becomes known to the Company after service is provided.
- (f) A customer has incurred excessive toll charges and has elected not to make full payment of all proper toll charges. See A.4., following.

(2) Alternative to Deposit

An applicant or customer will be allowed to furnish a satisfactory guarantor in lieu of a deposit. The amount of guarantee will not exceed the amount of the required deposit.

b. Nonresidential

A deposit may be required when a nonresidential applicant or customer is unable to provide satisfactory credit information. Determination of satisfactory credit is made by reasonable, appropriate means.

c. Written Notice

- (1) Written notice is given the customer whenever a new or additional deposit is required.
- (2) Written notice is required upon issuance of the fourth delinquency notice in a twelve month period.
- (3) Deposits are due on the sixth business day following mailed notices; by 5:00 p.m. of the next business day when personally delivered.
- (4) When a new or additional deposit is requested or increased, due to the toll usage of a customer, the written notice may be presumed as received on the fourth business day following the mailing date. See A.4., following.

d. Amount of Deposit

(1) Residential

- (a) When a deposit is required, the deposit amount shall not exceed two months customary usage for applicants or customers with previous verifiable service, as determined by averaging the most recent three months' billings and multiplying the average by two.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

B. Advanced Payments And Deposits (Cont'd)

1. Deposits (Cont'd)

d. Amount of Deposit

(2) Nonresidential

- (a) For all nonresidential applicants or customers, the deposit amount will be equal to two-twelfths estimated annual billing.

(3) Variations Due to Toll Usage

- (a) At the time application is made for service, the Company may request an estimate of the applicant's greatest monthly toll usage during the next twelve months. Then, the Company shall advise the applicant that if the estimate is exceeded by \$20.00 or 20% (whichever is greater) that one of the following may be required to continue service:

- Payment of toll as specified in (3)(d), following.
- A deposit
- An additional deposit

- (b) The customer may be required to make payment of either of the following at the customer's choice when toll usage exceeds \$30.00 or customary utilization by \$20.00 or 20% (whichever is greater) over the previous six months:

- (i) Full payment of unpaid toll charges as specified in the notice or all toll charges accrued to the time of payment provided the customer has been notified that he or she is liable for toll charges in addition to those charges specified in the notice which comes to the attention of the Company between the time of notice and payment.
- (ii) A new or additional deposit, based on the customer's two months' actual customary usage.

- (c) When a new or additional deposit or payment of toll charges is required to continue service, the Company will notify the customer, either verbally or in writing.

- (d) Payment may be required before the close of the next business day if notice is given verbally or personally delivered. Payment may be required before the close of the sixth business day if notice is mailed.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

B. Advanced Payments And Deposits (Cont'd)

1. Deposits (Cont'd)

e. Interest on Deposits (Cont'd)

Interest will be paid on all deposits at the rate based upon a simple average of the effective interest rate for new issues of one year treasury bills, computed from December 1 of each year, continuing through November 30 of the following year. Deposits will earn that interest rate during January 1 through December 31 of the subsequent year. Interest will be compounded annually and will apply from the date of deposit until the date of refund or application to the customer's telephone bill.

f. Extended Payment on Deposit

When an applicant or customer is unable to pay the full amount of deposit when required, the following shall be allowed:

- Fifty percent paid when due with the remaining amount to be paid, in equal amounts, on the next two ordinary billing cycles.

g. Receipt for Deposit

Each applicant or customer who pays a deposit will be given a receipt.

h. Transfer of Deposit

When a customer transfers service to a new location, in the same Company service area, the deposit, less than any amount owing, will be transferable to the new service location.

i. Return of Deposit

(1) When an application is cancelled prior to the establishment of service, the deposit will be returned, less any charges due the Company.

(2) Any deposit, plus accrued interest, shall be refunded to the customer in the form of a check upon completion of twelve months' satisfactory payment.

- The check must be issued and mailed no later than fifteen days following completion of the twelve months' satisfactory payment.

- The deposit may be applied to the customer's bill for service in the thirteenth, and possibly subsequent months, if requested by the customer. Payment is satisfactory if service has not been denied for nonpayment within the last twelve consecutive months and no more than three delinquency notices have been sent.

(3) When service is terminated, the deposit and applied interest will be credited to the final bill and the balance, if any, returned to the customer.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

B. Advanced Payments And Deposits (Cont'd)

2. Impaired Credit

The Company will furnish service to applicants of impaired credit under the following condition:

- The applicant may be required to deposit money in advance with the Company of an amount equal to the estimated amount of the bill for service, or to otherwise secure in a satisfactory manner the payment of any bills for service furnished by the Company.
- This regulation shall not be construed as limiting or in any way affecting the right of the Company to collect from the customer any other or additional sum of money which may become due and payable to the Company from the customer for service furnished or to be furnished.

C. Adjustment of Charges

The Company is not liable for service interruption beyond crediting the charge for service during the interruption period except as provided in 2.4.1, following. It is the customer's responsibility to provide written notice within twenty-four hours of each occurrence. Where possible, the Company will conduct an investigation to verify the "out of service" period. In no case will the credit allowance exceed the total bill for exchange service for that period.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

D. Billing

1. Bills

Regular monthly bills will clearly list all charges including applicable taxes. Each bill will indicate the date it becomes delinquent and will provide information by which a customer may contact the appropriate office of the Company.

2. Rendering of Bills

a. Flat Rate Exchange Service

Bills for flat rate exchange service may be rendered in advance and are payable in advance.

b. Message Rate Exchange Service

Bills for message rate exchange service, except charges for messages, may be rendered in advance. Charges for messages will be rendered in arrears either monthly or at ten day intervals. Bills are due and payable on the date of presentation.

c. Toll Service

Bills for toll service will be rendered in arrears either monthly, or at ten day intervals and in general will be presented with the periodic bills for exchange service. Where it appears necessary or advisable toll service bills may be rendered at more frequent intervals.

d. Information Delivery Service (IDS)

Bills for IDS calls which the Company bills on behalf of Information Providers (IPs) will be rendered monthly in arrears and, in general, will be presented with the periodic bills for exchange service.

3. Billing Period

The regular billing period for exchange and toll service is monthly.

4. Refund for Overcharge

Overcharges will be refunded, computed from the time the overcharge was applied or from the time such charge was documented. Documentation may be by the Company or customer.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

D. Billing (Cont'd)

5. Prorating of Opening and Closing Bills

Opening and closing bills will be prorated on the basis of a thirty day month. Exceptions are services with a specific minimum billing period. On message rate service, the message allowance for a fraction of a month will also be prorated.

6. Itemized Statements

Itemized statements will be furnished to customers upon request. An itemized statement to include separately the total for exchange service, mileage charges, taxes, credits, miscellaneous or special services and toll charges.

7. Temporary Disconnect Due to Nonpayment

- a. Temporary disconnection means the service will be restricted to either incoming or outgoing service.
- b. When this is in effect, regular rates will be charged for the period of temporary disconnect, not to exceed fifteen days.

8. Complete Disconnection of Service

When service is completely disconnected, charges are discontinued either:

- On the date requested by the customer, or
- If Company initiated, on the date the order for disconnection is written.

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2.3 PAYMENT FOR SERVICE (Cont'd)

E. Copy of Bill (a.k.a. Duplicate Bill Charge)

In the event a customer requests a reprint of a monthly bill, regardless of the date on which the bill was rendered, a duplicate bill charge may apply. The one-time charge applies per copy provided, whether multiple copies of a single bill are requested, or whether single copies of multiple bills are requested.

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(C)

| | <u>Residence</u> | <u>Business</u> |
|---|------------------|-----------------|
| Reprint on paper, per bill copy provided | \$5.00 | \$ 7.00 |

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 PAYMENT FOR SERVICE (Cont'd)

F. Quality of Service Guarantee

The Company will strive to maintain Quality of Service in meeting local residential basic service and local business basic service customers' appointment times for repair and installation requests. Should the Company fail to maintain this level of commitment to the customer, the customer will be provided a Quality of Service credit. The following credits will exclude natural disasters, negligent or intentional acts of customers or third parties, events outside the control of the Company, or circumstances that present endangerment to the safety of the Company's employee.

1. Allowance for Service Interruptions

When basic local exchange service is interrupted for a period of at least 24 hours, the Company will provide a prorated credit allowance to the customer for the inconvenience when the Company is notified. Credit allowance will be limited to those service interruptions due to causes within the control of the Company; and, in any billing period shall not exceed the total charges for that period for the services which were rendered useless.

a. Credits do not apply under the following conditions:

- Emergency situations
- Unavoidable catastrophes
- Force majeure
- Work Stoppage
- Inside wiring
- Customer premises equipment

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.3 Reserved For Future Use

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

A. Service Liabilities

The Company's liability, if any, for its willful misconduct is not limited by this *Local Terms of Service*. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, 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 *Local Terms of Service* as an allowance for interruptions.

The Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from wiring located beyond the standard network interface (SNI).

1. Errors in Transmitting, Receiving or Delivering Messages by Telephone

The Company is not liable for errors in transmitting, receiving or delivering messages by telephone over Company lines and lines of connecting companies.

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

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

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY

B. Maintenance and Repair

1. Company's Right of Access to Customers' Premises

The Company has the right to enter and leave the customers' premises during normal business hours for any purpose reasonably connected with the furnishing of telephone service and to exercise any and all rights secured by law or these General Regulations.

The Company has the right to remove any and all of its property installed on the customer's premises at the termination of service as provided for in these General Regulations.

2. Service Connections to be Made by Company's Employees Except Under Specified Conditions

All facilities furnished by the Company are to be connected, moved, changed, altered, or disconnected by an authorized Company employee unless specifically outlined in a filed tariff.

3. Use of Facilities

The customer is responsible for loss of or damage to any facilities furnished by the Company unless the customer proves that such loss or damage was caused by the negligence or intentional misconduct of others or was otherwise due to causes beyond the customer's control. If it becomes necessary to bill for recovery of damages the estimated cost for replacing such facilities will apply.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY (Cont'd)

C. Directory Errors or Omissions

1. Listings in Directories

The Company is liable for errors or omissions in listings subscribed to in its telephone directories in accordance with the following:

- a. Listing furnished without additional charge: In amount not in excess of the charge for exchange service (excluding additional message charges) during the effective life of the directory in which the error or omission is made.
- b. Listing furnished at additional charge: In amount not in excess of the charge for that listing during the effective life of the directory in which the error or omission is made.

2. Listings in Directory Assistance

The Company is liable for errors or omissions in listings subscribed to in directory assistance records in accordance with the following:

- a. Listing furnished without additional charge: In amount not in excess of the charge for the exchange service (excluding additional message charges) for the period during which the error or omission continues.
- b. Listing furnished at additional charge: An amount not in excess of the charge for that listing for the period during which the error or omission continues.

3. Customer Responsibility

The customer assumes full responsibility concerning the right to use any name of a business as a directory listing and agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from the use of such listing. The Company does not undertake to determine the legal, contractual, or other right to the use of a name to be listed in a telephone directory of the Company. However, the Company reserves the right to refuse listings, which are designed primarily to give publicity to a commodity or service.

4. Standard Form

The Company reserves the right to make such changes in directory listings as may be necessary to bring them into conformity with its standard form.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.4 LIABILITY OF THE COMPANY (Cont'd)

D. Hazardous or Inaccessible Locations

Facilities used in connection with furnishing service to a customer are not designed for use in explosive atmospheres. Except as provided in 2.4.1, the customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the 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 customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of said facilities so provided.

A customer shall be responsible for any cost incurred as a result of any special training, equipment or work procedures of a Company employee as a result of working in hazardous conditions on the customer's premises or work place that could jeopardize the safety or health of the Company employee.

2.5 RESPONSIBILITIES OF THE CUSTOMER

A. Building Space and Electric Power Supply

1. Where commercial power is required in the operation of equipment and service, the customer, where requested, shall furnish, install and maintain the necessary power wiring and power outlets on the customer's premises and supply any necessary electrical energy at the expense of the customer.
2. Where concealed telephone wiring is required on the customer's premises, the customer shall furnish, install and maintain the necessary outlet boxes and conduit.
3. Any existing or new structures or work required to support telephone services on the customer's premises shall be provided at the expense of the customer. Such structure or work may include the placement or use of trenching, conduit and/or poles to support telephone services provided on the customer's premises.
4. It is the customer's responsibility to provide the premises and space satisfactory to the Company, for placement of all equipment and facilities necessary for the furnishing of service. Installation and maintenance beyond the Company's protected network facilities will be the responsibility of the customer or others requesting such work. Installation and maintenance beyond the Company's protected network facilities will be the responsibility of the customer or others requesting such work.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

B. Multi-Line Telephone Systems

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

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

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

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.4.A.

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

- **On-premise fixed telephones associated with a MLTS must provide dispatchable location by January 6, 2021;**
- **No later than January 6, 2022, on-premise non-fixed telephones associated with a MLTS must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3;**

(N)

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.5 RESPONSIBILITIES OF THE CUSTOMER

B. Multi-Line Telephone Systems

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

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

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.4.A.

(N)

(N)

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

A. Description

This Section lists the municipal utility occupation taxes applicable in Washington. Rate schedules of the Company do not include any portion of municipal occupation, business, excise or use of the streets taxes. In order to reimburse the Company for local taxes where now imposed, or which may be imposed, or which have been assessed, an equivalent amount may be billed by the Company to its exchange customers on a pro rata basis, as shown in this Section.

B. Terms and Conditions

1. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business, but which exclude charges that are passed on to customers to compensate for the cost of the municipal tax, the effective rate for billing will be the ordinance tax rate. This rate will be applied to telecommunications business revenues as defined in the ordinance.
2. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business, but which do not exclude charges that are passed on to customers to compensate for the cost of the tax, the effective rate for billing will be determined by dividing the ordinance tax rate by one minus the ordinance tax rate $[R/(1-R)]$. The rate determined will be applied to telecommunications business revenues as defined in the ordinance.
3. In municipalities or Tax Jurisdictions that include toll revenues within the definition of telecommunications business, the applicable effective rate for billing will be applied to 100% (unless a lower percentage is specified in the ordinance) of the charges for sent-paid and received-collect intrastate toll messages billed to customers within these municipalities or Tax Jurisdictions, including **intrastate Private** Line Transport Service, all after deduction of amounts representing independent company settlements. (C)
4. In municipalities or Tax Jurisdictions that impose a tax on specific telecommunication company revenues, such as but not limited to local service, toll, or miscellaneous revenues, the effective rate for billing will be equal to the ordinance rate, or where miscellaneous revenues are taxed, the ordinance rate divided by one minus the ordinance rate $[R/(1-R)]$. The applicable billing rate will be applied to the specific telecommunications company revenues enumerated in the ordinance but will not be applied to any such revenues that constitute competitive telecommunications service as defined in RCW 82.16.010.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

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

B. Terms and Conditions (Cont'd)

5. In municipalities or Tax Jurisdictions that have assessed amounts related to municipal occupation business, excise or use of streets taxes on the Company, the effective tax rate for billing shall be increased by an amount sufficient to recover the amounts assessed over as close to a one year period as possible. To the extent that the assessment is appealed and the assessment is reduced or abated, the effective tax rate for billing shall be decreased over a period that is as close to a one year period as possible. In municipalities or Tax Jurisdictions that impose a utility occupation tax on gross revenues or gross income from the telecommunications business and which do not exclude charges that are passed on to customers to compensate for the cost of the municipal tax, the effective rate for billing will be determined by dividing the ordinance tax rate plus the recovery percentage for assessed taxes by one minus the ordinance tax rate plus the recovery percentage for assessed taxes $[(R + \text{recover percent} / 1 - (R + \text{recovery percentage})]$. The rate determined will be applied to telecommunications business revenues as defined in the ordinance and limited by state law.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.6 SPECIAL TAXES, FEES AND CHARGES

C. Tax Rates

Each customer within the corporate limits of each of the following municipalities or Tax Jurisdictions will be billed a pro rate portion of a sum equal to the amount of the taxes which the Company is required to pay for exchange services and intrastate message toll services in that municipality. This is done by additions to each bill for the services. The customers' pro rata portion will be determined from B.4., preceding, which correspond to the references used in the Condition(s) column below. The percentages from the applicable municipalities or Tax Jurisdictions ordinances are shown in the rate column. The effective tax rate for billing includes the applicable business license fee.

The municipal occupation, business, excise and use of streets taxes are listed below:

| <u>Municipality or Tax Jurisdiction</u> | <u>Exchange</u> | <u>Kind of Tax</u> | <u>Rate</u> | <u>Effective Tax Rate for Billing</u> | <u>Applicable Condition(s)</u> |
|---|-----------------|--------------------|-------------|---------------------------------------|--------------------------------|
| Raymond | Raymond | (1) | 6.0% | 6.0% | (1) |
| Ritzville | Ritzville | (1) | 6.0% | 6.0% | (1, 2) |
| Royal City | Othello | (1) | 6.0% | 6.0% | (1, 2) |
| South Bend | South Bend | (1) | 6.0% | 6.0% | (1, 2) |
| Vadar | Vadar | (1) | 5.0% | 5.0% | (1) |
| Wilbur | Wilbur | (1) | 6.0% | 6.0% | (1) |
| Yacolt | Yacolt | (1) | 5.3% | 5.3% | (1) |

(1) Occupation

(2) First \$50,000 at 3%, next \$50,000 at 1%.

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GENERAL REGULATIONS – CONDITIONS OF OFFERING

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

D. Facility Relocation Cost Recovery Fee

Effective May 31, 2017, terms, conditions and rates for this fee are located at [LOCAL TERMS OF SERVICE FOR FACILITY RELOCATION COST RECOVERY FEE](#).

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.7 EMERGENCY MEASURES IN CASE OF DISASTER

In the event of a disaster caused by enemy attack, by riot, insurrection, or other civil disaster, or by fire, flood, storm, earthquake or other natural causes, the Company shall take emergency measures with respect to its service. The Company may take whatever emergency measures as it may within its discretion deem necessary in the public interest for all essential users.

As restoration becomes possible for a service which has been discontinued pursuant to any of the emergency measures taken in accordance with this Regulation, the priority of such restoration shall be determined in agreement with the order establishing priority system for telephone service. All services furnished by the Company except those covered by the rules for Telecommunications Service Priority as set forth in Section 13 of the Company's Access Service Tariff, should be subject to this regulation. The Company shall in no event be liable for any damage resulting from measures taken in accordance with this regulation except in the case of willful misconduct.

2.8 REGULATED NETWORK FACILITY TERMINATIONS

A. Intra-Premises Network Cable and Wire

1. Description

Intra-Premises Network Cable and Wire (IPNCAW) is the portion of the exchange access line circuit that commences at the Minimum Point Of Entry (MPOE) up to and including the Standard Network Interface (SNI). It includes wiring enclosures, house and riser cable, the protector, 66 blocks, etc.

In single tenant/occupant buildings, (those housing only one customer of record for services), this IPNCAW extends from the MPOE to a point 12" or as close as is technically feasible within the customer's premises. (In no instance will the SNI be located more than 12" or as close as is technically feasible from the Company protector.) In multi-tenant buildings (those housing multiple customers of record for services), this IPNCAW extends from the MPOE to the Demarcation Point designated by the building or property owner, but in no case shall the IPNCAW extend beyond 12" or as close as is technically feasible within each customer's (tenant's) occupied space/unit.

IPNCAW is included as part of the exchange access line circuit between a Company switching center and the Demarcation Point.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

A. Intra-Premises Network Cable and Wire (Cont'd)

2. Terms and Conditions

- a. Where intra-premises network cable and wire currently exist, building owners can relocate the Demarcation Point (as outlined below) toward the MPOE from its present location at any time. Upon relocation of the Demarcation Point, all Company facilities on the customer side of the Demarcation Point shall be vacated by the Company and management and maintenance of the Inside Wire shall become the responsibility of the building owner. The customer will not need to purchase the existing facilities on the customer side of the demarcation, unless facilities were placed after the effective date of this *Local Terms of Service*, pursuant to B.2., following. Regulated time and material charges will apply for the work associated with the relocation of the demarcation to a new location.
- b. If the building owner requests the Demarcation Point(s) in a multi-tenant premises be moved toward the MPOE, and the premises is served by Company provided IPNCAW installed after August 25, 1994, the IPNCAW will be purchased by the building owner, removed and/or disabled at the building owner's expense. If the building owner chooses to purchase the IPNCAW within the first year after which it was installed, the price will be based on the original engineered, furnished and installed cost to the Company. Purchases subsequent to the first year will be based on the IPNCAW net book value of the specific cable.
- c. Where customer owned network cable and wire currently exist, current building owners may relocate the Demarcation Point from the MPOE further within the premises, thereby extending regulated Company facilities (IPNCAW) further within the premises. When such relocation occurs and the premises facilities need to be reinforced or replaced to satisfy Company and/or industry standards, time and material charges will apply for the work associated with the relocation of the Demarcation Point when the building owner elects to have the Company perform the work. In the case of a single tenant building, the building owner must still meet the requirements of condition 4, below.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

A. Intra-Premises Network Cable and Wire (Cont'd)

2. Terms and Conditions (Cont'd)

d. Single Tenant/Occupant Buildings

- (1) All regulated Company services and facilities shall terminate at the MPOE, or within 12" of a Company protector or as close as is technically feasible at the lowest common serving point as determined by the Company in accordance with F.C.C., Part 68 Rules and Regulations. At this service point the Company shall establish the SNI.
- (2) The building owner/tenant shall provide, maintain and manage their own Inside Wire beyond the SNI or may hire a provider of such services to do so on their behalf.
- (3) If IPNCAW was installed prior to July 1, 1993, and the protector is located beyond 12" of the location of the regulated telephone facilities entrance into the building, the Company will continue to provide service at regulated expense for existing access exchange service to an established Demarcation Point within 12" (or as close as is technically feasible) of the existing protector.

e. Multi-Tenant/Occupant Buildings

The current building owner may select one of the following options for terminating Company network facilities. A selection is made when the building owner notifies the Company and enters into an agreement with the Company identifying the selected option.

(1) Option 1

- (a) For each multi-tenant/occupant building the Company shall terminate service at the point of entry into the property or building, at the lowest common serving point as determined by the Company. At this serving point the Company shall establish the SNI.
- (b) The property/building owner shall maintain and manage Inside Wire to each individual customer premises/unit.
- (c) The property/building owner shall provide the necessary structure, as defined by the Company, to terminate facilities at the lowest common serving point.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

A. Intra-Premises Network Cable and Wire

2. Terms and Conditions (Cont'd)

e. Multi-Tenant/Occupant Buildings (Cont'd)

(2) Option 2

- (a) The Company shall terminate service at common locations throughout the building (such as terminal rooms, utility closets, etc.) as mutually agreed to by the Company and the building owner. The Company shall establish each SNI once mutual agreement is reached.
- (b) The property/building owner shall provide sufficient structure and space as specified by the Company for secured Company facilities when more than one provider terminates intra-premises wire/cable within the same building.
- (c) The Company shall provide, maintain and manage IPNCAW to the property/building owner designated common Demarcation Point. The property/building owner shall provide, maintain and manage all Inside Wire beyond the common Demarcation Points. (d) Access to the Company's facilities on the Company's side of the Demarcation Point is prohibited. Access to Company equipment that serves as a common Demarcation Point for the Company and other Inside Wire providers shall be permitted once the following conditions have been met:
 - The vendor/provider has obtained written permission from the property/building owner and provided such documentation to the Company.
 - The property/building owner has provided all necessary conduit or structure as determined necessary by the Company for security purposes.
 - A Company representative is notified or present or the building owner shall be responsible for Company costs associated with the disruption of service to the customer caused by other provider's access to Company equipment that serves as a common Demarcation Point for multiple providers.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.8 REGULATED NETWORK FACILITY TERMINATIONS

A. Intra-Premises Network Cable and Wire

2. Terms and Conditions (Cont'd)

e. Multi-Tenant/Occupant Buildings (Cont'd)

(3) Option 3

- (a) The Company shall terminate service at each individual customer premises/unit at a location determined by the Company. This location will be inside the customer's individually occupied unit. The SNI will be established within 12" or a reasonable distance of the wire/cable entry into the customer's unit.
- (b) The property/building owner shall provide all necessary trenching, conduit or structure as required, from the property line to each individual customer premises/unit.

(4) Option 4

- (a) For each multi-tenant/occupant building the Company shall terminate service at the point of entry into the property (i.e., at the property line) at a point determined by the Company. At this serving point the Company shall establish the SNI.
- (b) The property/building owner shall manage all wire/cable beyond the SNI to each building/unit.
- (c) The property/building owner shall provide the necessary structure, as defined by the Company, to terminate facilities at the designated facility entry point.

f. Individual tenants may request the Company to wire service directly to their premises (e.g. apartment, office space, individual unit etc.). In accordance with the terms and conditions in this *Local Terms of Service* and RCW 80.36.090, the Company shall provide such wiring after the following conditions have been met:

- (1) The customer has obtained written permission from the property/building owner and provided such documentation to the Company.
- (2) The property/building owner has provided all necessary conduit or structure as determined by the Company for secured placement of Company IPNCAW.

GENERAL REGULATIONS – CONDITIONS OF OFFERING

2.9 NATURAL DISASTER RELIEF FOR CUSTOMERS

(Z)

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.

(Z)

2.10 OBSOLETE/GRANDFATHERED SERVICES

(N)

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

(N)

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SERVICE CHARGES

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SERVICE CHARGES

3.1 MISCELLANEOUS NONRECURRING CHARGES

| | <u>Nonrecurring Charge</u> | |
|--|--------------------------------|-----|
| A. Reserved | | (M) |
| B. Consolidate Billing | | |
| 1. Applicable only to the telephone or circuit number with which a line(s) or circuit(s) is consolidated | 15.00 | |
| C. Deconsolidate Billing | | |
| 1. Applicable to each telephone or circuit number deconsolidated | 15.00 | |
| D. Customer requested special construction on private property not addressed elsewhere in this <i>Local Terms of Service</i> | (1) | |
| E. Customer requested overtime involving central office work ^(2, 3) | (1) | |
| F. Customer requested rearrangements of existing network facilities located on the customer's premises | (1) | |

(1) Based on estimated cost.

(2) Work requested by the customer to be performed outside normal work hours as scheduled by the Company, will be performed at overtime charges.

(3) An accepted quote will be billed at the stated price regardless of the actual cost incurred by the Company.

(M) Material previously appearing on this page is moved to Page 1 of Section 20.

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LINE EXTENSION SERVICE

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LINE EXTENSION SERVICE

4.1 GENERAL

- A. The Company will furnish, install and maintain all facilities necessary to serve applicants or customers in accordance with its lawful rates, terms and conditions, and with its established construction standards.
- B. The type of construction (buried or aerial) is the prerogative of the Company, except where designated by law. If applicant(s) chooses a different type of construction than that specified by the Company, the applicant(s) will be responsible for any additional cost.
- C. The route will be determined by the Company. If applicant(s) chooses a different route than that specified by the Company, the applicant(s) will be responsible for any additional cost.
- D. Bills for construction charges are not to be construed as being bills for exchange or interexchange service.
- E. The estimated cost of construction for a specific job will be provided to the applicant(s) requesting the construction. The estimated cost of construction will be in writing and will be good for thirty days after the Company provides a bill to the applicant(s).
- F. Where applicants are so located that it is necessary or desirable to use private and/or government right-of-way to furnish service, such applicants may be required to provide or pay the cost of providing such right-of-way in addition to any applicable charges.
- G. Any force majeure event, or other condition which prevents the provision and performance of service, may delay the timeframes or construction intervals referred to within this *Local Terms of Service*. This includes, but is not limited to: delays caused by the applicant, including failure to provide access to the customer's premises; delays caused by local, state, federal, or tribal government authorities, including failing to provide easement or access to rights-of-way; delays caused by vendors or other third parties, or; uncontrollable events, such as frozen ground, tornadoes, severe weather, lightning, injunctions, strikes or work stoppages, and negligent or willful misconduct by customers or third parties, including but not limited to, outages originating from introduction of a virus onto the provider's network.

LINE EXTENSION SERVICE

4.2 EXTENSION OF SERVICE CHARGES

A. Description

1. Extension of Service

Extension of service means an extension of company distribution plant for new tariffed residential basic local exchange service to a location where no distribution plant of the extending company exists at the time an extension of service is requested. An extension is constructed at the request of one or more applicants for service. An applicant is any person applying for new tariffed residential basic local exchange service. Extensions of service do not include trenches, conduits, or other support structure for placement of company-provided facilities from the applicant's property line to the premises to be served.

2. Application

a. Extension of service does not apply to extensions to developments. A developer is any owner of a development who offers it for disposition, or an agent of such an owner and a development is defined as land which is divided or is proposed to be divided for the purpose of disposition into four or more lots parcels, or units.

b. Extension of service as provided for in this *Local Terms of Service* does not apply to applications for extension of service for business customers and applications for extension of service by residential customers for service other than residential basic local exchange service.

c. **Requests for extension of service for business services and for residential services other than residential basic local exchange services will be processed on the basis of a special contract requiring the payment of actual costs by the requestor. Payment arrangements can be made at the Company's discretion.**

(C)
—
(C)

B. Terms and Conditions

1. Allowance

The Company provides a one thousand foot allowance for an extension of service at no charge to the applicant, subject to the conditions set forth in this *Local Terms of Service*. Multiple applications for a single extension of service or multiple applicants on a single application for an extension of service are permitted when the extension of service follows a single construction path. When there are multiple applicants for an extension of service or multiple applications received at the same time for an extension of service that follow a single construction path, the one thousand foot allowance may be aggregated by the number of applicants. For example, if there are two applicants, the allowance becomes two thousand feet.

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LINE EXTENSION SERVICE

4.2 EXTENSION OF SERVICE CHARGES (Cont'd)

B. Terms and Conditions (Cont'd)

2. Application Process

- a. The applicant must complete the application form provided by the Company and submit it to the Company. The application form will be provided to the applicant within seven business days of the applicant's initial request for service. In the case of multiple applicants, each applicant must either file a separate application form or be separately identified on and sign a single form. Each applicant will be billed an equal portion of the applicable charges. Multiple applicants may agree to divide the bill among themselves in a ratio different from that billed so long as the Company receives full payment.

(D)

(D)

LINE EXTENSION SERVICE

4.2 EXTENSION OF SERVICE CHARGES (Cont'd)

B. Terms and Conditions (Cont'd)

3. Extension of Service Charge True Up

- a. At the completion of the construction of the extension of service, the Company will determine the difference between the estimated cost that was billed to the applicant(s) and the actual cost of construction. If the actual cost of construction of the extension of service is less than the estimated cost that was billed to the applicant(s), the Company will refund any overpayment. In the case of multiple applicants on an extension of service that follows a single construction path, the Company will divide the difference by the number of applicants and refund an equal amount to each of the applicants. If the applicants have divided the bill among themselves in amounts different from the amounts billed, it is up to the applicants to reconcile any difference in refund. If the cost of construction of the extension of service exceeds the estimated cost that was billed to the applicant or applicants, the Company may bill, and the applicant(s) shall pay, the reasonable additional costs up to ten percent of the estimate. In the case of multiple applicants, the amounts shall be billed to the applicants on a pro rata basis.
- b. In every case of a refund or additional charges, the Company shall provide the applicant(s) detailed construction costs showing any difference (whether in excess of the estimated cost of construction or below the estimated cost of construction).

(D)

(D)

LINE EXTENSION SERVICE

4.2 EXTENSION OF SERVICE CHARGES (Cont'd)

B. Terms and Conditions (Cont'd)

(D)

(D)

4. Support Structures and Trenches

(T)

- a. Construction of an extension of service is expressly conditioned upon the applicant(s) completing construction of support structures, trenches, or both, on the applicant(s)' property as determined by the Company. The applicant's responsibility extends from the applicant's property line to the applicant's premises. In the case of multiple applicants for an extension of service, each applicant is responsible for construction of support structures, trenches, or both, on that applicant's property. All such supporting structures must be placed in accordance with Company construction specifications provided to the applicant by the Company.
- b. The applicant(s) has the option of providing the trench and support structure as determined by the Company, or may choose the Company, or a different company for the construction of the trench and structure. If the applicant(s) chooses the Company to dig the trench and provide the supporting structure, the applicant agrees to pay the Company all costs associated with the trench and supporting structure. Once support structures, trenches, or both have been constructed, the Company will provide drop wire to the applicant(s) at no charge.

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LINE EXTENSION SERVICE

4.2 EXTENSION OF SERVICE CHARGES (Cont'd)

B. Terms and Conditions (Cont'd)

4. Support Structures and Trenches (Cont'd)

(T)

- c. Once constructed and in place, all supporting structures and drop wire will be maintained by the Company so long as service is provided by the Company to the applicant. If the Company stops providing service to the applicant, the Company will have no responsibility for maintenance of supporting structures and drop wire. To the extent that the Company provides support structures and trenches, such material shall be owned by the Company.
- d. In arranging for service under this *Local Terms of Service*, the applicant(s) shall be deemed to have granted the Company and its employees, agents and contractors an easement for ingress and egress to and from the drop wire, supporting structures, trench and protector or NID for purposes of repair, maintenance, operation, replacement of said drop wire, support structures and trenches, along with the protector or NID.
- e. Any cost incurred because of sharing an open trench or aerial structure on the applicant(s) private property with another utility, will be the responsibility of the applicant(s).

5. Customer Information

(T)

- a. When the application form is provided to the applicant, the Company shall also provide a brief explanation of the extension of service rules.

(D)

4.3 TEMPORARY SERVICE

(D)

Where an applicant(s) requests a line extension for temporary service, or the service request is deemed to be temporary by the Company, the provisions of 4.2 apply, except the one thousand foot allowance as set forth in 4.2.B.1 preceding does not apply and the applicant shall be billed the full cost of the extension of service.

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EXCHANGE SERVICES

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5.1 EXCHANGE AREAS

A. Description

1. Residence flat rate lines, PBX, B1/Key Trunks flat lines, message rate lines^[1], party lines, farmer lines, payphone lines, trunk lines, and toll access lines are provided within exchange boundaries. The exchange access line is provided from the Company's central office facilities to the customer's location. The central office serving the customer's location is designated by the Company. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network. (Z)
2. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.

5.2 EXCHANGE AREAS AND LOCAL CALLING AREAS

A. Description

1. Extended Area Service (EAS) is interexchange access service furnished between two or more exchanges for which no toll rates apply.
2. EAS provides customers with unlimited local calling beyond their local exchange within the extended area.

5.3 RESERVED FOR FUTURE USE

^[1] **Message Rate Service is grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.** (Z)
(Z)

EXCHANGE SERVICES

5.4 CLASSES OF SERVICE OFFERED IN AN EXCHANGE AREA

A. The Company makes service available under its effective rate schedules, as follows.

1. Class of Service

- Business service
- Residence service

2. Type of Service

- Flat rate service
- Measured rate service - **GRANDFATHERED**

(Z)

3. Grade of Service

| <u>Grade of Service</u> | <u>Area Applicable</u> |
|-------------------------|------------------------|
| Individual Line | Throughout exchange |
| Two-Party Line | Obsolete Service |
| Four-Party Line | Obsolete Service |
| Farmer Line | Obsolete Service |
| PBX Line | Throughout exchange |
| Digitrex-type | Throughout exchange |

EXCHANGE SERVICES

5.5 FOREIGN EXCHANGE SERVICE

A. Description

Foreign Exchange (FX) Service is service furnished from an exchange or other than the one from which it would normally be furnished. The local exchange (local company) is the exchange in which the subscriber is located. The foreign exchange (serving company) is the exchange from which service is furnished.

B. Definitions

Extended Area Service (EAS)

Interexchange telephone service furnished at flat or measured rates^[1] between two or more exchanges for which no toll rates apply. (Z)

Foreign Exchange (FX)

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

Interexchange Channel

Channel between the rate centers of the foreign and local exchanges.

Interexchange Channel Terminal

Termination of an interexchange channel at a rate center.

Local Exchange

Exchange in which the customer premises is located.

Service Function

For FX Service, the signaling and transmission devices required to meet system standards when service is furnished from an exchange other than the normal exchange.

C. Terms and Conditions

1. FX Service is furnished from the central office in the FX to the customer's premises in the local exchange, except as stated in this Section, in connection with:
 - Residence flat rate exchange access lines;
 - Business flat rate exchange access lines;
 - Digtirex-type station lines beyond the local calling area.

^[1] **Measured Rate Service is grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.** (Z)

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5.5 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

2. Customers of FX Service are not required to take service of the exchange from which local service would normally be furnished.
3. The monthly rates for business or residence exchange access lines are those of the FX for the class of service provided.
4. Move of a customer's location in the local exchange within the same serving central office is not considered a change in the FX channel.
5. Except as provided, services furnished in the local exchange will be available in connection with FX Service at rates under the tariff provisions of the local exchange.
6. Except as provided, FX Service will be furnished subject to the same terms and conditions as to the use of the service by others than the customer and the customer's representatives or members of the customer's household, which are applicable in connection with other business or residence service.
7. FX Service will not be provided for payphone use. FX Service in connection with hotel/motel PBX systems will be provided only for the use of administrative personnel in the conduct of their business.
8. Extension station lines and PBX station lines will be installed off the premises on which the main station line is located as follows:
 - a. Each off premises extension station line or PBX station line will be provided for the use of the customer only and will be located on a premises of the customer, except that extension station lines will be installed on a premises of a different customer for answering incoming calls.
 - b. Off premises extension station lines and PBX station lines from the main FX Service may be furnished at the appropriate extension station line or PBX station line rate. Terminal loop rates also apply.
 - c. An extension station line will be furnished in the local or the FX as shown in Extension Service.
9. Off premises extension station lines and PBX station lines may be provided in both the local and contiguous FXs from local and extended business main service.

Rates and charges in D.6., following, apply for extension station lines and PBX station lines located in an exchange area contiguous to that in which the main station line is located.

Loop signaling arrangements may be furnished for PBX off premises lines. See Terminal Loop Rates.

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EXCHANGE SERVICES

5.5 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

10. Rates and charges in D.2. and 3., following, for interexchange channel mileage, interexchange channel terminal and service function apply to all classes of service.

Mileage for rates and charges in D.2. and 3., following, is the airline distance between rate centers as calculated in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
(Z)

When a FX channel is furnished jointly by the Company and another company, the rates apply only to the portion of the mileage in full miles, provided by the Company.

Interexchange channel terminal rates and charges in D.2. and 3., following, apply at Company rate centers only.

Service function rates and charges in D.2. and 3., following, apply at a Company local exchange only.

11. FX mileage rates for service furnished in a contiguous exchange as shown under D.1., following, are applicable to the airline distance between the customer's main station line and the nearest point on the common boundary of the foreign and local exchange areas.
12. Automatic Call Distribution-Electronic Switching System (ACD-ESS) agent/administrative lines will be furnished at rates shown in D.1., following, except as stated in this Section, when the customer's secondary location is in a different exchange than the primary location as stated in 9.4.4, Automatic Call Distribution-Electronic Switching System (ACD-ESS).
13. Long distance message toll over FX channels will be charged for at the rates in effect for the class of call from the foreign exchange.
14. FX Service will be listed in the directory of the FX. Listings in the local exchange directory, additional listings, Joint User or additional lines of information will be furnished at the rates and charges in effect for the directory containing the listings.
15. FX Service over any route is available under the terms and conditions and rates and charges specified in this Section, only when facilities and operating conditions permit. Where unusual costs are involved to provide FX Service, additional rates and charges based on costs of providing service may apply.

EXCHANGE SERVICES

5.5 FOREIGN EXCHANGE SERVICE

C. Terms and Conditions (Cont'd)

16. Where FX Service is provided in a contiguous exchange by means of a channel directly from the FX central office to the customer's premises the following provisions apply:
 - a. Extensions of plant required in a Company FX will be made as shown in Section 4, Line Extension Charges.
 - b. Extensions of plant required in a Company local exchange will be made based on the costs of providing service. The applicant may furnish and set poles in the local exchange as provided in Section 4, Line Extension Charges.
17. A FX channel may be utilized with customer-provided equipment, protective circuitry, or PBX and key telephone systems which are connected to the exchange telephone service associated with channels, subject to terms and conditions in Section 8.
18. Party line service from a Company FX is available only to a customer having this service, at a location where service was established prior to May 1, 1982. No moves, changes or additions to existing service will be permitted.

Rates and charges in D.1., following, apply, except as stated in this Section, in addition to the applicable access line rates and charges.

19. If the Company cannot provide local service to new customers, temporary service will be provided if facilities and operating conditions permit from a contiguous FX at the rates and charges of the serving exchange. If applicable, Line Extension Charges in Section 4, may also apply.

When facilities become available to provide local service, and the customer elects to retain FX service, monthly rates for the FX service will apply.
20. When the Company establishes a new central office or revises a central office or exchange area boundary, additions or increases in mileage increments are not applicable to existing customers as long as these services are retained without change by the same customer at the same premises. At the same time, deletions or decreases in mileage increments will be applicable to existing FX customers affected by the change.
21. Where FX Service is provided in a contiguous exchange the lesser rate resulting from Plan A or Plan B, in D., following, will be applicable.
22. The minimum service period for FX Service is one month. If the service is discontinued within one month of service establishment, charges will apply for the full minimum service period.

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EXCHANGE SERVICES

5.5 FOREIGN EXCHANGE SERVICE

D. Rates and Charges

1. Foreign Exchange Channel Contiguous Exchanges - Plan A

a. Where extended service is offered between exchanges.

| | <u>Monthly Rate</u> |
|--|---------------------|
| - Business B1/Key Trunks or PBX exchange access line, each one-half mile or fraction of | \$ 7.00 |
| - Residence Flat Rate exchange access line, each one-half mile or fraction of | 7.00 |

b. Where extended service is not offered between exchanges

| | |
|--|------|
| - Business B1/Key Trunks or PBX exchange access line, each one-half mile or fraction of | 7.00 |
| - Residence services exchange access line, each one fourth mile or fraction of | |
| - Residence flat rate line | 3.30 |
| - Two-party line | 2.50 |
| - Four-party line | 2.00 |

c. Automatic Call Distribution-Electronic Switching System
(ACD-ESS) agent and administrative lines,
each one-half mile or fraction of ⁽²⁾

| | |
|--|------|
| | 7.00 |
|--|------|

d. Cross boundary rate, each access line

| | |
|-------------|-------|
| - Residence | 5.00 |
| - Business | 10.00 |

⁽¹⁾ The 500B type console is not available with ACD-ESS off premises station lines when in a foreign exchange.

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5.5 FOREIGN EXCHANGE SERVICE

D. Rates and Charges (Cont'd)

2. FX Channel Contiguous Exchanges - Plan B

For business or residence service between exchanges with or without EAS

| | <u>Monthly Rate</u> |
|---|---------------------|
| a. Interexchange Channel between rate centers of the local and FXs, per mile | \$ 2.75 |
| b. Interexchange Channel Terminal, applies at the rate center of the local and the FX, each | 10.25 |
| c. Service Function applies in the local exchange at each customer location, each | 2.00 |

3. FX Channel Noncontiguous Exchanges

For business or residence service between exchanges with or without EAS

| | |
|---|-------|
| a. Interexchange Channel between rate centers of the local and FXs, per mile | 4.00 |
| b. Interexchange Channel Terminal, applies at the rate center of the local and the FX, each | 10.25 |
| c. Service Function applies in the local exchange at each customer location, each | 2.00 |

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5.5 FOREIGN EXCHANGE SERVICE

D. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> ⁽¹⁾ |
|---|---|
| | <u>Monthly Rate</u> |
| 4. Service connection, rearrangement or change of each FX channel | \$180.00 |
| 5. Farmer Line FX Service, each line termination | (2) |
| 6. An off premises extension station line or PBX station line from a main location may be furnished in the contiguous exchange at the following rates: The total airline measurement from the extension station line or PBX exchange station line termination to the nearest point on the common exchange boundary and from that point to the main station line termination, each one quarter mile or fraction of ⁽³⁾ | \$1.90 |

(1) In addition, applicable nonrecurring charges apply per exchange access line.

(2) One and one-half times the rate applicable to Farmer Line station service.

(3) Not applicable to extension station lines or PBX station lines on continuous property furnished along highways or rights-of-way (i.e., freeway emergency reporting station lines). See Mileage Charges.

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EXCHANGE SERVICES

5.6 REMOTE CENTRAL OFFICE SERVICE

A. Description

Remote Central Office Service is exchange service furnished from a central office other than the one from which a customer would normally be served. The serving central office must be located in the same exchange in which the customer is located.

B. Terms and Conditions

1. Remote Central Office Service is provided only in connection with business flat or measured exchange access lines.
2. The monthly rate for business exchange access lines applies for the applicable class of service provided, in addition to rates and charges shown in C.1. and 2., following.
3. The nonrecurring charge shown in C.3., following, will apply for connection of service or change of the remote central office channel. Move of a customer's location within the local central office area is not considered a change of the remote central office channel.
4. Remote Central Office Service over any route or for any class of service is available under the terms and conditions, rates and charges specified in this Section only when facilities and operating conditions permit.

Where unusual costs are involved to provide the service, additional nonrecurring charges and monthly rates based on costs of providing service may apply.

5. Remote Central Office Service mileage charges are based on airline measurements from the wire center from which the customer actually is served to the wire center from which the customer normally would be served.

C. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| 1. Interoffice channel mileage between the local and remote central office, each one quarter mile | -- | \$ 2.00 |
| 2. Remote central office terminal | | |
| - Business flat or measured exchange access line (loop start) | -- | 27.00 |
| - PBX (ground start) | -- | 39.50 |
| 3. Channel, each ⁽¹⁾ | 85.00 | -- |

⁽¹⁾ In addition, applicable nonrecurring charges apply per exchange access line.

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

A. General

1. Exchange access service, other than Payphone Service, is furnished for the use of the customer, and persons residing in the customer's home; or the customer's employees or representatives. The service may also be extended to joint users.
2. Miscellaneous service, including private lines, is furnished by the Company under its schedules of rates.
3. Business and residence services are furnished at the rates shown in this Section. Service will not be extended from one rate area to another rate area within the same exchange.
4. Application of Business and Residence Rates
 - a. Service is classified as business service and business rates apply when any of the following conditions exist:
 - (1) When the service is furnished at a premises where a business, trade or practice is performed and where use of the location is not confined primarily to domestic activities.
 - Premises on which non-domestic activities are conducted (such as churches, social clubs etc.) are considered businesses for purposes of rating the service. However, residential service may be provided to domestic locations within the business premises.
 - (2) When the directory listing is to be a business listing.
 - (3) When the service is provided to a reseller of local exchange service.
 - b. Service is classified as residence service and residence rates apply when the following two conditions exist:
 - (1) When the service is furnished at a premises used primarily for domestic purposes; a residence premises typically contains cooking and sleeping facilities.
 - Residence service will be allowed for individual rooms at group homes, e.g., fraternities, sororities, patient rooms at retirement homes, boarding houses when service to the rooms is not provided through a reseller of local exchange service, if the listing is in an individual's name.
 - Residence service will be allowed in church living quarters and the clergy person's private study if the listing is in an individual's name.
 - (2) When the directory listing is to be a residential listing. A residence service may not have a business directory listing.

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

A. General (Cont'd)

4. Application of Business and Residence Rates (Cont'd)

- c. A residence service may not be part of a hunting sequence that contains business lines.
- d. Customers changing from business to residence service will be assigned a different telephone number.

Customers may choose to retain the same telephone number but must continue to pay business rates until the next telephone directory is issued, in which their telephone number does not appear as a business listing.

- e. When it is determined that a customer with residence service should be reclassified as business service under the above provisions, the Company will, after appropriate notice, discontinue the service in the event such customer refuses to permit the service to be classified as business service and pay applicable business rates.
5. The use of business service may be extended for switched data (non-voice) communications relating directly to the business of composite data service vendors, or composite data service vendors patrons, or a communications common carrier in the provision of public telegram message service or overseas data message service.
6. Flat rate or message rate^[1] services are not installed on premises of a public or semipublic character, except for Payphone Service in a location where the telephone would be accessible for use by the patrons of the customer or by the public in general. (Z)
7. Business message rate^[1] and/or business measured rate^[1] service may not be combined with business flat rate service on a single premises, except as shown below: (Z)
- Business message rate^[1] or any business measured rate^[1] and any business flat rate FX Service or (Z)
 - Business flat rate and hotel message rate PBX station line service, or
 - Business flat rate and business message rate^[1] or measured rate^[1] services terminating on answering only line jacks of a telephone answering service switchboard, or (Z)
 - Trunks arranged for DID and hotel message rate PBX station line service, or
 - Business B1/Key Trunks and PBX rates for Backup-Line Service, or
 - Integrated Services Digital Network (ISDN) multi-call line.

^[1] **Message Rate and Measured Rate Services are grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.** (Z)
(Z)

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

A. General (Cont'd)

8. Change Charges

| | Nonrecurring <u>Charges</u> |
|---|--------------------------------|
| - Changes of class, type or grade of service, each exchange access line ⁽¹⁾ | \$20.00 |
| - Other changes of an exchange access line, each ⁽²⁾ | 20.00 |

(1) Does not apply to residence line.

(2) Included in this category are miscellaneous changes or rearrangements of an exchange access line.

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

B. Flat Rate Service

1. Types of Lines

One-party/individual residential service for which a fixed charge is made regardless of the number of local messages completed.

B1/Key Trunks Flat Line (Applicable to business services only)

A line within a telephone system consisting of four or fewer lines per customer at a single building.

PBX Flat Line (Applicable to business services only)

A line within a telephone system consisting of five or more lines per customer at a single building.

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

C. Measured Rate Service - **GRANDFATHERED**

Measured Rate Service is grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.

1. Terms and Conditions
 - a. Measured Service is a local service for which charges may be based upon: frequency, time of day, duration and distance.
 - b. The monthly rates for measured service are in addition to other applicable charges and rates.
 - c. Customers to residence budget and business basic measured services receive no allowance.
 - d. Measured services are not available in connection with FX Service, and trunk lines.
 - e. A separate bill will be rendered for each residence basic measured and budget measured.
 - f. In the case of basic measured service, the usage charge only applies when the stipulated usage allowance is exceeded.

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5.7 LOCAL EXCHANGE SERVICE

C. Measured Rate Service – **GRANDFATHERED** (Cont'd) (Z)

2. Measured Service Usage – **GRANDFATHERED** Charges ⁽¹⁾ (Z)

The following usage rates are applicable to residence basic measured service, residence budget measured service, and business basic measured service.

Each outgoing local call placed within the same or between central offices located at distances of:

| | <u>Initial Minute</u> | <u>Each Additional Minute</u> |
|--------------------|---------------------------|-----------------------------------|
| - 0-8 miles | \$0.00 | \$0.00 |
| - 9 miles and over | 0.00 | 0.00 |

- A 35% discount applies to outgoing local calls placed between 5 p.m. and 8 a.m. weekdays, all day Saturday, Sunday and holidays.

⁽¹⁾ In addition, a budget measured line from the applicable exchange is required.

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5.7 LOCAL EXCHANGE SERVICE

D. Monthly Rates

| Submarket (Company Use Only) | Exchange | Residence | Business | | |
|---|---|---|--|---|----------|
| | | Residence, Flat/Measured ⁽³⁾ / 2 & 4 Party ⁽¹⁾ | B1/Key Trunks, Flat or Measured ⁽³⁾ | PBX Trunks, Flat or Measured ⁽³⁾ | Payphone |
| 004 025 037 061 063 068,069 076 | Ashford Eureka Harrington Odessa Pacific Beach Raymond South Bend | \$32.00 | \$48.50 (I) | \$48.50 (I) | \$23.65 |
| 001 017 045 071,072 073 080 086 | Almira Coulee City Lind Ritzville Royal City Starbuck Wilbur | 32.00 | 48.50 (I) | 48.50 (I) | 24.40 |
| 019 021,022 055 060 089 | Curtis Edwall-Tyler Nespelem Ocosta Yacolt | 32.00 | 48.50 (I) | 48.50 (I) | 24.55 |
| 008 038,043 065 082 087 | Cathlamet Lake Quinault ⁽²⁾ Pe Ell Vader Wilson | 32.00 | 48.50 (I) | 48.50 (I) | 24.65 |
| 079 | Sprague | 32.00 | 48.50 (I) | 48.50 (I) | 27.35 |

E. Nonrecurring Charges

The following nonrecurring charges apply for the installation of flat or measured access lines.

| | |
|------------------------|---------|
| Residence | \$31.00 |
| Business B1/Key Trunks | 48.00 |
| Business PBX | 48.00 |

⁽¹⁾ Two and four-party residence flat rate service was grandfathered February 15, 1990.

⁽²⁾ Lake Quinault includes Humptulips.

⁽³⁾ Measured Rate Service is grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE

F. Vacation Number Reservation

Effective July 1, 2023, grandfathered (obsolete) residence and small business services are not eligible for Vacation Number Reservation.

(N)
(N)

1. General

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

2. Conditions

- a. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.
- b. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.
- c. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

3. Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

G. Reserved For Future Use

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE (Cont'd)

H. Measured Rate Service - **GRANDFATHERED**

(Z)

Measured Rate Service is grandfathered for residence and business access lines. Availability is limited to lines currently in service at existing locations for existing customers.

(Z)

1. Description

Measured Rate Service is a local service for which charges may be based upon: frequency, time of day, duration and distance.

2. Rates and Charges

a. Residence Basic Measured Service - GRANDFATHERED

Residence basic measured service is grandfathered to existing customers effective December 1, 1989. Service that is moved, changed or disconnected is no longer considered grandfathered.

(1) Appropriate local usage charges, specified in 2.b. following, will apply in addition to the following monthly rate found in Section 5.7.D.

(2) Local Usage Charges

- (a) Customers receive a \$0.00 allowance for outgoing local calls.
- (b) The usage charges specified below only apply when the stipulated usage allowance is exceeded.

| | <u>Initial Minute</u> | <u>Each Add'l Minute</u> |
|---|---------------------------|------------------------------|
| - Each outgoing local call placed within the same or between central offices located at distances of: | | |
| - 0-8 miles ⁽¹⁾ | \$0.00 | \$0.00 |
| - 9 miles and over | 0.00 | 0.00 |

(c) A 35% discount applies to outgoing local calls placed between 5 p.m. and 8 a.m. weekdays, all day Saturday, Sunday and holidays.

b. Residence Two-Party Measured Service

- (1) Includes an allowance of twenty outgoing local calls per month.
- (2) The usage charges specified below only apply when the stipulated usage allowance is exceeded.

| | |
|--|-----------------------|
| - Each outgoing local call exceeding the allowance | <u>Rate</u> \$0.00 |
|--|-----------------------|

(1) Includes intraoffice calls.
WA2023-03

EXCHANGE SERVICES

5.7 LOCAL EXCHANGE SERVICE (Cont'd)

I. Party Line Service

Two and four-party residence are grandfathered effective February 15, 1990.

1. Description

Party Line Service is a central office line arranged to serve more than one customer. Each customer has a different telephone number. Exchange calls originating at party line stations may be limited to a maximum period of five minutes.

2. Terms and Conditions

- a. Where facilities do not exist for single party service, party line service may be offered only on a temporary basis for new installation or moves to a different premise.
- b. At the Company's option, and when mutually agreeable among all parties, customers with one-party service may be temporarily converted to party line service to share existing facilities with a new customer.
- c. All party line services shall be temporary, and in all cases, party line services will be regarded to one-party service when adequate facilities become available. The Company shall notify customers who are to be regarded. There will be no nonrecurring charge for grade of service changes.

3. Rates

The monthly rates are found in Section 5.7.D.

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service [1]

(C)

1. Description

Hunting Service is provided in all Company central offices. This service is offered subject to the capabilities of the central office providing the hunting arrangement. This service applies to Network Interface Lines and PBX services including key lines, data lines and FX lines.

- a. Hunting Service is offered in two categories:
 - Series completion service
 - Multiline hunt service
- b. Residence customers may subscribe to series completion service.
- c. The Hunting Service available in any given central office will depend on the type of central office equipment provided.
- d. The limitations on hunting service will vary by the type of central office offering the service.
- e. Hunting Service is not available on multiparty lines.
- f. The Custom Calling Service feature, Call Forwarding, will override the Hunting Service provided.
- g. If the customer converts from a series completion service to multiline hunt service, the nonrecurring charges for a multiline hunt service apply.
- h. Hunting Service as specified in this Section does not apply to PBX DID trunk groups.
- i. Hunting Service will affect the operation or availability of some other optional features on the hunting lines. The features most often affected include forms of Call Forwarding, Remote Call Forwarding, Remote Call Forwarding-Measured, Call Waiting, Call Transfer, Speed Calling and others, depending on the service configuration.
- j. Series completion service cannot be added to multiline hunt service.
- k. There will be no charge to change hunting arrangements due to the removal of lines from a hunt group.

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service [1]

(C)

1. Description (Cont'd)

I. Series Completion Service

Series completion permits calls to a busy telephone number to be routed to another telephone number in the same switching office. More than two numbers may be linked to form a series completion list. More than one telephone number can be routed to the same telephone number.

Series completion is a form of line hunting where a call is routed to an idle telephone number in a prearranged group when the called telephone number is busy. In no case does the hunting occur over more than sixteen telephone numbers. The hunting sequence can be accomplished as follows:

(1) Number Hunting

The hunt always starts with the called telephone number and ends with the last telephone number in the prearranged group, completing the call to the first idle telephone number encountered. Unless the first telephone number in the group is called, only a portion of the group can be tested. The prearranged sequence can be either consecutive or nonconsecutive.

(2) Circular Hunting

The hunt starts with the called telephone number and proceeds in a prearranged order to test all numbers in the group. The call will be completed to the first idle line. This arrangement is accomplished by routing the last number in the group back to the first number. No additional charge applies other than the series completion charge per line.

(3) Line Make Busy

This feature provides a method for making lines appear busy to the serving central office. The feature is activated by operation of dedicated keys at the customer's premises which in turn provides a busy appearance to the central office for predetermined lines or groups of lines. The line remains in the busy state until the associated key is depressed (deactivated). A line may be associated with only one key. Originating service is not affected by key operation.

The caller does not receive busy tone unless all numbers which have been hunted are found busy.

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service [1]

(C)

1. Description (Cont'd)

m. Multiline Hunt Service

Multiline hunt service permits calls to a busy telephone number to be routed to other specified lines that do not require a telephone number. Hunting is done sequentially by terminal within the group. A line is associated with each terminal in the group. One begin-hunt telephone number must be assigned to the first line within a group of sequentially ordered lines that form a Multiline Hunt Group (MLHG). Telephone numbers may be assigned to other lines within a MLHG and could effectively provide subgroups of lines to be hunted. Telephone numbers can be assigned to the hunting lines in any sequence.

Multiline hunt service provides a hunting sequence that attempts to complete a call to the line associated with the dialed telephone number. If the initial line is found busy, only the lines following the requested line within the hunt group are subsequently examined for an idle state. Busy tone is not sent to the caller unless all remaining lines in the hunt group list have been found busy. The call will be completed to the first idle line.

MLHGs can be assigned two types of telephone numbers; begin-hunt and non-hunting telephone numbers. The begin-hunt telephone number has the multiline hunt feature and, when called, starts the hunting sequence associated with the hunt group. An MLHG must have at least one begin-hunt telephone number but can have essentially one per line in the group. Non-hunting telephone numbers can be assigned to lines within a MLHG; these lines do not have the multiline hunt feature. Incoming calls are terminated directly to the individual lines.

(1) Regular Hunting

Regular hunting starts when a begin-hunt telephone number is called in a MLHG. Hunting proceeds in ascending order through each subsequent terminal (line) in the group until an idle terminal is reached or the last (highest numbered) terminal in the group is reached.

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service [1]

(C)

1. Description

m. Multiline Hunt Service (Cont'd)

(2) Optional Features

Once a MLHG with regular hunting is subscribed to, the following features are available:

(a) Circular Hunting

Circular hunting is provided optionally with regular hunting groups. Circular hunting occurs in these groups when the hunt for an idle terminal (line) commences beyond the first terminal in the hunt group and finds all higher numbered terminal busy, the hunt returns to the first terminal in the group. The hunt ends with the terminal number preceding the terminal where the hunt in the group initially began. This feature allows all lines within a MLHG to be tested for busy regardless of the point of entry into the group before returning busy tone.

(b) Stop-Hunt

The stop-hunt feature is available to customers who have the multiline hunt feature.

Stop-hunt allows the customer to stop the hunt of specific lines in a MLHG by the operation of a key (not valid for multiline no hunting groups). When a hunt through a group of lines for an idle line is initiated, the hunt will proceed until it reaches a terminal associated with an active stop-hunt key. There it stops. A customer may have more than one stop-hunt key, but only the stop-hunt terminal number associated with the last operated key is effective (active). MLHG, which has regular hunt without circular hunting, will not be affected by the activation of a stop-key; if the hunt starts after the stop-hunt terminal.

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service [1]

(C)

1. Description

m. Multiline Hunt Service

(2) Optional Features (Cont'd)

(c) Make Busy

This feature provides a method for making lines appear busy to the serving central office. The feature is activated by operation of dedicated keys at the customer's premises which in turn provides a busy appearance to the central office for predetermined lines or groups of lines.

- Line Make Busy

Line Make Busy enables a single line in a MLHG to be taken out of service by a key located at the customer's premises. At the time the key is depressed (activated), the line associated with the key is made busy. The line remains in the busy state until the associated key is depressed (deactivated). A line may be associated with only one key. Originating service is not affected by key operation.

- Terminal Make Busy

Terminal Make Busy is available only to MLHGs. Terminal Make Busy functions as individual make busy keys and allows a terminal or group of terminals to appear busy to incoming calls but originating service is not affected. One to twenty terminals can be assigned to the same Terminal Make Busy key.

- Group Make Busy

Group Make Busy causes all lines in a MLHG to appear busy to incoming calls. When a Group Make Busy key is operated, no search for an idle line is conducted and the incoming call is given busy treatment. Busy treatment could return busy tone or if the group has Call Forwarding-Busy Line, the incoming call will be routed to the Call Forwarding designated number.

[1] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

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EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

A. Hunting Service **[6]** (Continued)

(C)

2. Rate and Charges

a. Series Completion Service

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|----------------------------|---------------------|
| (1) Series Completion, per each telephone number hunting to another number | \$0.00 ^[5] | \$0.00 |
| (2) Optional Features | | |
| - Make Busy, per line [1] | 45.00 | 1.25 |

b. Multiline Hunt Service

| | | |
|---|---------------------|------|
| (1) Regular hunt | | |
| - Per group | -- | -- |
| - Per terminal (line) in the group | 0.00 ^[5] | 0.00 |
| (2) Optional features | | |
| - Per begin-hunt telephone number [2] | -- | -- |
| - Per non-hunt telephone number | -- | -- |
| - Circular Hunt, per group | 11.00 | -- |
| Make Busy | | |
| - Per line terminal [3] | 45 .00 | 1.25 |
| - Per group [3] | 45.00 | 1.25 |
| - Stop-Hunt | 13.00 | 2.20 |
| (3) Rearrangement of hunting terminals or telephone numbers [4] | 11.00 | -- |

[1] In addition, a key will also be required at the customer's premises. A term loop charge also applies for the channel to the customer's premises.

[2] At least one begin-hunt telephone number is required for each MLHG.

[3] A term loop charge also applies for the channel to the customer's premises.

[4] This rearrangement charge is not applicable when removing a terminal or number from a group.

[5] Service order charges apply when ordered subsequent to initial installation of line.

[6] Effective June 1, 2023, Hunting Service is grandfathered for residence customers and will no longer be available to new residence customers.

(N)

(N)

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS (Cont'd)

B. Farmer Line Service

Farmer Line Service is grandfathered effective February 15, 1990.

1. Description

Farmer Line Service is a grade of basic exchange service furnished in the suburban area of an exchange by means of lines owned and maintained in part by the customers to the service. Such lines connect with the Company's facilities at the BRA boundary of the exchange from which service is furnished.

2. Terms and Conditions

- a. Farmer Line Service is furnished outside the BRA and normally within the exchange area. A Farmer Line station shall not be located within the BRA or city limits. A Farmer Line shall not extend across an exchange area boundary except upon a FX basis. The Company will not accept applications for new Farmer Line Service.
- b. The Company will provide, own and maintain all exchange access lines and facilities used to furnish Farmer Line Service to the boundaries of the BRA or the city limits.
- c. The customer will provide, own and maintain all lines and facilities beyond the boundaries of the BRA or city limits.
- d. In exchanges where the Company's cable extends beyond the BRA or city limits, Farmer Line circuits may be included in the cable, if facilities are available. Connection with cable will only be made at locations designated by the Company.
- e. Farmer Line Service will be rendered to less than three customers, provided the total minimum exchange revenue of each circuit is not less than that of three residence exchange access lines. The minimum applies to residence or business service or a combination of both. It also applies to Farmer Line FX Service or a combination of FX and regular Farmer Line Service.
- f. When members/owners of a Farmer Line circuit appoint or designate a secretary or manager, connection of new members to the circuit or assignment of telephone numbers will be made only upon written authorization from the secretary or manager. The secretary or manager will collect all the charges for exchange and toll service from members of the Farmer Line circuit if asked to by the Company.

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

B. Farmer Line Service

2. Terms and Conditions (Cont'd)

- g. If a non-customer to Farmer Line Service connects a telephone to a Farmer Line without applying for service, the customer or customers-of-record on that line will be given notice by the Company to disconnect the telephone or apply for Farmer Line Service. Failure to comply with the notice shall warrant disconnection of the service.
- h. A Farmer Line may not be connected to more than one exchange. In the event of such violation, a notice must be sent to the customer(s) advising that the service arrangement is in violation of the Company's regulations and failure to comply with the Company's requirements will result in disconnection of any or all exchanges connected.
- i. Farmer Line Service will be rendered provided the line owned is properly constructed and in good operating condition.
- j. The Company at its option may change the type of central office switching equipment. If the change requires Farmer Line customers to change telephones or other facilities, it will be done at their own expense.
- k. Changes in directory listings are subject to charges from 5.7.1. For telephone number changes see 2.2.7. Changes in billing responsibility will be provided subject to conditions specified in 2.2.1.E.
- l. The customer(s) or owner(s) of a Farmer Line may be required to limit the number of telephones on each Farmer Line to the number required by the design or operation of the Company's central office equipment.

EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS

B. Farmer Line Service (Cont'd)

3. Rates and Charges

- a. **Residence flat rates specified in Section 5.7.D apply for Farmer Line Service.**

(M)

(M)

(M) Material previously appearing on this page now appears on page 18 of this section.

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EXCHANGE SERVICES

5.8 LOCAL SERVICE OPTIONS (Cont'd)

C. **Reserved For Future Use**

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

Multi-line telephone systems used in conjunction with PBX Trunks which were not already connected to Company facilities as of February 16, 2020, must, upon connection to the Company's facilities, be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.B.1. (M)
(M) (T)

Multi-line telephone systems must also be configured such that they are capable of conveying the dispatchable location of a "911" caller as described in Section 2.5.B.2. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider. (N)
(N)

A. Direct-Inward-Dialing (DID) Service

DID subscribers may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act, as described in Section 2.5.B.2. (N)
(N)

1. Description

DID Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

2. Terms and Conditions

- a. DID Service is available from central offices where equipment and operating conditions permit. The service provides PBX station users the ability to receive calls from outside the PBX without the assistance of the attendant. Customers will be required to maintain an adequate number of trunks with DID in order to prevent network degradation.
- b. In addition to the charges and rates specified following, appropriate charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID Service.
- c. All trunks in a group serving DID station lines must be equipped for DID Service. Trunks serving non-DID station lines and trunks used for outward-only service from all station lines do not need to be equipped for DID Service. (M1)

(M) Italicized material previously appeared on 3rd Revised Page 2 of Section 5.

(M1) Certain material previously appearing on this page now appears on Page 32.1.

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

A. Direct-Inward-Dialing (DID) Service

2. Terms and Conditions (Cont'd)

- d. When facilities are not available at the central office which provides the main listed number service, DID Service may be provided from a different central office. When a trunk group with DID Service is served from a central office other than the central office which provides the main listed number service, mileage rates as appropriate from Mileage Charges or Foreign Exchange Service, are applicable.
- e. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company.
 - (1) A DID sequential number block is a group of twenty telephone numbers in numeric order. The last digit of the first number within the block is a zero, and the last number within the number block must include an odd number in the sixth digit and a nine in the last digit.
 - (2) Customers requesting that number(s) in a sequential number block be removed from the block will be charged a Block Compromise Charge as specified in C. following. The charge will apply if the number(s) being removed will be billed under a different primary billed name than the block primary billed name.
- f. DID Service in connection with customer-provided switching equipment is furnished to the point of interface.
- g. Listings for DID telephone numbers will be provided, subject to the terms and conditions and rates and charges for business additional listings. See Section 5.

(M)

(M)

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

A Direct-Inward-Dialing (DID) Service

2. Terms and Conditions (Cont'd)

- h. Calls to reserve telephone numbers will be routed to the PBX for handling.
- i. DID is not compatible with some PBX vehicles.
- j. When a central office, other than an Electronic Switching Service central office, is not equipped to provide DID Service, the Company may provide the service at nonrecurring charges per trunk with DID Service equal to the pro rata cost to equip the central office. These nonrecurring charges apply in addition to the charges and rates following.
- k. DID Service is only offered with switching vehicles served by trunk service. Answer Supervision is required from the customer's switching vehicle.
- l. When DID and Automatic Identification of Outward Dialing (AIOD) are provided to a customer, the numbers for both services must be within the same prefix. Where the same telephone number can be used for both AIOD and DID Service only one telephone number charge will apply as shown in this Section.
- m. DID Service is available on Automatic Telephone Answering Service Answering Systems.
- n. Expanded Answer for 1A Electronic Switching Service (ESS) central offices is available as an optional feature for DID Service.
 - (1) Expanded Answer enables customers with Call Forwarding-Don't Answer or Call Forwarding-Busy Line/Don't Answer to forward their unanswered calls to a DID station number. This feature includes common equipment and Call Completion Software Positions (CCSP).
 - (2) Terms and conditions for Expanded Answer are as follows:
 - (a) Expanded Answer is necessary only in 1AESS central offices and is only available in 1AESS offices that have been equipped with the appropriate software, which provides the capability. Expanded Answer is not necessary in 1AESS central offices with new generic 10.09 or 11.02 or greater which contain additional software.
 - (b) The Expanded Answer common equipment includes two CCSPs. Additional CCSPs may be required if the volume of calls attempting to complete to the DID station number exceeds the processing limitations of the software.
 - (c) Both the DID station number and the number equipped with the Call Forward-Don't Answer or Call Forward-Busy Line/Don't Answer feature must be in the same central office.

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

A. Direct-Inward-Dialing (DID) Service

2. Terms and Conditions (Cont'd)

o. DID Trunk Queuing is available as an optional feature for DID Service.

(1) DID Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a DID system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

(2) Optional features associated with DID Trunk Queuing are as follows:

Delay Announcement

This option allows for Incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

(3) Terms and Conditions

- (a) DID Trunk Queuing and its associated options will only be provided where adequate and suitable central office facilities exists.
- (b) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- (c) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all trunks are busy must have two queue slots in the queue group.
- (d) The `music on queue option requires a voice grade private line circuit between the serving central office and a customer provided music source at the customer's premises.

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

A. Direct-Inward-Dialing (DID) Service

2. Terms and Conditions

o. DID Trunk Queuing is available as an optional feature for DID Service.

(3) Terms and Conditions (Cont'd)

(e) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

p. DID Two-Way Call Transfer is an optional feature which allows the user of a two-way trunk with DID to transfer any incoming call to another line or trunk outside of the system and then leave the connection without disconnecting the call.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|----------------------------|---------------------|
| a. DID Service | | |
| - In-only trunk circuit termination , each ⁽¹⁾ | \$ 40.00 | \$33.00 |
| - Two-way digital trunk circuit termination with answer supervision ⁽²⁾ | 40.00 | 40.00 |
| - Two-way, four-wire, analog trunk circuit termination, each ⁽³⁾ | 40.00 | 40.00 |
| b. DID Telephone Numbers | | |
| (1) DID telephone numbers used, each | 1.00 | 0.15 |
| (2) Block Compromise Charge | | |
| - Removal of a telephone number from a sequential number block, (other than temporary removal) per sequential number block | 100.00 | -- |
| - Temporary removal of a telephone number From a sequential number block, (for temporary Transfer of calls only) per sequential number block | | 50.00 |
| (3) Reserving Telephone Numbers | | |
| - Nonsequential number, per number ⁽⁴⁾ | -- | 0.15 |

(1) In addition, the nonrecurring charge and rate per month for the associated trunk is applicable.
 (2) Only available with Digital Switching Service. In addition, the nonrecurring charge and rate per month for the associated Digital Switching Service trunk is applicable.
 (3) In addition, the nonrecurring charge and monthly rate for the associated two-way, four-wire trunk is applicable.
 (4) Rates and charges apply only if the customer does not currently subscribe to DID Service. Customers currently subscribing to DID Service will be charged the NON rates and charges.

EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX)
TRUNKS

A. Direct-Inward-Dialing (DID) Service

3. Rates and Charges

b. DID Telephone Numbers (Cont'd)

- (4) Customer requests for a specific number(s) either within a sequential number block or any non-sequential number will be assessed the customized number charges specified in Section 5.13, when the request is not due to customer equipment technical limitations. The charge will also not be applicable when the customer requests a sequential number block consecutive to a current sequential number block. Only one custom number charge will be applied per sequential number block.

c. Expanded Answer

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| - Common equipment, including first two Call Completion Software Positions (CCSP) | \$200.00 | \$ 20.00 |
| - Each DID station number equipped | 2.50 | 0.25 |
| Additional CCSPs | | |
| - Third CCSP | -- | 35.00 |
| - Fourth CCSP | -- | 55.00 |
| - Fifth CCSP | -- | 70.00 |
| - Sixth CCSP | -- | 80.00 |
| - Seventh CCSP | -- | 90.00 |
| - Eighth CCSP | -- | 100.00 |
| - Ninth CCSP | -- | 110.00 |
| - Tenth CCSP | -- | 120.00 |
| - Addition or removal of CCSP subsequent to installation of common equipment, per order | 80.00 | -- |

d. Change Charges

The following charges are applied when rerouting telephone numbers to another trunk or trunk group or when changing the number of digits outpulsed to the Private Branch Exchange or to change signaling, e.g., dual tone multifrequency signaling to dial pulse or vice versa.

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| - Rerouting of telephone numbers, per number | (2) |
| - Changing number of digits outpulsed, per change | \$50.00 |
| - Changing signaling, per change | 50.00 |

(1) Only applies if Expanded Answer remains in service.

(2) Same nonrecurring charge as for initial installation of DID telephone numbers.

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EXCHANGE SERVICES

5.9 PRIVATE BRANCH EXCHANGE (PBX) TRUNKS

A. Direct-Inward-Dialing (DID) Service

3. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|----------------------------|---------------------|
| e. DID Trunk Queuing | | |
| - Per DID station number equipped | \$2.50 | \$0.25 |
| - Per queue group | 235.00 | -- |
| - Per queue slot in group | -- | 15.00 |
| - Changes in quantity of queue slots in queue group, per group | 100.00 | -- |
| - Delay Announcement | (1) | (1) |
| - Music on Queue | (2) | (2) |
| f. DID Two-Way Call Transfer | | |
| - Two-Way Trunk equipped, each | (3) | 13.00 |

(1) Apply rates and charges as specified for Delay Announcement in 9.4.4.

(2) Apply rates and charges as specified for Music on Queue in 9.4.4.

(3) Same nonrecurring charge as Business Custom Calling Services, which are specified in 5.4.3.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services

1. Description

Custom Calling Services provide special calling features to residence and business exchange access lines.

2. Definitions

Abbreviated Access – **Grandfathered**^[1]

(C)

Allows a customer to place a call to a predetermined telephone number by dialing an abbreviated code. Two arrangements are available, namely, Abbreviated Access, one digit or Abbreviated Access, two digit.

The customer shares a speed call list with their Abbreviated Access provider and the provider controls the speed call list and informs clients of the digit(s) to dial to reach the predetermined telephone number.

Call Forward-Busy Line (Expanded)

Allows a customer to have an incoming call forwarded to another predetermined number in a different central office switch if the called number is busy.

Call Forward-Busy Line (External)

Allows a customer to have incoming calls forwarded to another predetermined number outside the customer's system within the same central office switch when the called number is busy.

Call Forward-Busy Line (Overflow)

Allows a customer to have incoming calls forwarded to another predetermined number within the customer's central office if the called number is busy.

Call Forward-Busy Line (Programmable)

Allows a customer to have incoming calls forwarded to another number when the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Call Forward-Don't Answer

Allows a customer to have an incoming call forwarded to another predetermined number within the same central office switch if the customer does not answer after a preset number of rings.

^[1] **Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.** (N)
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

2. Definitions (Cont'd)

Call Forward-Don't Answer (Expanded)

Allows a customer to have an incoming call forwarded to a predetermined number outside the serving central office switch if the customer does not answer after a preset number of rings.

Call Forward-Don't Answer (Programmable)

Allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls are forwarded.

Call Forwarding-Variable

A function which allows incoming calls to be forwarded to another telephone number. The number the calls are forwarded to may be changed as required by the customer.

Call Forwarding-Variable-No Call Completion Option An option of Call Forwarding-Variable that allows a customer subscribing to that feature to activate it without completing a call to the forward-to number.

Call Transfer [1]

(C)

Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

Dial Call Waiting

Allows a customer with the feature to direct a Call Waiting tone or a Distinctive Alert signal to a line equipped with Distinctive Alert. The feature is activated by dialing a preset access code and the telephone number of the line to which the signal is directed.

Directed Call Pick Up

Allows a customer to answer a call during the ringing cycle that is directed to another line by dialing a preset code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

[1] Effective August 1, 2023, Call Transfer is grandfathered for residence and small business and will no longer be available to new residence and small business customers.

(N)
(N)

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

2. Definitions (Cont'd)

Directed Call Pick Up with Barge-In

Allows a customer to answer a call directed to another line which has been answered or is ringing by dialing a preset access code and the telephone number of the line to be answered. Both the originating line and the line to be answered must be equipped with the feature.

Hot Line Service – Grandfathered^[1]

Allows a customer to establish a switched connection to a predetermined number when the customer's telephone goes off-hook. No dialing is required and the call is processed automatically to the predetermined telephone number.

Intracall Service (a.k.a. Home Intercom) – Grandfathered^[1]

Allows customers to use their standard Residence or Business telephone line to provide an intercom system between their primary telephone and any extension telephone. This is accomplished by the subscriber dialing an access code, hanging up, letting the telephone ring, and allowing both primary and extension to talk to each other. The ringing supplied to the line is a special ringing circuit which allows the customer to distinguish between a normal incoming call and an intracall. The access code may be the subscriber's own telephone number or a special three-digit code, depending upon the type or central office from which the subscriber is served. Intracall Service is not available to lines in a Hunt Group.

Distinctive Ring (**a.k.a. Custom Ring**) – Grandfathered^[1]

(T)

Distinctive Ring provides a distinctive ringing code on incoming calls to an access line. This code is achieved by assigning an additional telephone number to the access line. This number must be billed to the primary number. Additional listings can be provided per rates in Section 5, Directory Services

Scheduled Forwarding

A function which allows all incoming calls to be forwarded to another telephone number. It allows a customer to remotely change the termination of their incoming calls and base the termination upon a time schedule. From any tone signaling telephone, the customer can activate, deactivate, or change the times, days and destination numbers.

Speed Call

A function that allows a customer to assign and dial abbreviated codes to frequently called numbers. The customer has the option of a list of 8 or 30^[1] numbers. Effective August 1, 2020, 30 number service is grandfathered and availability is limited to lines currently in service at existing locations.

^[1] Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

2. Definitions (Cont'd)

3-Way Calling

A feature providing the capability to add a third party to an existing conversation.

Warm Line Service – **Grandfathered**^[1]

(C)

Allows a customer to establish a switched connection to a predetermined number if the customer does not dial a number within a specified length of time after going off-hook. When the customer's telephone goes off-hook and dialing begins within a specified time delay period, the call will proceed normally as dialed. If dialing has not started before the end of the predefined time delay period, a predetermined stored number is automatically dialed by the central office switching equipment.

3. Terms and Conditions

a. The Call Forward-Variable can be provided on PBX business lines under the following conditions:

- (1) Multiple calls can be simultaneously forwarded outside the central office where technically feasible.
- (2) For those PBX business systems utilizing a Multiline Hunt Group, only the lead number can be call forwarded. This also applies to C.1. preceding, regardless of the number of trunks and lines in the system. In addition, since any station on the system that has access to the central office line can change or remove the activation of Call Forwarding, the Company is not responsible for any changes to the call forwarded number.
- (3) For those PBX business systems utilizing a series hunt group, the Call Forwarding feature is associated with a specific telephone number. This means the station activating the feature must access the line associated with the specific number of the line to be affected. The Company is not responsible for system's ability to select specific trunk or line when attempting to activate or deactivate Call Forwarding.

b. Any customer using a measured service type of line will incur a usage charge on any call using the Call Forwarding features.

c. Call Forward-Busy Line (external) provides the capability to overflow from one hunt group to another, or to a Remote Call Forwarding number.

d. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

^[1] **Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.** (N)
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

3. Terms and Conditions (Cont'd)

- e. Custom Calling Services will be provided where technically and/or economically feasible and are furnished only in central office areas where facilities permit, as determined by the Company.
- f. See Section 2, Resale of Network Features, for services that may be resold.
- g. Due to technical limitations, customers who subscribe to Abbreviated Access, one digit, may not purchase an additional Abbreviated Access, one digit, or Speed Call 8 number. Customers who subscribe to Abbreviated Access, two digit, may not purchase an additional Abbreviated Access, two digit, or Speed Call 30 number.
- h. Control of the number assignment on the shared speed call list associated with Abbreviated Access resides with the provider. The provider must have an access line in the same central office as their client for the purpose of controlling the Speed Call list. The access line will be restricted from dialing any toll calls billable to the end user.
- i. Due to technical limitations, customers who subscribe to Speed Call 8 number and Call Transfer will only have 6 number capacity available for their use.
- j. The connection to the predetermined number associated with Hot Line service cannot be changed except through the issuance of a service order.
- k. A line equipped with Hot Line service is totally dedicated to operate in the manner outlined herein. There is no ability to operate the line in any other manner. For example, calls to 911 or other emergency numbers cannot be placed from a line equipped with Hot Line service.
- l. A line equipped with Hot Line service can be used for incoming calls, but cannot initiate outgoing calls except to the predetermined number.
- m. Where technology permits, the connection to the predetermined number associated with Warm Line service is controlled by the customer and may be changed by dialing an access code and the new number. In other instances, the connection to the predetermined number cannot be changed except through the issuance of a service order.
- n. With Warm Line service, the timing delay period before automatic dialing begins is specified at the time the service is ordered and cannot be changed except through the issuance of a new service order.
- o. Once automatic dialing begins on lines equipped with Warm Line service, calls to other numbers cannot be made. For example, dialing of 911 or other emergency numbers must begin before the time delay period ends.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A Custom Calling Services (Cont'd)

3. Terms and Conditions (Cont'd)

- p. Operator Verification and Interrupt will not function on lines equipped with any of the Call Forwarding features.
- q. Due to technical limitations, the calling number and the called number must be in the same central office switch for the following features: Dial Call Waiting, Directed Call Pick Up, Directed Call Pick Up with Barge-In and Distinctive Ring.
- r. A telephone number must be assigned to lines equipped with Directed Call Pick Up, Directed Call Pick Up with Barge-In, Distinctive Alert and Dial Call Waiting.
- s. Call Forward-Busy Line (Expanded) and Call Forward No Answer Expanded) will only be provided where technically and economically feasible and where sufficient demand exists to warrant provision of the service.
- t. A 60 Day Product Guarantee allows customers who are new subscribers of Remote Access Forwarding and Scheduled Forwarding, who are not completely satisfied with the product, to receive credit for all monies billed for the product. The customer must notify the Company of their dissatisfaction and request disconnection of the product within 60 days of the installation of the product.

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

4. Rates and Charges

- a. The following nonrecurring charge applies per request on a per line basis to establish or change Custom Calling Service features.

| | <u>Nonrecurring Charge</u> |
|-------------|--------------------------------|
| - Residence | \$7.00 |
| - Business | 11.00 |

b. Custom Calling **Services**

| Custom Calling Services | Monthly Rate (Each Line) | |
|---|--------------------------|-----------|
| | Business | Residence |
| Abbreviated Access, One-Digit (grandfathered) | | |
| - Each shared speed call list | \$20.00 | - |
| - Each line arranged | 2.00 | \$2.00 |
| Abbreviated Access, Two-Digit (grandfathered) | | |
| - Each shared speed call list | 30.00 | - |
| - Each line arranged | 2.00 | 2.00 |

(T)
 (M)(T)
 (M)(T)
 (M1)
 (M1)

(M) Residence Abbreviated Access moved from Section 5, Page 47.

(M1) Material moved to Section 5, Page 45.

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6th Revised Page 45

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

4. Rates and Charges (Cont'd)

b. Custom Calling Services (Cont'd)

| Custom Calling Services | Monthly Rate (Each Line) | |
|---|--------------------------|-----------|
| | Business | Residence |
| Call Forwarding | | |
| Busy Line (expanded) | \$3.00 | \$3.00 |
| Busy Line (external) | 3.00 | N/A |
| Busy Line (overflow) | 3.00 | 3.00 |
| Busy Line (programmable) | 5.50 | 3.00 |
| Busy Line/Don't Answer (expanded) | 6.00 | 6.00 |
| Busy Line (external)/Don't Answer | 6.00 | N/A |
| Busy Line (overflow)/Don't Answer | N/A | 6.00 |
| Don't Answer | 3.00 | 3.00 |
| Don't Answer (expanded) | 3.00 | 3.00 |
| Don't Answer (programmable) | 4.50 | 3.00 |
| Variable | 5.00 | 5.00 |
| Variable, no call completion | N/A | N/A |
| Call Transfer ⁽²⁾ | 6.00 | 6.00 |
| Call Waiting | 7.00 | 7.00 |
| Dial Call Waiting | 5.00 | 5.00 |
| Directed Call Pick Up | 5.00 | 5.00 |
| Directed Call Pick Up with Barge-In | 5.00 | 5.00 |
| Distinctive Ring (a.k.a. Custom Ring) | 6.00 | 6.00 |
| Hot Line – Grandfathered ⁽¹⁾ | 5.00 | 5.00 |
| Intercom Calling – Grandfathered ⁽¹⁾ | 5.00 | 5.00 |
| Scheduled Forwarding | 6.95 | 6.95 |
| Discounted | 6.95 | N/A |
| Speed Call 8 | 5.00 | 5.00 |
| Discounted – Grandfathered ⁽¹⁾ | N/A | 5.00 |
| Speed Call 30 – Grandfathered ⁽¹⁾ | 6.00 | 6.00 |
| 3-Way Calling | 5.00 | 5.00 |
| Discounted | N/A | 5.00 |
| Warm Line (grandfathered) | 5.00 | 5.00 |

(C)

⁽¹⁾ Grandfathered to existing customers. No new service will be offered.

⁽²⁾ **Effective August 1, 2023, Call Transfer is grandfathered for residence and small business and will no longer be available to new residence and small business customers.**

(N)
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

A. Custom Calling Services (Cont'd)

4. Rates and Charges (Cont'd)

c. Custom Calling **Packages**

Business- **Grandfathered** ^[1]

| | <u>Monthly Rate</u> | |
|--|---------------------|-----|
| - Call Waiting, Call Forward-Variable, 3-Way Calling on the same line | \$10.00 | (T) |
| - Call Waiting, Call Forward-Variable, Speed Call, 8-number capacity on the same line | 10.00 | |
| - Call Waiting, Call Forward-Variable, Speed Call, 30-number capacity on the same line | 13.00 | |
| - Call Waiting, 3-Way Calling, Speed Call, 8-number capacity on the same line | 10.00 | |
| - Call Waiting, 3-Way Calling, Speed Call, 30-number capacity on the same line | 13.00 | |
| - Call Waiting, Call Forward-Variable, 3-Way Calling, with or without Speed Call, 8-number capacity on the same line | 13.00 | |
| - Call Waiting, Call Forward-Variable, 3-Way Calling, Speed Call, 30-number capacity on the same line | 16.00 | |
| - Call Forward-Variable, 3-Way Calling, Speed Call, 8-number Capacity on the same line | 10.00 | |
| - Call Forward-Variable, 3-Way Calling, Speed Call, 30-number capacity on the same line | 13.00 | |

[1] Grandfathered to existing customers. No new service will be offered.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

- A. Custom Calling Services (Cont'd)
 - 4. Rates and Charges (Cont'd)
 - d. Reserved**

(T)
(M)

(M)

(M) Material moved to Section 5, Page 45.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

- A. Custom Calling Services (Cont'd)
 - 4. Rates and Charges (Cont'd)
 - d. Reserved**

(T)
(M)

(M)

(M)

(M) Material moved to Section 5, Page 45.

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions

- a. Rates for Custom Calling II services are in addition to all other rates and charges for business and residential telephone service. Nonrecurring Service Charges do not apply to Custom Calling II Service.
- b. Custom Calling II services are furnished with one party line service only, excluding Foreign Exchange Services. They are provided subject to the availability of suitable facilities.
- c. This service is available only where facilities permit.
- d. Except for willful misconduct or gross negligence of the Company, each customer releases, indemnifies and holds harmless the Company, its employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, for any business loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Anonymous Call Reject *77, Caller ID, Caller ID Blocking, Call Forward Remote Access, Call Return *69, Call Trace *57, Call Waiting ID, Call Waiting Deluxe (DSCWID), Distinctive Ring, Long Distance Alert, Busy Redial *66, Selective Call Accept *64, Selective Call Forward *63, and Selective Call Rejection *60.
- e. Customers of Caller ID may not, without permission of the calling party, publicize or disclose to third parties telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services.
- f. Custom Calling II Features:
 - (1) Anonymous Call Reject *77

Permits the customer **with Caller ID** to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls. **Effective August 1, 2020, Anonymous Call Reject is grandfathered for customers without Caller ID. Anonymous Call Reject is available at no charge with subscription to Caller ID.**

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(2) Caller ID

Allows transmission of calling party's name and number to the customer's compatible premises equipment. When a line equipped with the Caller ID feature is on-hook, calling name and number are transmitted across the line during the silent interval between the first and second ring.

Rates for Caller ID Service do not include a telephone instrument or other customer premises equipment.

The Company shall not be liable for any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a telephone number that the calling party:

- (a) has requested to be omitted from the telephone directory, or by the disclosure of such telephone number to any person;
- (b) or the Caller ID customer finds erroneous, offensive embarrassing or misleading for any reason;

The Company shall not be liable for any and all claims for damages caused by a telecommunications utility failure to transmit the privacy indicator to the calling party when such indicator has been passed on to the telecommunications utility by the Company.

Caller ID may not be used to compile and sell specific local call information without the affirmative consent or approval of the originating telephone customer. This doesn't restrict the Caller ID customer from:

- (a) verifying network performance or testing the provision of caller identification service;
- (b) compiling, using and disclosing aggregate Caller ID information;
- (c) complying with applicable laws or legal processes.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(2) Caller ID

Caller ID will not display if:

- (a) the called party is off-hook;
- (b) the called party answers during the first ring interval;
- (c) the service with Caller ID also has distinctive ring;
- (d) the calls are made from a central office that does not have appropriate facilities;
- (e) the call is operator assisted
- (f) the call is marked private by the originator;
- (g) the call originates from coin or party-line stations;
- (h) the call originates from a line that is blocked;
- (i) the call originates from a specific station or extension served by a PBX, or a multi-line hunt group. The name and number transmitted is that of the main directory number for the PBX or multi-line hunt group.

(3) Caller ID Blocking

Caller ID Blocking is available at no charge.

PER CALL - Enables a customer to control the disclosure of his/her name and/or telephone number to a subscriber of Caller ID (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code (*67) before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number. "Private Status" prevents delivery of the name and/or telephone number.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(3) Caller ID Blocking (Cont'd)

PER LINE - Provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer by dialing a code, *82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only. If a line is equipped with Caller ID Blocking - Per Line, the name and number of that line will not otherwise be delivered to any subscriber of Caller ID. Poison control centers, hospitals, medical centers and others who might use Caller ID will not be able to identify callers with Caller ID Blocking - Per Line who need assistance unless manually deactivated prior to such calls. E911 is not affected.

(4) Call Forward Remote Access - **Grandfathered**

(C)

Allows a customer at a remote location to use a touchtone telephone to activate or deactivate Call Forwarding at the residence or business through use of a Personal Identification Number (PIN). Call Forward Remote Access uses an interactive announcement system to provide step-by-step instructions for the customer to follow when entering the PIN and verifying the directory number to which the calls are to be forwarded. The charge for Call Forward Remote Access is in addition to Call Forwarding.

(5) Call Return *69

Permits the Customer to automatically redial the telephone number of the most recently completed incoming local call or call attempt by dialing an activation code. If the redialed number is busy, the Company's equipment monitors the redialed number every thirty (30) seconds for a maximum of thirty (30) seconds for a maximum of thirty (30) minutes in an attempt to complete the call. When both lines are not busy, the customer is notified by distinctive ring. When the customer picks up the receiver, the call is placed automatically.

Call Return *69 cannot operate when:

- (a) the call originates from a central office that is not equipped for Advanced Custom Calling functions;
- (b) the calling party's (redialed) number has been Call Forwarded;
- (c) the call was blocked or was from a blocked line.

^[1] **Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.**

(N)
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(6) Call Trace *57 ⁽¹⁾

Permits the customer to initiate an automatic trace of the last call received by lifting the receiver, getting dial tone and dialing an activation code. Call Trace *57 is billed per successful trace invoked by the customer.

- (a) If the call originates from a station served by a PBX or multi-line hunt group, only the main number will be identified by the trace.
- (b) If a trace is successful, the Company's equipment records incoming call detail. Call detail does not include recording of telephone conversation. The Company will not provide call detail to the customer subscribing to Call Trace *57. The Company will provide call detail from a successful trace appropriate law enforcement authorities only when the Company receives a proper request.
- (c) If the customer wishes further action taken regarding a successful trace, the customer is responsible to initiate contact with the appropriate law enforcement agencies, who, in turn, should contact the Company's business office during usual business hours to obtain the specific records for that customer.

(7) Call Waiting ID

Call Waiting ID, also called Spontaneous Call Waiting Identification, when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

⁽¹⁾ At its option, or upon receipt of a proper request from a law enforcement agency, the Company will set up a temporary manual Call Trace *57 arrangement when, in the judgment of the Company or law enforcement agency, the unwanted call(s) present a serious threat of bodily harm or destruction of property. Also, manual Call Trace *57 may be invoked when the customer is located in an exchange where Call Trace *57 is not available or the unwanted calls originate from a central office that is not equipped for ECC functions or linked to appropriate facilities.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(8) Call Waiting Deluxe (DSCWID) – Grandfathered^[1]

Call Waiting Deluxe, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:

- (a) If the line is available, the call rings through as usual;
- (b) If the customer's telephone is on-hook, the incoming caller's name and directory number are displayed;
- (c) If the customer is on a call, a second incoming call will not display name and directory number; the calling party hears an audible ring and the called party hears a call waiting tone signal.

Also, the calling party's name and number will not display if:

- (a) the called party answers the telephone during the first ring;
- (b) the calling party has blocked the call or has a blocked line.

The charge for Call Waiting Deluxe is in addition to those for Call Waiting and Caller ID.

(9) VIP Alert (a.k.a. Priority Call) (T)

Allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on-hook or off.

(10) Long Distance Alert – Grandfathered^[1]

Provides a distinctive ring if the receiver is on-hook to identify that the incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off-hook and the customer also subscribes to Call Waiting.

^[1] Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

1. Conditions (Cont'd)

f. Custom Calling II (CC II) Features (Cont'd)

(11) Busy Redial *66

Permits the customer to automatically redial the last outgoing telephone number dialed. If the redialed number is busy, the customer may dial an activation code and the Company's equipment will monitor the redialed number every thirty (30) seconds for a maximum of thirty minutes in an attempt to establish the call. When both lines are not busy, the customer is notified by distinctive ring. When the customer picks up the receiver, the call is placed automatically.

Busy Redial *66 cannot operate when:

- (a) the call to be placed or monitored is to a telephone number from a central office that is not equipped for Advanced Custom Calling Features functions;
- (b) the calling number is Call Forwarded ;
- (c) the call is made from a line or trunk in a multi-line hunt group that has no associated telephone number.

(12) Selective Call Accept * - **Grandfathered**^[1]

(C)

Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory Numbers not on the list route to rejection announcement. Selective Call Accept *64 is activated and deactivated by dialing the appropriate codes.

(13) Selective Call Forward *63

Permits the customers to call forward up to twelve (12) directory numbers to another telephone number. Only calls from numbers on the Selective Call Forwarding *63 list will forward. Selective Call Forwarding *63 is activated or deactivated by dialing the appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply
or each completed call.

^[1] **Grandfathered effective August 1, 2020. Availability is limited to lines currently in service at existing locations.** (N)
(N)

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

2. Rates

| | <u>Monthly Rate</u> |
|--|---------------------|
| Premium Features: | |
| a. Caller ID | \$10.00 |
| b. Caller ID Blocking, per Call | No Charge |
| c. Caller ID Blocking, per line | No Charge |
| Enhanced Features: | |
| a. Call Return *69 | 5.00 |
| b. Call Waiting ID | 2.00 |
| c. Call Waiting Display Deluxe (DSCWID) - Grandfathered | 8.00 |
| d. VIP Alert (a.k.a. Priority Call) | 5.00 |
| e. Long Distance Alert - grandfathered | 5.00 |
| f. Busy Redial | 5.00 |
| g. Selective Call Accept *64 - grandfathered | 5.00 |
| h. Selective Call Forward *63 | 5.00 |
| i. Selective Call Rejection *60 | 5.00 |
| j. Anonymous Caller Reject *77 - grandfathered | 5.00 |
| k. Call Forward Remote Access - grandfathered | 5.00 |

(T)

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

B. Custom Calling II

2. Rates

| | <u>Nonrecurring Charge</u> |
|---|--------------------------------|
| m. Call Trace *57, per trace | \$1.50 |
| n. Subsequent Blocking, on same line | 9.50 |
| o. Casual Feature Activation ⁽¹⁾ | 1.50 |
| Call Return *69 | |
| Distinctive Ring Busy | |
| Redial *66 | |
| 3-Way Calling | |

(D)
|
(D)

3. Rate Discounts: ⁽²⁾

| | <u>Monthly Rate</u> |
|---|-------------------------|
| a. Multiple Line Caller ID, per Line ⁽³⁾ 3 - 20 Lines | \$10.00 |

⁽¹⁾ Casual Features do not carry a monthly rate. The customer is charged each time the feature is activated. The total Casual Feature Activation charges to any customer in a single month will not exceed two (2) times the monthly rate for the feature. All features may not be available in all exchanges.

⁽²⁾ Grandfathered to existing customers. No new service will be offered.

⁽³⁾ Applies to Caller ID only.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

C. Remote Call Forwarding Service ⁽¹⁾

1. Description

Remote Call Forwarding (RCF) is furnished in central offices where facilities and operating conditions permit. It is an arrangement to automatically forward all incoming calls placed to the remote call forwarding number, to another telephone number.

2. Terms and Conditions (Cont'd)

- a. Rates for the RCF feature are in addition to applicable rates and charges for the service and equipment used.
- b. RCF is not offered where the terminating station is a payphone telephone.
- c. The Company will not provide identification of the originating telephone number to the RCF customer.
- d. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, RCF is not guaranteed for satisfactory transmission of data.
- e. A condition of providing RCF Service is that the customer orders sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional RCF are required at the call forwarding location or if facilities are needed at the terminating station, the customer will be required to subscribe to additional RCF features and facilities. Should the customer refuse to subscribe to additional RCF features and/or facilities, the customer's RCF service will be subject to termination.
- f. RCF is offered subject to availability of suitable facilities.
- g. RCF cannot be used on Digitrex-CXG, Digitrex-CF1 G, CF2, CF3G, CF4G or Digitrex-CNG lines.
- h. Any distant exchange that has extended service with the RCF location exchange will be charged the measured RCF facility rate.

⁽¹⁾ Grandfathered to existing customers. No new service will be offered.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

C. Remote Call Forwarding Service ⁽¹⁾

2. Terms and Conditions (Cont'd)

- i. The message charges applicable to remotely forwarded calls are comprised of two separate charges:
 - (1) A charge for that portion of the call from the originating station to the call forwarding location. This charge will be the charge specified in this Section or any other applicable tariff for the type of call involved.
 - (2) A charge for that portion of the call from the Call Forwarding location to the terminating station. This charge will be the charge specified in this Section or any other applicable tariff for the type of call involved.
- j. To change the telephone number at the Call Forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer, apply the nonrecurring charge from 2.2.7.
- k. One listing in the directory covering the exchange in which Call Forwarding central office is located is provided without additional charge.

⁽¹⁾ Grandfathered to existing customers. No new service will be offered.

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C. Remote Call Forwarding Service – **Grandfathered**^[1]

3. Rates and Charges

| Type of RCF Facility, each | Non-recurring Charge | Monthly Rate |
|--|----------------------|--------------------|
| First RCF facility to a distant exchange where a toll charge applies | \$25.00 | \$24.00 (I) |
| Additional RCF facility to a distant exchange where a toll charge applies | | |
| First measured RCF facility to a different telephone number where RDS, no toll charge applies ^[2] | | |
| Additional measured RCF facility to a different telephone number where no toll charge applies ^[2] | | |
| First flat rated RCF facility (available only to customers located in Area Code 360) | | |
| Additional first flat rated RCF facility (available only to customers located in Area Code 360) | | |

^[1] Grandfathered to existing customers. No new service will be offered.

^[2] An additional business usage element charge is applicable on each forwarded call. See 5.7.C.2.

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5.10 PREMIUM EXCHANGE SERVICES

D. Improved Transmission Performance

1. Description

- a. Improved Transmission Performance (ITP) - This feature will provide transmission performance between 0 and 4d8 at 1000 Hz between the network interface on the customer's premises and the serving central office at installation and will provide conformance to the industry standard on long term loss deviation.
- b. Transmission Analysis Service - This service provides a onetime check of the line facilities for customers who need to determine if the standard transmission line quality meets the needs of their premises equipment. This will assist customers in their decision of whether to select the ITP option. The Company will determine the transmission loss on the customer's line and recommend the appropriate type of service.

2. Terms and Conditions

- a. The customer can remove any feature from the line at no charge. Any subsequent request to equip the line with the feature will be done at the specified nonrecurring charge.
- b. Rates for changes between ground start and loop start circuits and changes between one-way and two-way service are found in Line Related Charges, in 5.3.C.
- c. ITP will be treated as an optional line feature for basic exchange service, regardless of the type of technology used to provide service to the customers.
- d. When the transmission analysis service is performed on a circuit at the customer request, the Company warrants that the transmission characteristics will remain at the levels quoted in the analysis for a period of ninety days from the date upon which the analysis was performed. However, the Company reserves the right to rearrange its facilities as necessary in the normal course of business. If a customer requests transmission analysis on a circuit and subsequently notes that transmission levels on that circuit have deteriorated, and the deterioration is due to the Company facility rearrangement, the Company will place ITP on the circuit for the remainder of the ninety day warranty period at no additional charge to the customer. At the end of the ninety day period, the customer may opt to retain ITP on the circuit, in which case the original transmission analysis charge will be deducted from the ITP installation charge. If the customer declines to subscribe to ITP, it will be removed from the circuit and no further charges will apply.

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D. Improved Transmission Performance

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Improved Transmission Performance (ITP), per line ⁽¹⁾ | \$220.00 | \$14.00 |
| Optional Payment Plan, per line | | |
| b. Transmission Analysis Service ^(2, 3) | 530.00 | -- |
| - Analysis of an existing circuit, per request | 20.00 | -- |
| - Analysis of a new circuit (prior to installation), per request | 35.00 | -- |
| - On-site circuit analysis, per request ⁽⁴⁾ | 80.00 | -- |

⁽¹⁾ For requests of ten or more circuits equipped with ITP on a service order, a 20% discount applies. This discount is calculated against \$220.00 of the nonrecurring charge for the optional payment plan.

⁽²⁾ Nonrecurring charge applies per request, per location regardless of the number of circuits contained in the request.

⁽³⁾ The transmission analysis charge will be deducted from the ITP nonrecurring charge if ITP is ordered within ninety days of receiving the analysis.

⁽⁴⁾ Includes tests for circuit loss, attenuation distortion, C-message noise, C-notched noise and the signaling parameters. The Company technician will provide the customer with a written report stating measurements for these tests.

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.10 PREMIUM EXCHANGE SERVICES

E. Custom Ringing Service (a.k.a. Custom Ring) (T)

1. Description

Custom Ringing is a central office based service, which provides up to three additional distinctive ringing codes on incoming calls, using one individual exchange access line. The distinctive ringing codes are achieved by assigning up to three additional telephone numbers to the access line.

Customers subscribed to Custom Ringing Service prior to September 1, 2021 may have up to three additional numbers on the same line, for a total of four numbers assigned to a single line, as long as the additional numbers were assigned prior to that date. Effective March 11, 2022, only one additional number may be assigned to a single line. (N)
|
(N)

2. Terms and Conditions

- a. This service is only provided with individual exchange access lines except where not technically feasible. Custom Ringing numbers are not provided on the following services: Foreign Exchange, Off Premise Extensions, Digitrex- Type Services and Remote Call Forwarding.
- b. Custom Ringing will be billed to the primary exchange access line number. Itemized billing is not available on Custom Ringing numbers.
- c. Company intercept service methods and procedures apply to Custom Ringing on a per number basis. In addition, the following regulations will apply:
 - When the exchange access line number remains in service, Custom Ringing numbers can be individually intercepted.
 - When the exchange access line number is intercepted, all Custom Ringing numbers must be intercepted. Exceptions: If another exchange access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.

(M)

(M) Material moved to 1st Revised Page 64.

(M)

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E. Custom Ringing Service (a.k.a. Custom Ring) (T)

2. Terms and Conditions (Cont'd)

- d. When the customer's exchange access line is equipped with Call Waiting and the line is busy, for each Custom Ringing number incoming calls will generate a distinctive Call Waiting tone at no additional charge. (M)
- e. When the customer's exchange access line is equipped with Call Forwarding-Variable, the customer can choose one of the following options:
 - To have Call Forwarding-Variable only on the exchange access line number, or
 - To have all Custom Ringing numbers forwarded with the exchange access line number.

This choice is made, or changed, at the time the customer places an order for Custom Ringing with the Company. Call Forwarding-Variable rates apply only to the exchange access line number. Distinctive ringing will not be heard at the forwarded location. (M)

3. Rates and Charges

- a. The nonrecurring charge in a. and b., following, applies to install Custom Ringing and/or to change the ringing pattern associated with the service. Only one nonrecurring charge shall apply per order.
- b. When the customer requests additions or changes to the Call Forwarding options, the nonrecurring charges found in 5.4.3 for Custom Calling Services shall apply.
- c. When the customer requests a change in a Custom Ringing telephone number, nonrecurring charges as specified herein apply.
- d. The charge to convert a Custom Ringing number to the main exchange access line number is the same as the charge to install a new exchange access line, as specified in 5.2.
- e. This service is subject to the terms and conditions and rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the services with which it is associated.

(M) Material moved from Original Page 63.

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E. Custom Ringing Service (a.k.a. Custom Ring)

(T)

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|----------------------------|---------------------|
| f. Custom Ringing | | |
| - Residence | | |
| - First additional number | \$7.00 | \$6.00 |
| - Second additional number ⁽¹⁾ | 7.00 | 6.00 |
| - Third additional number ⁽¹⁾ | 7.00 | 6.00 |
| - Business | | |
| - First additional number | 11.00 | 7.45 |
| - Second additional number ⁽¹⁾ | 11.00 | 6.00 |
| - Third additional number ⁽¹⁾ | 11.00 | 6.00 |
| g. Reserved | | |
| h. Change Custom Ringing Number | 15.00 | -- |

⁽¹⁾ Effective 1-14-2022, these options are grandfathered. **Effective March 11, 2022, only one additional number may be assigned to a single line. Lines to which multiple numbers were assigned prior to that date are grandfathered and limited to lines in service at existing locations.**

(C)
 |
 (C)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

F. One-Number Service

1. Description

One-Number Service (ONS) provides a single telephone number to business customers with multiple business locations. Customers may use this single number to provide a single publicized access number for their business regardless of the telephone number and locations of those multiple businesses. All calls to this single number are routed to an appropriate destination based on the geographical location (ZIP Code) of the calling party. Calls may also be routed on a percent allocation basis, by ZIP Code.

Also available, as an optional service, is a Time-of-Day/Day-of-Week (TOD/DOW) Forwarding feature. With the TOD/DOW feature, the customer maintains a schedule with TOD/DOW entries. Calls to the ONS customer are routed according to the schedule.

Customer location for the purpose of One-Number Service is defined as each telephone number or group of telephone numbers that are a call destination zone.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

F. One-Number Service

2. Terms and Conditions

- a. The ONS customer is responsible for providing the Company with the configuration of the service (e.g. destination location/number, ZIP Code data, percent allocation, etc). If the customer requests changes to the ZIP Code data file and/or destination location/number file, it is the responsibility of the customer to supply the Company with complete replacement files.
- b. The ONS customer is responsible for the payment of all nonrecurring, recurring and usage charges.
- c. If available, with the permission of the ONS customer, the Company will alternatively bill the destination accounts for the monthly usage. Although the destination account will be billed, the ONS customer is solely responsible for the payment of all billings. On a per request basis, the ONS customer may receive usage information for each destination account.
- d. ONS is available to business customers only.
- e. The ONS customer is responsible for the selection of the Interexchange Carrier for calls routed on an interLATA, interstate basis.
- f. Due to limitations of computer storage capacity, the maximum number of ZIP Codes allowed per ONS telephone number is 40,000.
- g. The Company offers a 90-day Money Back Guarantee for ONS. If a customer discontinues their ONS subscription within 90 days of installation, the Company will credit their account for all monies billed for any flat monthly charges. The Money Back Guarantee will not apply to nonrecurring or usage charges.
- h. During the first 90 days of deployment, the Company will waive the nonrecurring establishment charge, applicable to the 5 digit ZIP Code offering and the 5 to 9 digit ZIP Code offering (not to exceed 5,000 ZIP Codes).

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

F. One-Number Service

3. Rates and Charges

A nonrecurring charge applies to the initial installation of ONS. Any change to ONS, subsequent to the initial installation, will result in a nonrecurring change charge, unless otherwise indicated.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Basic Service | | |
| - 5 digit ZIP Code - only | \$115.00 | \$ 45 .00 |
| - 5 to 9 digit ZIP Code - mix (not to exceed 5,000 ZIP Codes) | 115.00 | 55.00 |
| - 5 to 9 digit ZIP Code - mix (more than 5,000 ZIP Codes) ⁽¹⁾ | 215.00 | 500.00 |
| - Per Customer Location | | |
| - 1-6 locations, per location | -- | 7.00 |
| - 7-15 locations, per location | -- | 5.50 |
| - 16+ locations, per location | -- | 4.00 |
| - Optional Feature | | |
| - Time-of-Day/Day-of -Week Forwarding - per area rerouted | -- | 18.00 |
| - Subsequent Change Charge, per occasion | 30.00 | -- |
| - Per Activation (Calls Routed) | | |

All calls are billed at the same rate level based on the total number of calls billed on one bill during a billing month. Discounts apply for high volume usage.

| Number of Calls | <u>Rate Per Call</u> |
|-------------------|--------------------------|
| 1 - 1,199 | \$0.12 |
| 1,200 - 4,999 | Discount Level 1 0.10 |
| 5,000 - 9,999 | Discount Level 2 0.07 |
| 10,000 or greater | Discount Level 3 0.05 |

⁽¹⁾ Nonrecurring charge applies to initial installation and subsequent change to 5 to 9 digit ZIP Code (more than 5,000).

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

G. Follow Me Service

1. General

Follow Me Service (FMS) is a terminating service that provides the customer with the ability to receive calls while away from their primary station and to control how their incoming calls are handled. FMS uses a personal number that is associated with the customer rather than with a specific geographical location. The customer can have FMS associated with their existing telephone number, or as a stand-alone number dedicated to the service.

The FMS includes the following feature:

- Scheduled Business Hours Forwarding - allows the customer to maintain a schedule of hours. Calls to the customer are routed according to the schedule.

2. Description

a. Follow Me Forwarding

Follow Me Forwarding provides the ability to have unanswered calls sent to a predetermined telephone number or sent in sequential order to several predetermined telephone numbers. Before the call is forwarded to the next location, the caller will hear an announcement, provided by the Company, which tells them the next location will be tried. If the customer has not been located at the end of the call sequence, the call will receive default treatment. Customers utilizing Follow Me Paging in conjunction with Follow Me Forwarding, may sequence their incoming calls to their pager.

Follow Me Forwarding options include:

- Follow Me Forwarding-Single Location - for the customer who requests only one forwarding location.
- Follow Me Forwarding-Multiple Locations - for the customer who requests more than one forwarding location.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

G. Follow Me Service (Cont'd)

2. Description (Cont'd)

b. Follow Me Paging

Available to customers with paging service, Follow Me Paging provides the ability to page the customer with the following options:

- Follow Me Paging-Basic - delivers the caller's number on the customer's pager then provides an announcement telling the caller the page has been sent and the caller may hang up.
- Follow Me Paging-Connection - allows the caller to have their telephone number delivered to the customer and hold for a set time interval, waiting for the customer to be connected to the caller through the FMS System. The service provides the caller the option of leaving a message, if applicable.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

G. Follow Me Service

3. Terms and Conditions

- a. FMS can be subscribed to without subscribing to an exchange access line.
- b. When the FMS number is associated with the customer's existing telephone service, the line will be equipped with Call Forwarding Don't Answer, at no additional charge.
- c. Customers purchasing FMS on a volume basis are responsible for all charges to the numbers under their administration.
- d. If the customer chooses not to list their FMS number, the nonlisted/nonpublished charges, specified in 5.7.1, will not apply.
- e. From any tone-signaling telephone, the customer may change their scheduled hours, routing numbers and personal identification code. In addition, the service can be turned On/Off.
- f. Measured and message usage services associated with FMS are assessed local usage charges for each call routed on a local basis.
- g. The FMS customer will be responsible for any long distance message toll charges that are incurred when a call is routed on a long distance basis. The customer is responsible for the selection of the interexchange carrier for calls routed on an interLATA or interstate basis.
- h. It is the responsibility of the customer to assure the accuracy of the routing numbers.
- i. Changes in the ringing cycle associated with the Call Forwarding Don't Answer feature will be assessed the nonrecurring charge for that feature as found in 5.4.3. The customer may have one ring cycle change, at no charge, if requested within the first 30 days.
- j. For customers subscribing to this service, a 90 day Money Back Guarantee is offered. If, within the first 90 days of establishment of the service, the customer is dissatisfied with the service and requests that the service be disconnected, the Company will credit the customer's account for all nonrecurring and monthly charges billed to the customer for the service.
- k. To greet callers, the customer may utilize the standard system announcement, or they may request to record a personal greeting. If the customer requests that the personal announcement be changed, a nonrecurring charge will apply.

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G. Follow Me Service

3. Terms and Conditions (Cont'd)

- l. Any restrictions on interconnections, contained in tariffs and/or service agreements, that FMS routes to, shall remain independent of FMS purchases.
- m. For customers desiring to subscribe to the service under a Rate Stabilized Pricing Plan (RSP), service periods of one, two or three years are available. Customers who subscribe to a RSP Plan are guaranteed the stabilized monthly rates, for the remainder of the agreement, if FMS continues into deployment.
- n. If the Company proceeds with the deployment of FMS, after studying Market Trial results, all RSP Plan agreements will continue full term unless cancelled by the customer by August 28, 1995, or renegotiated under new tariff rates. If RSP Plan agreements are cancelled by this date, the Company will disconnect that customer's FMS numbers and Termination Liability will not apply. If FMS agreements are cancelled by the customer after August 28, 1995, Termination Liability specified in E. will apply.
- o. If the Company determines not to deploy FMS after studying Market Trial results, all RSP Plan agreements for the service will be terminated. Termination Liability will not apply.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

G. Follow Me Service (Cont'd)

4. Rates and Charges

A Market Trial will be conducted for Follow Me Service from July 5, 1994 through August 28, 1995. Customers subscribing to the service from February 28, 1995 through May 30, 1995, will receive a waiver of both the nonrecurring charge and the 1st months recurring rate.

a. Nonrecurring Charge

- (1) A nonrecurring charge applies to establish the service on a per order/volume basis.

| <u>Volume</u> | <u>Nonrecurring Charge</u> |
|---------------|----------------------------|
| 1 - 10 | \$22.00 |
| 11 - 100 | 50.00 |
| 101 - 499 | 90.00 |
| 500+ | 150.00 |

- (2) A nonrecurring charge applies, per order/volume, to change the pager(s) number or default number(s). The charge also applies, on a per order/volume basis, when the customer changes from one service option to another.

| <u>Volume</u> | <u>Nonrecurring Charge</u> |
|---------------|----------------------------|
| 1 - 10 | \$10.00 |
| 11 - 100 | 15.00 |
| 101 - 499 | 40.00 |
| 500+ | 100.00 |

- (3) A nonrecurring charge applies on a per request announcement change.

| | <u>Nonrecurring Charge</u> |
|------------------------------|----------------------------|
| - per request ⁽¹⁾ | \$15.00 |

⁽¹⁾ The customer may have the Company change the announcement one time at no charge.

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G. Follow Me Service (Cont'd)

4. Rates and Charges (Cont'd)

b. Monthly Rates - Per Follow Me Service

| Volume | Month To <u>Monthly</u> | Monthly Rate Per Term Of Agreement | | |
|---|-------------------------------|---------------------------------------|-----------------|-----------------|
| | | <u>12 Month</u> | <u>24 Month</u> | <u>36 Month</u> |
| - Follow Me Forwarding - Single Location | | | | |
| 1 – 10 | \$6.75 | \$6.62 | \$6.41 | \$6.08 |
| 11 – 100 | 6.41 | 6.29 | 6.09 | 5.78 |
| 101 – 499 | 6.08 | 5.96 | 5.77 | 5.47 |
| 500+ | 5.74 | 5.63 | 5.45 | 5.17 |
| - Follow Me Forwarding - Multiple Location | | | | |
| 1 – 10 | 7.75 | 7.60 | 7.36 | 6.98 |
| 11 – 100 | 7.36 | 7.22 | 6.99 | 6.63 |
| 101 – 499 | 6.98 | 6.84 | 6.62 | 6.28 |
| 500+ | 6.59 | 6.46 | 6.26 | 5.93 |
| - Follow Me Paging - Basic | | | | |
| 1 – 10 | 6.75 | 6.62 | 6.41 | 6.08 |
| 11 – 100 | 6.41 | 6.29 | 6.09 | 5.78 |
| 101 – 499 | 6.08 | 5.96 | 5.77 | 5.47 |
| 500+ | 5.74 | 5.63 | 5.45 | 5.17 |
| - Follow Me Paging - Connection | | | | |
| 1 – 10 | 7.75 | 7.60 | 7.36 | 6.98 |
| 11 – 100 | 7.36 | 7.22 | 6.99 | 6.62 |
| 101 – 499 | 6.98 | 6.84 | 6.62 | 6.28 |
| 500+ | 6.59 | 6.46 | 6.26 | 5.93 |

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G. Follow Me Service (Cont'd)

4. Rates and Charges (Cont'd)

b. Monthly Rates - Per Follow Me Service

| <u>Volume</u> | <u>Month To Month</u> | <u>Monthly Rate Per Term Of Agreement</u> | | |
|--|-------------------------------|---|-----------------|-----------------|
| | | <u>12 Month</u> | <u>24 Month</u> | <u>36 Month</u> |
| - Follow Me Forwarding | | | | |
| - Multiple Location and Follow Me Paging Connection | | | | |
| 1 – 10 | \$13.00 | \$12.74 | \$12.35 | \$11.70 |
| 11 – 100 | 2.35 | 12.10 | 11.73 | 11.12 |
| 101 – 499 | 11.70 | 11.47 | 11.12 | 10.53 |
| 500+ | 11.05 | 10.83 | 10.50 | 9.95 |
| - Follow Me Forwarding | | | | |
| - Single Location with Follow Me Paging Basic | | | | |
| 1 – 10 | 11.50 | 11.27 | 10.93 | 10.35 |
| 11 – 100 | 10.93 | 10.71 | 10.38 | 9.83 |
| 101 – 499 | 10.35 | 10.14 | 9.84 | 9.32 |
| 500+ | 9.78 | 9.58 | 9.29 | 8.80 |

5. Termination Liability

Services provided via service agreements shall be subject to the Termination Liability Policy unless otherwise specified.

a. 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% 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.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

G. Follow Me Service (Cont'd)

5. Termination Liability (Cont'd)

b. 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 Minimum Service Period, if applicable, and 15% of the Minimum Billing Level 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 15%, 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 15% of the Minimum Billing Level multiplied by 24 months.

c. 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.

d. Waiver Policy

A waiver of termination liability penalties will be allowed if the customer converts FMS numbers from one FMS option to another if the new agreement value is at least 115% of the original agreement. Nonrecurring change charges and minimum service periods for the new agreement will apply.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

1. Description

Select Call Routing will provide call redirection to any telephone number selected by the customer. Basic call redirection is considered to be redirection from one number to another without enhancement. Basic call redirection can be enhanced through the use of selections from the Enhancement Menu. The customer may choose to redirect their calls using up to three options. The options may be basic call redirection, any of the three items from the Enhancement Menu, or a combination thereof. In order to receive calls at their number, one of the options must redirect calls to that number. Only one option can be activated at any point in time. The customer may change the active option by calling a Company Call Center.

Enhancement Menu

- Time-of-Day/Day-of-Week Routing
- Percentage Routing
- Caller Recognition Routing

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

2. Definitions

Custom Configuration

A custom configuration is considered to be the use of more than one choice from the Enhancement Menu per redirection or applications involving a structure outside of the standard configuration.

Group

A group is a group of telephone numbers that will be redirected in the same way. The example, if redirection is requested, all telephone numbers within that group will be redirected. Another example is, if the customer chooses to have option three active in a particular group, then all main numbers in this group will be redirected according to the service option for that number.

Main Number

Main Number is the called telephone number that has Select Call Routing Service.

Select Call Routing Service

Includes DID numbers, associated with DID and DSS trunks, PBX trunks for non DID systems, and business exchange access lines.

Standard Configuration

This configuration includes the choice of basic call redirection for all options. Basic call redirection is considered to be redirection from one number to another number without the specific enhancements that are available in the Enhancement Menu. This configuration could also include the use of options from the Enhancement Menu on a one per option basis only. The customer may choose up to three menu items.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

3. Terms and Conditions

- a. Select Call Routing Service is available where Company facilities permit.
- b. Each group may have a maximum of three redirect options. In most cases the first option will be the called number plus two additional options. If the customer chooses to use all three options for redirecting, calls will never be directed to the actual number called.
- c. Each group must have the same options in each of the selections. For example, if the option is time-of-day routing, the times that the numbers are redirected are the same for all numbers in the group. The actual telephone numbers that the calls are being redirected to do not have to be the same. For all optional features, the telephone number that the calls are redirected to may be different.
- d. Suspension of service, either full or partial of Select Call Routing Service is not permitted.
- e. Should the customer opt to redirect calls to an intra/interLATA exchange telephone number, the customer will be responsible for the selection of the interexchange carrier and all associated rates and charges billed by the interexchange carrier.
- f. The customer is responsible for administration of their option selections.
- g. The Company will not be responsible for verification or working status of telephone numbers chosen by the customer for their option selections.
- h. The customer must forward all telephone numbers in a presegmented group. A group may be a floor, department, building, or some other breakdown other than the whole organization. These groups must be preassigned upon the establishment of the service.
- i. Each group may have a maximum of three redirect options: the original telephone number plus up to two additional telephone numbers, each having a different telephone number. The customer may call the Company as frequently as desired to redirect the calls to any of the telephone numbers preassigned; the customer must preauthorize a limited number of representatives empowered to request such changes or to change the service options.
- j. Caller Recognition Routing may not be used to pass the calling party's telephone number to the customer.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

4. Enhancements

a. Caller Recognition Routing

(1) Caller Recognition Routing allows the customer to redirect an incoming call based upon the telephone number of the incoming caller excluding prefix only and zip code. This will allow the customer to direct particular callers to specific telephone numbers based upon their telephone number. Calls cannot be redirected based solely upon telephone prefixes or zip codes. If an incoming caller's telephone number is on the list, the call will be redirected to a preselected telephone number.

(2) The customer may have as many telephone numbers as desired on the list. They are allowed up to 50 numbers for a standard configuration. They will be billed for each additional 100 telephone numbers or fraction thereof. Caller Recognition Routing may be used as option one, two or three and can be used for all three options, if needed.

b. Percentage Routing

The customer may choose several percentages, but the total must always equal 100%. When Percentage Routing is activated, the customer may direct 33% of the incoming calls to location A, 33% to location B, and 34% to location C. The Percentage Routing feature may be used for all three option selections

c. Time-of-Day/Day-of-Week Routing

An optional feature which allows the customer to redirect the customer's calls to another location at pre-designated times. For example, particular numbers can be redirected to another location after 5:00 P.M., or, just on Saturdays. The system will automatically route these calls until the customer changes specifications. This will allow the customer to use a single office to perform the work of many locations during off peak hours. Time-of-Day/Day-of-Week Routing may be used as option selection one, two, or three.

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

5. Rate Conditions

a. Select Call Routing Service

Rates and charges specified for Select Call Routing Service are in addition to the regular rates and charges for the services with which Select Call Routing Service is associated.

b. Establishing Service

A nonrecurring charge will apply for Select Call Routing Service. This charge will not apply again unless the customer cancels the service and reestablishes Select Call Routing Service at a later date.

c. Rearrangements

A subsequent nonrecurring charge will apply to each subsequent rearrangement. Each change to a telephone number will result in a nonrecurring charge. For example, (215) 353-1354 is presently programmed to redirect to (215) 555-1234, but is changed to redirect to (717) 553-6767. A number that is moved from one group to another group will incur a nonrecurring charge. Each telephone number added to an existing option selection will incur a nonrecurring charge.

d. Percentage Routing

A nonrecurring charge will apply at the time of the establishment of Percentage Routing. For changes made by the Company on behalf of the customer, a rearrangement charge will apply.

e. Caller Recognition Routing

A nonrecurring charge will apply to the first 90 telephone numbers listed for Caller Recognition Routing. Each additional 100 telephone numbers, or fraction thereof, will incur a nonrecurring charge.

f. Groups

There will be no initial charges for the original primary group. Additional groups will be charged a nonrecurring charge. Additional groups established subsequent to the initial installation will be charged a nonrecurring charge.

g. Time-of-Day/Day-of-Week Routing

Subsequent changes will incur a rearrangement charge.

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

6. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| a. Select Call Routing Service | | |
| - Standard Configuration ⁽¹⁾ | \$73.00 | -- |
| - Custom Configuration ⁽¹⁾ | 313.00 | -- |
| - Per service request ⁽²⁾ | 20.75 | -- |
| - Per business exchange access line and non DID PBX trunk equipped | 5.00 | \$ 5.95 |
| - Per PBX account | -- | 50.00 |
| - PBX DID numbers, per number equipped | 5.00 | 0.50 |
| b. Rearrangement ⁽³⁾ | | |
| - Per number changed/moved/ deleted | 3.00 | -- |
| c. Partitions/Groups ^(3, 4) | | |
| - Standard Configuration, per group | 24.75 | -- |
| - Custom Configuration, per group | 173.25 | -- |

⁽¹⁾ Only applies on initial installation or change from Standard Configuration to Custom Configuration.

⁽²⁾ Applies only when adding Select Call Routing service to a line.

⁽³⁾ When a group rearrangement charge applies, the per-number change charge will not apply to numbers changed within that group.

⁽⁴⁾ Does not apply to first group on initial installation.

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

6. Rates and Charges (Cont'd)

d. Enhancements

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Time-of-Day/Day-of-Week Routing for PBX DID numbers | | |
| - Per account | -- | \$3.00 |
| - Per number | \$3.00 | -- |
| - Time-of-Day/Day-of-Week Routing, for business exchange access line and non-DID PBX trunk | | |
| - Per account | -- | 3.00 |
| - Per line or trunk | 3.00 | -- |
| - Time-of-Day/Day-of-Week Routing rearrangement charge, per group, per rearrangement ⁽¹⁾ | | |
| - Standard Configuration | 49.25 | -- |
| - Custom Configuration | 137.00 | -- |
| - Percentage Routing, activation charge, per number | 3.00 | -- |
| - Percentage Routing rearrangement charge, per group, per rearrangement ⁽¹⁾ | | |
| - Standard Configuration | 49.25 | -- |
| - Custom Configuration | 137.00 | -- |

⁽¹⁾ When a group rearrangement charge applies, the per-number changed charge will not apply to numbers changed within that group.

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EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

H. Select Call Routing Service

6. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| d. Enhancements (Cont'd) | | |
| Caller Recognition Routing, activation charge, per group | | |
| - First 1-50 telephone numbers | | |
| - Standard Configuration | \$52.50 | -- |
| - Custom Configuration | 219.00 | -- |
| - Each additional 100 telephone numbers or fraction thereof, Standard and Custom Configuration | 24.25 | -- |
| - Add, delete, or change pre-screened numbers, per occurrence | 8.25 | -- |

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

I. Remote Call Forwarding – Measured **[1]** (C)

1. Description

Remote Call Forwarding - Measured (RCFM) is an arrangement whereby a call placed from an originating number (Calling Party) to a customer's (RCFM Customer) telephone number (the call forwarding location) is automatically forwarded by Company central office equipment to another telephone number (the terminating number) designated by the RCFM Customer.

2. Terms and Conditions

- a. RCFM is furnished to business and residence customers, subject to availability of suitable facilities, in central offices where operating conditions permit. When the RCFM number is to be located in a multi-office exchange, the company will determine the serving office.
- b. RCFM may not be used to terminate calls to a payphone access line.
- c. The Company will not provide identification of the originating telephone number to the RCFM Customer.
- d. Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, RCFM is not guaranteed for satisfactory transmission of data.
- e. Each RCFM allows for forwarding one call at a given time. A subsequent RCFM or path is necessary for each additional call to be forwarded simultaneously. A condition of providing RCFM is that the customer orders sufficient RCFM features and facilities to adequately handle calls to the RCFM Customer without interfering with or impairing any services offered by the Company. If, in the Company's opinion, additional RCFMs are required at the call forwarding location or if facilities are needed at the terminating station, the customer will be required to subscribe to additional RCFM features and facilities. Should the customer refuse to subscribe to additional RCFM features and/or facilities, the customer's RCFM will be subject to termination.

[1] Effective June 1, 2023, Remote Call Forwarding – Measured is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers. (N)
|
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

- I. Remote Call Forwarding – Measured (RCFM) [1] (C)
 - 2. Terms and Conditions (Cont'd)
 - f. One listing in the alphabetical section of the directory covering the exchange in which the RCFM central office is located is provided without additional charge. Customer may subscribe to additional listings at the rates specified elsewhere in this Local Terms of Service. Business listings consist of a subscriber's business name, designation descriptive of the subscriber's business, and the telephone number. At the subscriber's discretion, its business listing also may include subscriber's business address, which must be the physical address of the active business location where Subscriber renders service.
 - g. RCFM is not eligible for Vacation Service (temporary suspension).
 - h. Neither RCFM nor Call Forwarding will be available as a feature on the RCFM terminating number.
 - i. If the use of RCFM is primarily or substantially of business, professional, institutional, or otherwise occupational nature, i.e., nonresidential, or if the listing used is such as to indicate nonresidential use, then calls will not be forwarded to any telephone number for which residential rates apply.
 - j. Message detail is not provided for local calls when RCFM is used on a local basis.
 - k. When the RCFM central office and terminating number are not in the same local calling area, the RCFM Customer must select a toll provider when the order is placed. Applicable toll charges will be billed by the RCFM Customer's toll provider at its established toll rates.
 - l. The nonrecurring charge specified in C following will apply in lieu of any other service charges for establishment of each RCFM facility and for a change in the telephone number at the Call Forwarding location and/or to change the telephone number to which calls are forwarded at the request of the customer.

[1] Effective June 1, 2023, Remote Call Forwarding – Measured is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

(N)
|
(N)

EXCHANGE SERVICES

5.10 PREMIUM EXCHANGE SERVICES

I. Remote Call Forwarding – Measured (RCFM) [1] (Cont'd) (C)

3. Rates and Charges

- a. The following monthly and nonrecurring charges apply for each RCFM facility (call path):

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|------------------------|----------------------------|---------------------|
| Business and Residence | \$41.00 | \$22.00 |

- b. Message/usage charges are comprised of two separate charges:

- (1) The Calling Party is responsible for any applicable local or long distance charges from the originating number to the RCFM telephone number, as determined by the Calling Party's service provider(s).
- (2) The RCFM Customer is responsible for any applicable charges for calls forwarded from the RCFM central office to the terminating number.
 - (a) Toll charges as determined by the RCFM Customer's long distance provider apply when the RCFM central office location is not in the local calling area of the terminating telephone number.
 - (b) Local usage charges specified following apply for each call forwarded when the RCFM central office is in the same local calling area (home and EAS) of the terminating telephone number. Fractional minutes are rounded up.

Rate per minute, or each fraction thereof \$0.03

[1] Effective June 1, 2023, Remote Call Forwarding – Measured is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers. (N)
(N)

EXCHANGE SERVICES

5.11 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS

A. Payphone Services

1. Description

Payphone Services provide telephone service to a customer-leased or owned payphones with or without coin collecting devices. Access to the local calling area is provided at a recurring monthly rate. Message Toll Telephone Service access is provided to place operator billed calls. Screening service will be offered where available.

2. Conditions

- a. Payphone service is provided at the option of the customer. This service is provided through a flat-rate one-party Payphone access line.
- b. Payphone services do not include a directory listing.
- c. Installation, moves and change charges will be those applicable to business services.
- d. The telephone number provided by the Company will be displayed on the telephone instrument at all times.
- e. Request to Directory Assistance Service originated from Payphones will be billed at the applicable rate of the Directory assistance Carrier.
- f. Payphone Services will have the same repair service that is available to **B1/Key Trunks** business service.
- g. The customer shall be responsible for the installation, operation and maintenance of any customer-provided payphone used in connection with this service.
- h. Ali payphones shall provide dial tone first to assure emergency access without the use of a coin.
- i. The payphone instrument must allow coin-free operator access and emergency 911 access in any exchange where 911 service is available. Where 911 service is not available, detailed instructions for completing coin-free emergency calls must be posted prominently on the payphone instrument.
- j. The information labeling on the instrument should clearly advise the user as to the method of payment required and also must state if the coins will be returned if the called party does not answer.
- k. The payphone instrument must be registered under Part 68 of the F.C.C. Rules and Regulations, or be connected behind a protective coupler registered under Part 68 of the F.C.C. Rules and Regulations.

EXCHANGE SERVICES

5.11 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS

A. Payphone Services

2. Conditions

- l. The instrument must comply with the requirements of the Telecommunications for the Disabled Act of 1982 (access to handicapped and hearing aid compatible).
- m. The payphone must be connected to the Company's network in compliance with the current National Electric Code and National Electric Safety Code.
- n. Only one payphone instrument may be connected to a given Payphone Access Line.
- o. Payment of Payphone Service, toll message service, operator assistance, special tariff charges, or other types of chargeable calls shall be the responsibility of the subscriber to Payphone Service.
- p. The Company may require, as a condition of connection, a security deposit to ensure payment.
- q. Minimum charges for Payphone Service shall apply when the entire service is discontinued within one calendar month of the service establishment date. The minimum charge will consist of one month's service and feature rates and the non-recurring charges.
- r. The customer will be held responsible for loss or of damage to payphone facilities furnished by the Company, regardless if the damage is caused directly by the subscriber or the public.
- s. Each payphone shall carry an information label which identifies the owner and the person to call for reporting problems; the price of a call within the local calling area; and, any toll or local calling restrictions such as minutes of use per coin inserted.
- t. The customer is responsible for the provision of booths, shelves, directories and all other ancillary equipment.
- u. The customer shall be responsible for the payment of a Time and Material Charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided equipment.

EXCHANGE SERVICES

5.11 PUBLIC COMMUNICATION SERVICE - COIN AND COINLESS

A. Payphone Services

2. Conditions (Cont'd)

- v. When any customer-provided equipment is used with telecommunications services in violation of any of the provisions of this Local Terms of Service, the Company will take such immediate action as necessary for the protection of the telecommunications network, Company employees and the public; and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within five (5) days, following the receipt of the written notice from the Company, that such use has ceased or that violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Local Terms of Service.²³

The outgoing local message charge applies only to local calls from Payphones that are maintained and owned by the Company.

- w. All applicable toll and extended area service charges apply to calls from Payphones.
- x. Screening provides a signal to the telephone operator that the caller is using a payphone. It will not allow collect and third number calls to be billed to the payphone line and restricts operator assisted toll calls to collect, bill to third party and calling card calls.

3. Rates

- a. Each Payphone Access Line ⁽¹⁾ (See 5.2.2.8 for Monthly Rates and 5.2.5 for Installation Rates)

| | Monthly <u>Rate</u> | Nonrecurring <u>Charge</u> |
|--|------------------------|-------------------------------|
| b. Central Office Payphone Supervision | \$2.75 | |
| c. Screening (Optional) | | \$10.00 |

⁽¹⁾ The F.C.C. Multiline Subscriber line charge will apply for all Payphone Access Lines.

EXCHANGE SERVICES

5.12 JOINT USER SERVICE [1]

A. Description

An individual or concern authorized by the Company and the customer to share in the use of the customer's business exchange access service, other than Shared Telecommunications Services, as defined in 5.15.C.

(C)

B. Terms and Conditions

1. Joint User Service is a shared service arrangement which allows the shared use of business exchange service when so designated by the customer, to individuals, firms, corporations, companies or associations, not otherwise permitted use of the customer's service.
2. Application for Joint User Service and for changes in service or equipment must be executed by the customer. The customer is responsible for payment of all charges incurred, regardless if the charges are associated with his usage, or that of the joint user(s).
3. A directory listing will be provided for each joint user in accordance with the provisions of 5.13, Directory Listings.
4. The rates apply in addition to the rates shown for the facilities and all other service provided.
5. Joint User Service is automatically discontinued upon termination of the customer's telephone service. Charges for Joint User Service may be discontinued at the request of the customer, provided that the joint user no longer utilizes any of the customer's service or equipment, and also that the terms and conditions of the minimum service period have been satisfied.
6. Joint User Service is provided only on individual business exchange access line, Digitrex-type system, or trunk.
7. Joint User Service is not provided in connection with payphone service, nor for Shared Telecommunications Services in 5.15.C.
8. Joint users of a customer's service must have the option of obtaining service directly from the Company.
9. The total charges for telephone service to the customer and his joint users shall not exceed the charges of the Company to the customer as shown elsewhere in this Local Terms of Service.

C. Rates and Charges

| | Nonrecurring <u>Charge</u> | Monthly <u>Rate</u> |
|--------------------------|-------------------------------|------------------------|
| Rate for each Joint User | \$5.00 | \$6.00 |

[1] Effective June 1, 2023, Joint User Service is grandfathered for small business customers and will no longer be available to new small business customers.

(N)
(N)

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

1. Description

This Section applies to listings in the alphabetical section of telephone directories in all exchanges. These listings provide information to identify a customer's telephone numbers. They are intended only as an aid to the use of service.

2. Definitions

The following definitions refer to both business and residence service unless qualified.

Additional Listings

A listing provided in addition to the primary or main listing on a telephone service. Additional Listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Customers may purchase a listing, which reverses the order of each individual's name at the regular Additional Listings rate as specified in D., following.

Caption Listing

A listing arrangement consisting of a heading or first listing followed by other listings indented beneath it. Such listings may include, but are not limited to the following :

- Departments or divisions of a business
- Different locations, offices or branches of a business
- Employees or officers of a firm
- Members of a household
- Residence listing beneath a business listing when both services carry the same personal name
- Business listing indented beneath a residence listing when both services carry the same personal name

Designation

The portion of a directory listing showing an occupation, a professional or religious title or degree, military title or branch of service, or affiliation with a professional organization. Words describing products are acceptable only for business listings. All designations must be acceptable to the Company.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

2. Definitions (Cont'd)

Directory Listing

Essential information in the telephone directory or directory assistance records that identifies the telephone number of a listed customer. Each primary business service is furnished a listing in the alphabetical and classified sections of the directory at no additional charge.

Informational Listings

Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. The primary or additional listing consists of the name, a designation or title if appropriate, address (unless omitted) and telephone number. Any information in addition to this is considered an information line.

Nonpublished Service

An arrangement, at the customer's request, whereby a customer's telephone number does not appear in either the telephone directory or directory assistance records.

Nonlisted Service

An arrangement, at the customer's request, in which a customer's telephone number appears on directory assistance records but is omitted from the telephone directory.

Primary Listing

A listing provided without additional charge in connection with each service arrangement shown below:

- Each primary exchange access service. There is only one primary listing in connection with two or more lines furnished on a line hunting basis. The group of lines will be identified by only one number in the group. That number is used for primary service or Joint User Service listings.
- Each **PBX** system, Digitrex system, Group Use Service, and each PBX trunk number out of sequence and not arranged for line hunting. Where Payphone lines are terminated in combination with flat rate trunks on the customer's commercial PBX system, one identified listing will be provided without additional charge to direct calls to client or guests.
- Each order receiving equipment system that is directly connected by trunks with the central office.
- Each Farmer Line Service

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

2. Definitions

Primary Listing (Cont'd)

- Each Public Automatic Announcement System
- Interexchange Carrier (IC) Radiotelephone Service System connected to the exchange and message toll network of the Company.

Residence Dual Name Listing

A single residence listing provided for two persons who may or may not share the same surname, but who share the same service, and reside at the same address.

Secretarial Listings

Business listings for DID Service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing directory listings to their clients.

3. Terms and Conditions

a. Primary or Additional Listing

A primary or additional listing consists of a name, address and telephone number.

- (1) At the customer's request, the address may be omitted from the listing.
- (2) A post office box number and post office branch may be listed in lieu of the address or address omission.
- (3) If the address is included, it may be the address of the location of the customer or Company provided equipment and/or facilities.
- (4) The address in a listing may include one of the following:
 - (a) The street name and number.
 - (b) The name of a building.
 - (c) The customer's choice of street name and number when a building has more than one entrance and different addresses are assigned to each.
 - (d) A corner address.
 - (e) A community name where no street number is available.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

3. Terms and Conditions

a. Primary or Additional Listing (Cont'd)

(4) The address in a listing may include one of the following:

- (f) A community name in addition to a street number when the community is in a different post office district than the exchange.
- (g) A route number, including box number, if necessary for the proper identification of the customer's service. A post office name may be included if the route number is served from a different post office than the exchange is.
- (h) A number or suite, room, floor, apartment or building number, etc. may be included following the listed address where appropriate.

(5) The name used in a listing will be one of the following:

- (a) The name of a person living at a residence.
- (b) The names of two people who may or may not share the same surname, but who share the same service and live at the same address.
- (c) The names of a person known by two given names and/or nicknames, initials or combinations thereof.
- (d) The name of another business conducted at the same address by the customer.
- (e) Departments or branches of a business.
- (f) The owner or owners of a business.
- (g) Employees or officers of a firm.
- (h) The name of an individual who occupies rooms let for living quarters in hotels and motels, rooming houses, apartment houses, etc., at a premises at which the customer is furnished hotel or PBX Service or Payphone Service.
- (i) A rearrangement of a name or an appearance of a name using a different spelling.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

3. Terms and Conditions

a. Primary or Additional Listing (Cont'd)

- (6) The name under which a customer is conducting business; the following are unacceptable names:
- (a) An assumed name or a "doing business as" name that consists of the name of a commodity or service followed by a term such as agency, shop, works, distributor, representative, dealer, etc., unless the customer is actually conducting business under that name.
 - (b) An assumed name designed to alphabetize a customer's listing ahead of or near a competitor's listing.
 - (c) A name designed to provide geographic locations when the customer does not have telephone service in that area.
 - (d) Listings designed primarily to give publicity to a commodity or service.
- (7) When a business service is furnished in a residence, residence additional listings may be furnished for the customer, an employee, or a member of the customer's domestic establishment.
- (8) For business and residence listings, designations or titles acceptable to the Company may be used.
- (9) A telephone number is included with each primary, additional or reference listing.
- (10) For primary listings the lead telephone number used for PBX Service is the one assigned to the primary line. The number used for other services is the one assigned to the primary or auxiliary station.
- (11) One free directory listing will be provided for 800 Serviceline Option. Additional directory listings will be provided at applicable additional listing rates shown herein.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

3. Terms and Conditions

a. Primary or Additional Listing (Cont'd)

(12) For additional listings, the telephone number will be the same as that shown in the main listing except:

- (a) Listings for trunks to be used after business hours may show the telephone number of a separate trunk or group of trunks.
- (b) Where separate trunks or groups of trunks are used, the telephone number of the separate trunk or trunk group may be used.
- (c) In Digitrex-type systems, the telephone number assigned to a primary or dormitory station may be used.
- (d) The telephone number of a hunting line may be shown for an additional listing.
- (e) DID telephone numbers for custom PBX services may be used.
- (f) Listings for patrons of a customer-of-record providing shared tenant service. See Shared Telecommunications Services, 5.9.2 and Resale of Service, 2.2.5.

(13) For reference listings, only the first telephone number in a hunting group of lines may be used.

- b. Telephone numbers of public telephones will not regularly be listed in the telephone directory. A listing may be provided at the request of the customer if the public telephone meets a minimum revenue threshold of \$3.75 (daily average revenue) that adequately covers all costs associated with the public telephone.
- c. All applications for additional listings and lines of information shall be made by the customer or authorized agent.
- d. When additional listings are included in the directory, they may not be discontinued until the end of the directory period unless the listed party or concern vacates the customer's premises or subscribes to service of the same class as furnished the customer; or unless the customer's service is discontinued, or in the case of a guest listing, the listed party vacates the customer's premises or becomes customer to residence service in his own name in the same exchange.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

3. Terms and Conditions

- e. An additional listing of an amateur radio station located in a customer's residence may be permitted. The station must be operated under the authority of the FCC. Only call letters assigned by the FCC, preceded by the words "Radio Amateur" may be included in the listing.
- f. Additional listings may be furnished at the request of customers in the alphabetical list of an exchange other than the one where they would normally be shown.
- g. Additional listings may be provided to public agencies without charge where, in the Company's opinion, directory service to the public would be improved.
- h. A Secretarial Bureau (Telephone Answering Service) may subscribe for a secretarial listing on its administrative service or a secretarial listing on its DID Service for those patrons of the bureau who do not maintain a place of business in the exchange and who do not have a requirement for service of their own. Such listings will not be provided when the purpose of the listing and the use of the secretarial bureau's administrative service by a patron will result in the resale of service. This regulation is not intended to prohibit a bona fide Joint User Service as provided for in Joint' User Service, 5.6.1.
- i. Secretarial listings must have the same address as the secretarial answering service's primary listing, unless the address is omitted, and the same telephone number as the primary listing, the telephone number of a separate group of central office lines or a DID telephone number.
- j. The secretarial answering service subscribing to secretarial listings for its patrons shall not provide telephone facilities, other than payphone service¹; for the use of its patrons; nor shall the patrons be permitted to use the secretarial answering service's administrative lines.
- k. The secretarial answering service subscribing to secretarial listings shall be responsible for all charges, including toll, applied to the telephone number listed for the patron except directory advertising charges when a separate contract for directory advertising is made by the patron with the Company.
- l. Where additional listings are provided in conjunction with initial or subsequent installations of exchange service facilities, charges begin with the day when charges for the associated service are effective. When additional listings are provided other than in conjunction with exchange facilities, the charges begin with the day following their entry into the directory assistance records.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

3. Terms and Conditions

m. Nonpublished Listings

- (1) The telephone numbers of Nonpublished Service are not listed under the current customer's name in the telephone directory or in the information records available to the general public.
- (2) Nonpublished information will not be disclosed to any person except as defined in D., following.

4. Nonpublished Telephone Number Service

A customer may request that the telephone number of the customer's service not be published in either the Company's directories or other Company records containing such information available to the general public. If the customer makes such a request, the Company will take reasonable precautions :

- a. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public.
- b. Except when authorized by law, the Company will not disclose nonpublished information to any person except as follows:
 - (1) The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
 - (2) Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
 - (3) Customers billed for calls to and from nonpublished numbers, who may be furnished nonpublished numbers only;
 - (4) Employees and representatives of other telecommunications companies for purposes of billing and collection. The Company may disconnect the service of a telecommunications company that uses nonpublished information for other than the provision of telecommunications.
 - (5) Customers who subscribe to Caller Identification Name and Number and/or Caller Identification Number Service, 5.4.3, when the nonpublished customer elects not to utilize Caller Identification Blocking-Per Call or Per Line, 10.7.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

4. Nonpublished Telephone Number Service

b. Except when authorized by law, ... (Cont'd)

(6) In conformance with the nondisclosure agreement, which will be signed annually, prohibiting the display, storage or disclosure of nonpublished information for the following services:

(a) Simplified Message Desk Interface

Simplified Message Desk Interface is for use with voice messaging services only.

- The nondisclosure agreement for Simplified Message Desk Interface related to calling numbers outside a customer's Digitrex-type system.

(b) Pay-Per-View

(c) Message Delivery Service

- Message Delivery Service is for use with voice messaging services only.

5. Liability for Nonpublished Number Information

a. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number or the disclosure or nondisclosure of said number to any person.

b. If any action of the Company results in the publication of the unauthorized disclosure of a nonpublished number, the Company will, at the customer's request, change the number without charge and refund any nonpublished number charges for the period of time during which the number was disclosed.

c. As used in this Local Terms of Service, nonpublished information is defined to include the name, address and telephone number of the nonpublished customers.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

6. Nonlisted Telephone Number Service

- a. A customer may request that the number of the customer's service be published only in the Company records containing such information available to the general public. Information records consist of both forms of directory assistance which are voice assisted Directory Assistance and electronic Directory Assistance. If the customer makes such a request, the Company will take reasonable precautions not to publish the number in its publicly distributed directories.
- b. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by the publication of such number in its publicly distributed directories.

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

7. Rates and Charges

a. The following terms and conditions apply to the application of rates and charges for directory listings:

- (1) No nonrecurring charge applies if listing change is due to annoyance calls.
- (2) No nonrecurring charge applies to change a published listing for the same residence customer at the same location.
- (3) No nonrecurring charge applies to remove or add an address to a customer's listing on residence service.
- (4) Nonrecurring charges and rates apply to changes to or from nonpublished, nonlisted or published service, except as described herein.
- (5) Nonpublished or nonlisted rates and charges do not apply:
 - (a) To FX Service where the customer is also furnished exchange service from the local exchange.
 - (b) To additional service furnished to the same customer at the same address when the primary listing is published.
 - (c) On services where the Company's tariff requires no listing will be provided.
 - (d) Where the customer has other service listed in the same name in the directory for the exchange where the customer is located, provided that both services are of the same class.
 - (e) Where a customer living in a hotel, apartment house, boarding house, or club is listed under the number of the service furnished the hotel, apartment house, boarding house, or club.
 - (f) Where service is installed for a temporary period.
 - (g) To reverse billing, and on interexchange receiving service.
 - (h) On data services where no voice use is contemplated.
 - (i) To Payphone Access Line Service.
 - (j) **To customers requesting non-published or non-listed service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.). Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

7. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | |
|--|--------------------------------|-------------------------|-----|
| b. Business Service Listings, including: [1] - Each listing for an individual, firm, corporation, association, or concern not subscribing to exchange business service but represented by a customer or that is regularly subscribing to exchange business service, patron of a customer-of-record providing shared tenant service or a customer of a Radio-Telephone service system connected to the exchange and message toll network of the Company | \$5.00 | \$6.50 | (C) |
| c. Residence Service Listings, including: [1] - Each listing for an individual(s) residing at a residence or at a hotel (guest) and Foreign Listings for an individual(s) furnished in an exchange other than the one where they would normally be shown. | 5.00 | 6.50 | (C) |

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

(N)
(N)

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EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

A. Listing Services

7. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| d. Nonpublished or Nonlisted service | \$5.00 | \$8.00 (1) |
| - Each telephone number listed in the white pages of the telephone directory in alpha form, e.g., 622-BOOK ^(1, 2) | 200.00 | 5.00 |

(1) Charges apply for each directory where the number appears in alpha form.

(2) Nonrecurring charge is not applicable for the first directory when ordered with a new customized number. (See Custom Number Service in 5.13.B).

EXCHANGE SERVICES

5.13 DIRECTORY SERVICES

B. Custom Number Service

1. Description

This service is applicable to customer requests for specific telephone number assignments.

2. Terms and Conditions

- a. Customers of the Company may request assignment of "special" or "desirable" telephone numbers. If the telephone number or numbers requested by the customer is available, the Company may assign the number to the customer.
- b. The Company reserves and retains the right:
 - To discontinue, change or reassign telephone numbers in any exchange area whenever it deems it necessary or appropriate in the conduct of its business, or in accordance with the General Regulations of the Company. If this should occur within a one year period following assignment, the Custom Number nonrecurring charge will be refunded to the customer.
 - To reject any request for "special" or "desirable" telephone numbers.
 - Of ownership of all telephone numbers and prohibits the assignment of the use of a telephone number by or from any customer to another.
- c. The Custom Number nonrecurring charge applies whenever a customer:
 - Requests a telephone number other than the next available number from the assignment list.
 - Requests a number change from their present number to a customized telephone number.
 - Requests specific numbers to be in a rotary hunt situation. A charge will apply per each additional number in the hunt group.
- d. The Company shall in no event be liable to any customer for direct or indirect or consequential damages caused by a failure of service, change of number or assignment of a requested number to another customer whether prior to or after establishment of service. In no event shall the Company be liable to any person, firm or corporation for any amount greater than such person, firm or corporation has actually paid to the Company for Custom Number Service.

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EXCHANGE SERVICES

5.13 DIRECTORY SERVICES (Cont'd)

B. Custom Number Service (Cont'd)

3. Charges

The following charges for Custom Number Service apply in addition to all other rates and charges applicable to the associated telephone service.

| | Nonrecurring <u>Charge</u> |
|--|-------------------------------|
| - Each customized telephone number requested and placed into service | |
| - Residence | \$ 50.00 |
| - Business | 250.00 |

EXCHANGE SERVICES

5.14 OPERATOR SERVICES

A. Operator Services Surcharges

These rates are applicable to all services except Company Public Services. In addition to the rate for each outgoing local call, the following charge applies:

| | <u>Rate</u> |
|--|-------------|
| - Each call billed to a calling card or special billing number | \$0.30 |
| - Each call billed collect or third number | 0.65 |
| - Each person-to-person call | 1.30 |

B. Intercept Services

1. Description

Basic Intercept Service

(N)

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

(N)

Customized Intercept Service – **GRANDFATHERED**

(C)

Customized Intercept Service (CIS) provides a caller who reaches a disconnected telephone number or a telephone number that has been changed, with a voice message that has been mutually agreed upon by the customer and the Company.

Effective January 1, 2024, Customized Intercept Service is grandfathered and will no longer be available to new customers.

(N)

(N)

Split Number Referral Service – **GRANDFATHERED**

(C)

Split Number Referral Service (SNRS) is a form of intercept whereas the Company operator will screen calls to a disconnected telephone number or a number that has been changed. The caller will be asked for the name of the called party prior to the operator giving out a telephone number for that party. One example of use of the service might be a partnership that has been dissolved.

Effective January 1, 2024, Split Number Referral Service is grandfathered and will no longer be available to new customers.

(N)

(N)

2. Terms and Conditions

a. CIS and SNRS are available to single line and multiline customers with the exception of Digitrex-CXG, Digitrex-CNG, Digitrex-CF1G, CF2, CF3G and CF4G and PBX telephone systems on CIS and SNRS.

b. CIS messages will be limited to 150 or 250 alpha and numeric characters, including spaces between words.

c. Customers must subscribe to intercept services for a minimum of one calendar month.

d. Intercept Service is available for twelve full months or the life of the telephone directory, whichever is greater.

EXCHANGE SERVICES

5.14 OPERATOR SERVICES

B. Intercept Services

2. Terms and Conditions (Cont'd)

- e. Intercept Services are available only where the Company's facilities and operating conditions permit.
- f. When more than one line is intercepted in a hunt group the same CIS message must be given out.
- g. A SNRS message, which is made up of personal names, company names and/or departmental names, is restricted to ten lines with a limit of thirty characters (spaces are included when counting characters) per line.
- h. SNRS is available for up to three full months on residence service and up to twelve months or the life of the telephone directory, whichever is greater on business service.
- i. The Company reserves and retains the right to refuse any request for CIS or SNRS.
- j. Charges shown are not applicable when SNRS is provided due to a Company error.
- k. The customer releases, indemnifies and holds harmless the Company from any and all loss, claims, demands, suits or other action or any liability, whether suffered, made, instituted or asserted by the customer or by any other person, caused or claimed to have been caused directly or indirectly by CIS.

EXCHANGE SERVICES

5.14 OPERATOR SERVICES

B. Intercept Services

3. Charges

| | | | |
|----|---|------------------------|-----|
| a. | Basic Intercept Service is provided at no additional charge. | | (N) |
| | | Nonrecurring Charge | |
| b. | Customized Intercept Service – GRANDFATHERED | | (C) |
| | - Setup charge ⁽¹⁾ | \$ 30.00 | |
| | - Charge, per call ⁽²⁾ | | |
| | - 150 character message | 0.30 | |
| | - 250 character message | 0.40 | |
| c. | Split Number Referral Service – GRANDFATHERED | | (C) |
| | - Business, per line | | |
| | - One month | 50.00 | |
| | - Three months | 135.00 | |
| | - Six months | 255.00 | |
| | - Nine months | 360.00 | |
| | - Twelve months | 450.00 | |
| | - Residence, per line | | |
| | - One month | 20.00 | |
| | - Three months | 50.00 | |
| | - Changes in a name on an existing message | 30.00 | |

⁽¹⁾ A setup charge also applies to changes in existing messages.

⁽²⁾ A minimum monthly usage charge of \$10.00 is applicable.

EXCHANGE SERVICES

5.15 RESALE/SHARING

C. Shared Telecommunications Services

1. Description

Private shared tenant services are defined in RCW 80.04.010 to include the provision of telecommunications and information management services and equipment within a user group located in discrete private premises in building complexes, campuses, or high-rise buildings, by a commercial shared services provider or by a user association, through privately owned customer premises equipment and associated data processing and information management services and includes the provision of connections to the facilities of local exchange and to interexchange telecommunications companies.

For the provision of local exchange, service other than Shared Telecommunications Services as described above, see Resale of Service in 2.2.5, Joint User Service in 5.6.1 and other applicable exchange access lines found in this Section 5.

2. Definitions

Customer-of-Record

The customer (person or entity) who resells or shares exchange services.

Patron

The customer of a service which is provided to a customer-of-record. The term "patron" means the same and may be used interchangeably with "client".

3. Terms and Conditions

- a. Application for service on a resale basis as well as requests for additions, rearrangements or discontinuances of service will be accepted only from the customer-of-record.
- b. All charges will be billed to the customer-of-record only. In addition, the customer-of-record must provide the necessary security to the Company to adequately secure their account.
- c. The Company is not responsible for the allocation of usage or charges for resale services. The customer-of-record is responsible for allocation of the charges for resale of services.
- d. It will be the responsibility of the customer-of-record to handle arrangements with the Company for directory listings requested by patrons. The customer-of-record will be charged for patrons directory listings.

EXCHANGE SERVICES

5.15 RESALE/SHARING

C. Shared Telecommunications Services

3. Terms and Conditions

- e. The Company will only be responsible for transmission quality and maintenance of Company provided facilities and not for transmission quality or maintenance of customer-of-record provided facilities. The Company charges for visits by the Company to any premises of the customer-of-record where a service difficulty or trouble report results from customer-provided equipment or facilities.
- f. The Company will not be responsible for providing intercept service directly to a patron of the customer-of-record.
- g. Whenever notice to the Company's customers is required, the Company will not be responsible to give notice other than to the customer-of-record and occupants directly served by the Company. The patron's source of notification will be the customer-of-record.
- h. Wiring facilities provided by the customer-of-record which are connected to the Company's facilities must be installed in accordance with FCC Part 68, Rules and Regulations.
- i. The Company retains the right to directly serve occupants of a building or commercial development where resale of service exists upon the request from such customers.
- j. In the event provisions shown elsewhere in this Local Terms of Service are in conflict with the terms of this Section, the terms of this Section shall apply to Shared Telecommunications Services.
- k. Shared tenant service will be provided only over **PBX** flat lines.
- l. Joint User charges will not apply for shared tenant services.
- m. Secretarial listings charges apply for additional directory listings. See 5.13.1, Directory Listings.

4. Rates

See 5.2 for **PBX** Flat Lines.

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EXCHANGE SERVICES

5.16 CENTURYLINK LINE VOLUME PLAN (CLVP)

A. Terms And Conditions

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

B. Rates

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

| Number of Lines (Tier)/Minimum Line Requirement ^[2] | Two Year Term | Three - Five Year Terms ^[3] |
|--|---------------|--|
| 10 - 49 | \$28.99 | \$28.99 |
| 50 - 499 | 28.99 | 28.99 |
| 500 - 999 | 28.99 | 28.99 |
| 1000 - 3000 | 28.99 | 28.99 |

(C)

2. Optional Services

| Number of Lines (Tier)/Minimum Line Requirement ^[2] | Two Year Term | Three - Five Year Terms ^[3] |
|--|---------------|--|
| 10 - 49 | \$10.00 | \$10.00 |
| 50 - 499 | 10.00 | 10.00 |
| 500 - 999 | 10.00 | 10.00 |
| 1000 - 3000 | 10.00 | 10.00 |

(C)

^[1] Touch Calling Service and Trunk Hunting, where applicable, are included in these rates.

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

^[3] **Effective July 1, 2023, 3, 4, and 5 year terms are no longer available to new customers. Customers under an existing 3, 4 or 5 year term commitment are grandfathered until the expiration date of their current term plan, after which they may enroll in a two-year term agreement at the Local Terms of Service rates then in effect. Otherwise, rates previously discounted under the grandfathered term plan will revert to month-to-month rates in effect for the services provided.**

(N)

(N)

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MESSAGE TELECOMMUNICATIONS SERVICES

6.1 CONCURRENCE IN REGULATIONS AND RATES

Message Toll Telephone Service

CenturyTel of Washington, Inc. concurs in the rates, rules and regulations governing intrastate communications found in Qwest Corporation's Exchange and Network Services Catalog No. 2.

CenturyTel of Washington, Inc. extends this concurrence to any and all changes which may be made subsequent to this date by Qwest Corporation.

CenturyTel of Washington, Inc. hereby expressly reserves the right to cancel and make void this statement of concurrence at any time as it appears that such cancellation is to the best interest of CenturyTel of Washington, Inc.

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MESSAGE TELECOMMUNICATIONS SERVICES

6.2 DIRECTORY ASSISTANCE

A. Terms and Conditions

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

B. Rates and Charges

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

⁽¹⁾ Effective February 1, 2021 (02-01-2021), Directory Assistance Service Charge increased from 5.99 to \$6.99.

(C)
(C)

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6.2 RESERVED FOR FUTURE USE

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MESSAGE TELECOMMUNICATIONS SERVICES

6.2 RESERVED FOR FUTURE USE

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CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

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CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE

A. General Provisions

1. General

Equipment (including protective circuitry), communications systems and premises wiring connected to telecommunications services furnished by the Company are generally subject to Part 68 of the Federal Communications Commission (FCC) Rules and Regulations, CFR Part 68 (commonly known as the FCC's Registration Program).

Equipment and systems not subject to Part 68 of the FCC Rules and Regulations which are connected to telecommunications services furnished by the Company must meet the minimum protection criteria specified in Part 68 of the FCC Rules and Regulations.

2. Customer Responsibility

a. The customer is responsible for the installation, operation and maintenance of any Customer Provided Equipment (CPE) or system. No combinations of CPE or systems shall require change in or alteration of the equipment or services of the Company, cause electrical hazards to Company personnel, damage to Company equipment, malfunction of Company billing equipment, or degradation of service to persons other than the user of the subject equipment or system, his calling or called party. Upon notice from the Company that a CPE or system is causing such hazard, damage, malfunction or degradation of service, the customer shall make such changes as should be necessary to remove or prevent such hazard, damage, malfunction or degradation of service

b. The customer shall be responsible for the payment of a maintenance of service charge for visits by a Company employee to the customer's premises when a service difficulty or trouble report results from the use of CPE or system.

c. All multi-line telephone systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.B.1. (T)

d. **Multiline telephone systems ("MLTS") required to comply with c. preceding must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 2.5.B.2.** (N)
| (N)

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE

A. General Provisions

3. Company Responsibility

- a. Telecommunications services provided by the Company are not represented as adapted to the use of Customer Provided Equipment (CPE) or systems. Where CPE or systems are used with telecommunications services, the responsibility of the Company is limited to the furnishing of service components suitable for telecommunications services and to the maintenance and operation of service components in a manner proper for such services. Subject to this responsibility the Company shall not be responsible for:
- The through transmission of signals generated by the CPE or systems or for the quality of, or defects in, such transmission.
 - The reception of signals by CPE or systems, or
 - Address signaling where such signaling is performed by CPE signaling equipment.

(M)

(M)

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE

A. General Provisions (Cont'd)

3. Company Responsibility

- b. The Company will, at the customers' request, provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit CPE to operate in a manner compatible with telecommunications services.
- c. The Company may make changes in its telecommunications services, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC's Rules and Regulations. If such changes can be reasonably expected to render any customer's equipment or system incompatible with telecommunications services, or require modification or alteration of such CPE or systems, or otherwise materially affect its use or performance, the customer will be given adequate notice, in writing, to allow the customer an opportunity to maintain uninterrupted service.

4. Recording Of Two-Way Telephone Conversations

Customer provided voice recording equipment may be connected with telecommunications services, as follows:

- a. Customer recording equipment may be connected to the telecommunications network provided that, when such connections are made the voice recording equipment shall be so arranged that, at the will of the user, it can be activated and deactivated. In addition, one of the following conditions must apply.
 - (1) All parties to the telephone conversation must give their prior consent to the recording of the conversation, and the prior consent must be obtained in writing or be part of, and obtained at the start of, the recording, or
 - (2) The recording party to the telephone conversation must notify the other party to the telephone conversation that it intends to record the conversation, and this notification must be part of and obtained at the start of the recording, or
 - (3) A distinctive recorder tone, repeated at intervals of approximately fifteen seconds, is required to alert all parties when the recording equipment is in use. The distinctive recording tone can be provided as part of the recording equipment; or customer registered or grandfathered protective circuitry; or a grandfathered Company connecting arrangement.
 - (4) In the case of municipal fire and police departments which have central office lines used exclusively for the receipt of local or intrastate fire or police emergency calls and are attended at all times for such purposes, recorder connector equipment without the automatic tone device may be furnished for use provided that the proper municipal authority certifies that these conditions will be observed.

CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE

A. General Provisions

4. Recording Of Two-Way Telephone Conversations

a. Customer recording equipment may be connected ... (Cont'd)

(5) A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:

- The licensee informs each party to the call of its intent to broadcast the conversation; or
- Each party to the call is aware of the licensee's intent to broadcast the call; or
- Such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.

b. The FCC has established the following exceptions to the foregoing requirements:

(1) Recordings made of incoming calls to the telephone numbers publicized for emergencies involving health or safety of life and property (e.g., emergency situations involving fire, health care, police, public utilities, and emergency road service) and outgoing calls made in immediate response to such calls. Included in this exception are:

Recordings made at the United States Department of Defense Command Centers of emergency communications transmitted over the Department of Defense's private line system when connected to **MTS or** local exchange service, and

(C)

Recordings made by the United States Nuclear Regulatory Commission of the Department of Energy with respect to the telephone systems located at its operations center for recording of two-way telephone conversations.

(2) Recordings of calls made for patently unlawful purposes, such as bomb threats, kidnap ransom requests and obscene telephone calls. Outgoing calls made in immediate response to such calls are also excepted. Included in this exception are:

Recordings made by the United States Secret Service of the Department of the Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

(3) Legally obtained recordings of calls made by federal, state or local law enforcement authorities, or federal intelligence authorities.

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CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE

A. General Provisions

4. Recording Of Two-Way Telephone Conversations (Cont'd)

c. Acoustic or Inductive Connections

Customer provided voice or data terminal equipment may be acoustically or inductively connected to Company provided terminal equipment (i.e., payphone station) provided the connection is made external to the terminal equipment. Such connections are subject to the Minimum Protection Criteria specified in Part 68 of the FCC's Rules and Regulations.

Customer provided tone type address signaling is permitted through such connections; however, the services of the Company are not designed for such use and the Company makes no representation as to the reliability of address signaling which is performed in such manner.

d. Violation of Regulations

When any customer provided terminal equipment or communications system is used with telecommunications services in violation of any of the provisions in these regulations, the Company will take such immediate action as necessary for the protection of the telecommunications network and Company employees, and will promptly notify the customer of the violation.

The customer shall discontinue such use of the equipment or system or correct the violation and shall confirm in writing to the Company within ten days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of this *Local Terms of Service*.

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CONNECTIONS OF PREMISES EQUIPMENT TO TELECOMMUNICATIONS SYSTEMS

8.1 CONNECTIONS OF EQUIPMENT, COMMUNICATION SYSTEMS AND PREMISES WIRE
(Cont'd)

B. Connections Of Registered Equipment

1. Extension Station Lines And Private Branch Exchange Station Lines

- a. The following is the maximum number of main and extension stations equipped with bells per exchange access line which may be allowed in connection with business or residence flat rate, basic measured, party line and Private Branch Extension (PBX) service.
 - Individual line 5
- b. Bells and/or signals connected to the same exchange access line cannot exceed the allowable maximum ringer equivalence of five or as otherwise determined by the Company.
 - Two-party line 4
 - Four-party line 2
 - PBX station line 3
- c. The maximum number of bells on an exchange access line may be further limited where other signals are connected to that line.

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9.1 DIAL SWITCHING SYSTEMS

Equipment used in conjunction with Dial Switching Systems and connected to the Company's network on or after February 16, 2020, must, upon connection to the Company's facilities, be configured by the Customer or equipment manufacturer to allow direct "911" dialing by any end user and must be configured to send MLTS notifications as described in Section 2.5.B.1. (T)

Equipment connected as described preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 2.5.B.2. (N)
|
(N)

A. Customized Call Management Services

1. Description

Customized Call Management Services (CCMS) service provides optional Custom Calling Service features to business exchange access flat lines in the category of B1/Key Trunks flat, PBX and basic measured.

The CCMS offering will provide a package of features on a single central office line. The billing record of toll calls on lines using CCMS service will not be affected by the application of the features of this service.

a. The following basic features are included in the CCMS package:

Call Transfer - A CCMS user can transfer an established call to another line.

Counseline - A CCMS user can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

Three-Way Calling/Conference Calling- -A CCMS user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

Touch-Tone - The CCMS will be equipped with Touch-Tone service. With such equipment, the user must use a Touch-Tone set. Touch-Tone provides access codes for features using * and # buttons.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services

1. Description (cont.)

- b. The following selection of optional features are available to CCMS:

Call Forwarding

The Call Forwarding and Call Waiting features are not permitted on the same line. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

(M)

(M)

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services

1. Description (Cont'd)

b. The following selection of optional features are available to CCMS: (Cont'd)

Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The customer specifies the number to which calls are transferred at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

Call Forwarding-Variable

Automatically transfers all calls made to the subscribing line to a different line.

Call Rejection

This feature enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Waiting

Provides a tone burst alert to a CCMS user on an existing call of another incoming call.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services (Cont'd)

1. Description (Cont'd)

b. The following selection of optional features are available to CCMS: (Cont'd)

Continuous Redial

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

Last Call Return

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

Priority Call

This feature allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list.

Programmable Call Forwarding-Busy Line

This feature allows a customer to have incoming calls forwarded to another number when the called number is busy. The CCMS customer can activate and deactivate the forwarding feature by dialing a code. The CCMS customer can also establish or change the number to which calls will be forwarded.

Programmable Call Forwarding-Don't Answer

This feature allows a customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The CCMS customer can activate and deactivate the forwarding feature by dialing a code and can establish or change the number to which calls will be forwarded. Customers may also change the number of ring cycles.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services (Cont'd)

1. Description (Cont'd)

b. The following selection of optional features are available to CCMS: (Cont'd)

Selective Call Forwarding

This feature allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

Six-Way Conferencing

This feature permits the CCMS customer to establish a Conference Call with up to six conferences, including the originator. Conferees may be inside or outside the CCMS system. This feature is available where technically feasible.

Speed Calling 6 Number List

Allows a CCMS user to dial a code and a single number to reach up to six frequently called numbers.

Speed Calling 30 Number List

Allows a CCMS user to dial a code and two digits to reach up to thirty frequently called numbers.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services (Cont'd)

2. Terms and Conditions

- a. The quality of transmission may vary when calls are forwarded or connected via conferencing depending on the distance and routing involved.
- b. The CCMS features available, (their operation and their interaction with other features), may differ dependent upon the type of central office equipment providing service.
- c. The CCMS requires special central office equipment and is not provided in all central offices. The Company may furnish CCMS where there is available central office equipment with the proper program updates, as determined by the Company.
- d. CCMS is not available on trunks, remote switching systems, Digitrex systems, payphone telephone services or multiparty service.
- e. Touch-Tone signaling is required on each access line.
- f. CCMS standard and optional features cannot be used in combination with the following Custom Calling Services: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Calling 8 and Speed Calling 30.
- g. Except as specifically provided herein, features from other tariff sections are not available on CCMS service.
- h. Customers subscribing to Call Forwarding-Variable as described herein may subscribe to Call Forwarding-Variable-Remote Activation at rates and charges specified in 5.4.3, Custom Calling Services.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services (Cont'd)

3. Rates and Charges

The rates and charges following are for CCMS only and are in addition to the applicable rates and charges for access lines and other services or equipment with which they are associated.

| | <u>Monthly Rate</u> |
|--|---------------------|
| a. Monthly Rates | |
| (1) CCMS, per line | \$5.00 |
| (2) Optional Features | |
| - Call Forwarding- Busy Line, per line arranged | |
| - Incoming only | 2.00 |
| - All calls | 2.00 |
| - Call Forwarding Don't Answer, per line arranged | |
| - Incoming only | 2.45 |
| - All calls | 1.25 |
| - Call Forwarding-Variable, per line | 1.25 |
| - Call Rejection, per line | 3.50 |
| - Call Waiting, per line | 2.00 |
| - Continuous Redial, per line | 2.50 |
| - Last Call Return, per line | 2.50 |
| - Priority Call, per line | 2.50 |

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

A. Customized Call Management Services

3. Rates and Charges

Monthly Rate

a. Monthly Rates

(2) Optional Features

| | |
|---|--------|
| - Programmable Call Forwarding, - Busy Line, per line | \$4.50 |
| - Programmable Call Forwarding, - Don't Answer, per line | 3.50 |
| - Selective Call Forwarding, per line | 2.50 |
| - Six-Way Conferencing | 5.00 |
| - Speed Calling per line | |
| - 6 number list | 2.00 |
| - 30 number list | 2.50 |

b. Nonrecurring Charges

(1) One nonrecurring charge applies per line, per customer request to:

- Establish Standard Feature Package.
- Establish optional feature(s) and miscellaneous line terminating arrangements unless adding at the time the Standard Feature Package is established.
- Change optional feature(s) in an existing arrangement.

Nonrecurring Charge

- per line \$ 11.00

(2) The nonrecurring charge will not apply:

- To discontinue all optional features
- To discontinue one or more features when the remaining features stay the same.

(3) There is no minimum period of service for Customized Call Management Services.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS (Cont'd)

B. Digitrex System Single Line

1. Description

Digitrex System Single Line (CS-SL) service provides optional Custom Calling Services features to residence exchange access lines in the category of residence flat and basic measured. The CS-SL offering will provide a package of features on a single central office line. The billing record of toll calls on lines using CS-SL service will not be affected by the application of the features of this service.

a. Standard Features

The following standard features are included in the CS-SL package:

Call Hold

A CS-SL user can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call or use the call pickup feature.

Touch-Tone

The CS-SL will be equipped with Touch-Tone service. With such equipment, the CS-SL user must use a tone signaling set. Touch-Tone provides access codes for features using * and # buttons.

User Transfer/Outside

A CS-SL user can transfer an established call to another line.

Three-Way Calling/Conference Calling

A CS-SL user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the user may choose to add on the previously held call into a three-way conference.

CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

B. Digitrex System Single Line

1. Description (Cont'd)

b. Optional Features

The following selection of optional features are available to CS-SL customers:

Call Waiting

Provides a tone burst alert to a CS-SL user on an existing call of another incoming call.

Call Forwarding-Variable

Automatically transfers all calls made to the subscribing line to a different line.

Speed Calling 6 Number List

Allows a CS-SL user to dial a code and a single number to reach up to six frequently called numbers.

Speed Calling 30 Number List

Allows a CS-SL user to dial a code and two digits to reach up to thirty frequently called numbers.

2. Terms and Conditions

- a. The quality of transmission may vary when calls are forwarded or connected via conferencing depending on the distance and routing involved.
- b. The CS-SL features available, their operation and their interaction with other features, may differ dependent upon the type of central office equipment providing service.
- c. The CS-SL requires special central office equipment and is not provided in all central offices. The Company may furnish CS-SL where there is available central office equipment with the proper program updates, as determined by the Company.
- d. CS-SL is not available on trunks, Remote Switching Systems, Digitrex systems, payphone telephone service or multiparty service.
- e. Touch-Tone signaling is required on each access line.
- f. Other Custom Calling Service or Digitrex-Type services are not compatible with the CS-SL.
- g. Features from other schedules are not available on CS-SL.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

B. Digitrex System Single Line

3. Rates and Charges

The following residence rates and charges are for the CS-SL only and are in addition to the applicable monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. CS-SL, per line | \$11.00 | \$5.00 |
| b. Optional Features | | |
| - Speed Calling, per line | | |
| - 6 number list | 11.00 | 2.50 |
| - 30 number list | 11.00 | 5.25 |
| - Call Waiting, per line | | |
| - Arranged | 3.25 | 2.15 |
| - Call Forwarding-Variable, - per line arranged | 3.25 | 1.25 |

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9.1 DIAL SWITCHING SYSTEMS (Cont'd)

C. Digitrex Plus Service

1. Description

Digitrex Plus Service is a business communications system that consists of Digitrex Plus station lines served from the same central office switch in a wire center. All station lines must be assigned as a single system referred to as an individual customer group and billed as one system. Each station line is equipped with a common set of standard features as listed in C. following and may also be equipped with optional features.

Digitrex Plus station lines may have either non-restricted access to the public switched network (non-blocking) or restricted access (blocking) to the public switched network. Customers desiring restricted access must subscribe to Network Access Registers (NARS) as found in 5.3.6 of this *Local Terms of Service*.

A customer may have multiple service address locations served by one system however each service address will be treated as a separate and unique customer service address.

2. Terms and Conditions

a. Each customer will be required to sign an agreement for the furnishing of services on a rate stabilized basis.

b. The agreement is subject to the terms of the Termination Liability/Waiver Policy as set forth in 2.2.14.A.

c. After the service date, if a customer removes, in whole or in part, main station lines to a level that is less than 60% of the initial number of main station lines, a termination charge may apply. The termination charge will be calculated as specified in 2.2.14.A.

d. Nonrecurring charges can be spread over the life of the agreement at the present cost of money to the Company.

e. Multiple Customer Service Address Locations

Multiple customer service address locations may be served by one Digitrex Plus System. The customer must designate one service address as the primary location. Each additional service address will be billed as the primary location, beginning with the 1-20 station line rate for each station line as described in C. following.

f. Digitrex Plus station lines located at a service address in different exchanges or central offices but are part of the same Digitrex Plus system are subject to rates and charges found in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
(Z)

g. Loop Diversity and Avoidance as defined in the Private Line Transport Services Catalog No. 2 is available with Digitrex Plus.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

C. Digitrex Plus Service

3. Rates and Charges – General

- a. Each Digitrex Plus station line is comprised of a Digitrex Plus Network Access Channel and a standard feature package from the price list which includes Three-Way Calling, Consultation Hold, Call Transfer, and Intrasystem Calling.
- b. Rates and charges for the Digitrex Plus station lines will be charged according to the number of station lines per customer service address location. Each different customer service address location will begin with the one to twenty station line charges. The station lines between twenty-one to fifty will have different rates and charges. Station lines for fifty-one and over will be charged according to the distance of the station line from the serving wire center, in quarter mile increments.

4. Rates and Charges - Common Switching Elements

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Digitrex Plus Network Access Channel, per location | | |
| (1) Month-to-Month Digitrex Plus Network Access Channel, each | | |
| 1 - 20 station lines ^(1,2,3) | \$48.00 | \$9.00 |
| 21 - 50 station lines ^(1,2,3) | 48.00 | 9.00 |
| 51 station lines and over ^(1,2,3) | 48.00 | 9.00 |

(1) In addition, the end user common line charge applies to each Digitrex Plus Network Access Channel.

(2) Also apply rates and charges for Network Access Register from 5.3.6.

(3) Available only for Digitrex Plus Service. Requires a Standard Feature Package rate element.

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9.1 DIAL SWITCHING SYSTEMS

C. Digitrex Plus Service

4. Rates and Charges - Common Switching Elements

a. Digitrex Plus Network

Access Channel, per location

(2) Rate stabilized Digitrex Plus
 Network Access Channel, each

| | <u>Nonrecurring Charge</u> | <u>12 to 35 Months</u> | <u>36 to 59 Months</u> | <u>60 Months</u> |
|--|--------------------------------|----------------------------|----------------------------|----------------------|
| 1- 20 station lines ^(1,2,3) | \$48.00 | \$ 9.00 | \$ 9.00 | \$ 9.00 |
| 21- 50 station lines ^(1,2,3) | 48.00 | 8.55 | 8.10 | 7.65 |
| 51 station lines and over ^(1,2,3) | | | | |
| 1 Qtr mile ⁽⁴⁾ | 48.00 | 3.54 | 2.95 | 2.65 |
| 2 Qtr miles ⁽⁴⁾ | 48.00 | 3.94 | 3.28 | 2.95 |
| 3 Qtr miles ⁽⁴⁾ | 48.00 | 4.36 | 3.63 | 3.27 |
| 4 Qtr miles ⁽⁴⁾ | 48.00 | 4.93 | 4.11 | 3.70 |
| 5 Qtr miles ⁽⁴⁾ | 48.00 | 5.39 | 4.49 | 4.04 |
| 6 Qtr miles ⁽⁴⁾ | 48.00 | 5.86 | 4.88 | 4.40 |
| 7 Qtr miles ⁽⁴⁾ | 48.00 | 6.63 | 5.53 | 4.97 |
| 8 Qtr miles ⁽⁴⁾ | 48.00 | 7.10 | 5.91 | 5.32 |
| 9 Qtr miles ⁽⁴⁾ | 48.00 | 7.78 | 6.48 | 5.83 |
| 10 Qtr miles ⁽⁴⁾ | 48.00 | 9.10 | 7.58 | 6.83 |
| 11 Qtr miles ⁽⁴⁾ | 48.00 | 9.67 | 8.06 | 7.25 |
| 12 Qtr miles ⁽⁴⁾ | 48.00 | 11.57 | 9.64 | 8.68 |
| 13 Qtr miles ⁽⁴⁾ | 48.00 | 13.09 | 10.91 | 9.82 |
| 14 Qtr miles ⁽⁴⁾ | 48.00 | 13.67 | 11.39 | 10.25 |
| 15 Qtr miles ⁽⁴⁾ | 48.00 | 14.50 | 12.08 | 10.87 |
| 16 Qtr miles ⁽⁴⁾ | 48.00 | 16.20 | 13.50 | 12.15 |
| 17 Qtr miles ⁽⁴⁾ | 48.00 | 16.89 | 14.08 | 12.67 |
| 18 Qtr miles ⁽⁴⁾ | 48.00 | 17.46 | 14.55 | 13.09 |
| 19 Qtr miles ⁽⁴⁾ | 48.00 | 17.94 | 14.95 | 13.45 |
| 20 Qtr miles ⁽⁴⁾ | 48.00 | 20.03 | 116.69 | 15.02 |

(1) In addition, the end user common line charge applies to each Digitrex Plus Network Access Channel.

(2) Also apply rates and charges for Network Access Register from 5.3.6.

(3) Available only for Digitrex Plus Service; requires a Standard Feature Package rate element.

(4) Quarter mile(s) from central office.

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CENTRAL OFFICE SERVICES

9.1 DIAL SWITCHING SYSTEMS

C. Digitrex Plus Service

4. Rates and Charges - Common Switching Elements (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|----------------------------|---------------------|
| b. Dormitory Station Line, each | | |
| - Month-to-Month flat station line, blocked, each | (1) | (1) |
| - Month-to-Month flat station line, non-blocked, each | (1) | (1) |
| - Rate stabilized flat station line, blocked, each | (1) | (1) |
| - Rate stabilized flat station line, non-blocked, each | (1) | (1) |

5. Digitrex Plus Usage Charge

a. Digitrex Plus Usage Charge is a charge used for non-blocking Digitrex Plus Service. This charge is in lieu of a Digitrex Plus customer using Network Access Registers (NARs) or Digitrex Plus blocked service.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|----------------------------|---------------------|
| b. Usage Charges, per system ⁽²⁾ | | |
| - Usage charges for flat main station line, extension station line, non-blocked, each | | |
| 1 - 20 station lines | -- | \$32.00 |
| 21 - 50 station lines | -- | 30.00 |
| 51 station lines and over | -- | 3.50 |

⁽¹⁾ Same rates and charges as Digitrex Plus Network Access Channel as found in this Section. In addition, requires a Standard Feature Package Rate Element.

⁽²⁾ In addition, the end user common line charge applies to each Digitrex Plus Network Access Channel.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS

A. Uniform Call Distribution

1. Description

Uniform Call Distribution (UCD) provides a method of distributing a high volume of incoming calls to lines in a multiline hunt group equally and automatically.

2. Optional Features

Queuing

An arrangement whereby incoming calls that are placed to lines within a UCD system can be held in queue if all lines within the system are busy. Calls in queue will be held in their order of arrival until a line becomes available. Calls in queue are served on a first-in first-out basis. Calls held in queue will hear ringing until answered.

Delay Announcement

This option allows for incoming calls held in queue to hear a recorded announcement after a predetermined amount of time. The announcement can be accessed a maximum of four times and the customer has the option of providing their own announcement or a standardized Company announcement. Depending upon the customer's choice, ringing, silence or music will be returned after each announcement.

Music on Queue

This option allows for customer provided music to be played to customers held in queue after a recorded announcement has been accessed. This option can only be provided with Delay Announcement.

3. Terms and Conditions

- a. UCD and its associated options will only be provided where adequate and suitable central office facilities exist.
- b. The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.
- c. Lines terminating in a UCD system must be arranged for Multiline Hunting service as specified in 5.2.5. UCD is not compatible with circular or preferential list hunt.
- d. The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy, must have two queue slots in the queue group.
- e. The music on queue option requires a voice grade private line between the serving central office and a customer provided music source at the customer's premises.

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9.2 CALL MANAGEMENT SYSTEMS

A. Uniform Call Distribution (Cont'd)

3. Terms and Conditions

- f. The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.

4. Rates and Charges

The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Uniform Call Distribution | | |
| - Per multiline hunt group | \$ 30.00 | -- |
| - Per line in multiline hunt group ⁽¹⁾ | -- | \$ 3.00 |
| b. Queuing | | |
| - Per queue group | 80.00 | -- |
| - Per queue slot in group | -- | 7.00 |
| c. Delay Announcement | | |
| - Customer specific announcement | | |
| - Per announcement (includes first announcement trunk) | 300.00 | 130.00 |
| - Each additional announcement trunk | 25.00 | 12.50 |
| - Standardized announcement | | |
| - Per announcement in announcement sequence | 135.00 | 10.00 |
| - Per queue slot in group | -- | 9.00 |

⁽¹⁾ Regular rates and charges apply for each line installed in or added to a multiline hunt group as Specified elsewhere.

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9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

A. Uniform Call Distribution

4. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| d. Music on Queue | | |
| - Music distribution amplifier | | |
| - Per queue slot | \$15.50 | -- |
| - Up to twenty-three queue slots | -- | \$235.00 |
| - Twenty-three to sixty-six queue slots | -- | 90.00 |
| - Connecting channel between the serving central office common equipment and the music source on the customer premises | (1) | (1) |
| e. Changes | | |
| - Change in quantity of queue slots in queue group, per group | \$ 60.00 | -- |
| - Change in content of customer specific announcement | 200.00 | -- |
| - Change from or to ringing, silence or music after announcement, change in amount of time calls are held in queue or change in amount of time between announcements | 60.00 | - |

(1) Apply rates and charges for appropriate voice grade private line. See the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
 (Z)

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CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description

- a. CO-ACD Service provides call distribution as an integrated function of the central office. CO-ACD Service provides an equal distribution of a large volume of incoming calls to pre-designated groups of answering positions, known as agent positions.
- b. Calls terminating on a CO-ACD are placed in a queue in the order of their arrival when an agent is not available to answer them, and are removed from queue as agents become available. Incoming calls are presented to the next available agent in the order of arrival, with the highest priority first. Queue slots are dedicated time slots used to hold incoming calls in a delayed state until an agent position becomes available. Customers subscribing to Basic CO-ACD Service receive 10% queuing based on the total number of CO-ACD service positions. Customers subscribing to Deluxe CO-ACD Service receive 30% queuing. Additional queuing is available as specified in A.8.a. and C., following.
- c. The CO-ACD Service switching function is performed in the central office and is available only from central offices where facilities have been provisioned for the service.
- d. CO-ACD Service can be provided as Basic CO-ACD Service or Deluxe CO-ACD Service. The customer may have more than one CO-ACD group, but within a system, all positions must be either Basic or Deluxe.
- e. Agent positions may be either Type A or C. Supervisory positions must be Type C. With Basic CO-ACD, supervisory positions can also function as agent positions. Type A and C Positions are defined as follows:

(1) Type A Agent Positions

Must terminate in a standard tone signaling telephone. Type A positions have inward and outward dialing capabilities with standard agent features as defined in A.6.b., following. Additional optional feature configurations are also available as follows:

Level I

Call Forwarding and Speed Call (Short List).

Level II

All Level I features plus Call Forward - Busy Line, Call Forward - Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

Level III

All Level II features plus Call Pickup (1), Call Waiting (1), Automatic Callback, and Music on Hold.

⁽¹⁾ Only available on non-CO ACD calls.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

e. Agent positions may be either ... (Cont'd)

(2) Type C Agent Positions

Must terminate in an Electronic Set capable of providing the features listed herein. Certain features require an Electronic Set to have display capabilities. Type C positions have inward calling capabilities with standard agent features as defined in A.6.b., following. Optional outward dialing capabilities and additional optional feature configurations are also available via Secondary Directory Numbers (SDNs).

f. Basic CO-ACD

(1) Standard System Features

Abandoned Call Clearing

Abandoned CO-ACD calls are removed from incoming call queues and recorded announcements in order to reduce unnecessary connections to the central office.

Agent Queue

The Agent Queue feature ensures an even distribution of workload among the agents in the group. The agent who has been available the longest receives the first incoming call.

Automatic Overflow

Multiple CO-ACD groups can be specified as overflow groups for a given CO-ACD group. If an overflow condition exists on the incoming call queue, these groups are examined and the call terminates on the first group that has available agent(s) or queue(s).

Automatic Priority Promotion

Ensures that low-priority calls do not remain unanswered. With this feature, low priority calls are promoted to higher priority queues after a specified waiting period.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

f. Basic CO-ACD

(1) Standard System Features

Call Delay Announcements

Provides up to three announcements per queue to callers such as the status of a call (in queue, all positions busy, etc.) when the delay exceeds a customer specified threshold. A Call Delay Announcement can be provided via an interface to a customer premises announcement or the customer may provide a prerecorded announcement to the Company for use in the central office.

Call Processing Control

Provides for the distribution of incoming calls among a group of available agent positions. Each call is served on a first-in, first-out basis by the member of the group who has been idle the longest. If all agent positions are busy, calls are queued in their order of arrival in an incoming-call queue. As soon as an agent becomes available, the agent is presented with the first call waiting to be answered.

CO-ACD Directory Numbers

Unique directory numbers used to receive incoming CO-ACD calls. A CO-ACD group can have a total of 17 directory numbers consisting of a primary CO-ACD Directory Number and up to 16 supplementary CO-ACD Directory Numbers.

Incoming Call Queue

Allows incoming calls to be placed in a queue when all agents are busy.

Night Service

Night Service is activated when all agents in a CO-ACD group have activated Make Set Busy. Calls newly arriving for the group are rerouted to the night service route specified for the CO-ACD group. The treatment can be another COACD location, an external location, or to an optional recorded announcement.

Ring Threshold

Provides for the rerouting of a call when an agent does not answer the call within a preprogrammed time. The call is rerouted either to the longest idle agent or to the front of the queue if there is no agent available. Threshold Routing Provides a route that a call takes if there is no automatic overflow route available or defined, and if the wait threshold has been exceeded or the queue is full.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

f. Basic CO-ACD

(2) Standard Agent Features

Call Hold

This feature permits an agent to place an incoming call on hold. While the call is on hold, the agent has full use of the position to consult with another agent, supervisor or make an outgoing call.

Call Transfer/Three Way Calling

This feature allows agents to transfer a CO-ACD call to another agent position. The agent initiating the transfer may also establish a three-way call involving the incoming CO-ACD call, the agent and the third party.

Login and Logout

All agents are required to login to an agent position before they can receive incoming CO-ACD calls. When an agent is logged out, no CO-ACD calls can be presented to the agent.

Make Set Busy

When in the Make Set Busy state, incoming calls are blocked from routing to the agent. When Make Set Busy is activated, the agent is logged out.

Not Ready

The Not Ready feature allows the CO-ACD position to be temporarily unable to receive calls. The feature is typically used when an agent needs time to complete a transaction between calls.

Toll Restriction

Enables the customer to block or allow one or more three through ten-digit numbers when these numbers are dialed from selected Agent Positions.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

f. Basic CO-ACD

(3) Standard Supervisor Features

The following supervisor features are available with Basic CO-ACD in addition to all Basic CO-ACD agent features.

Agent Status Display

Provides the status of agent positions to administrative personnel for up to forty eight agents.

Answer Agent

Permits the supervisor to answer calls from agents.

Call Agent Key

Permits a supervisor to call an agent position by dialing the agent's directory number or by depressing the appropriate Agent Key.

Display Queue Status

Allows a supervisor to monitor queue status (number of calls waiting, total agent positions occupied and longest wait time).

Enhanced Agent Observe

This feature allows the supervisor to observe agents on both primary and secondary directory numbers.

Forced Agent Availability

Allows a supervisor to change the status of an agent's position from "Not Ready" to "Idle and Available".

Multi-Stage Queue Status Display

Allows supervisors to quickly and easily determine the length of time calls are held in queue before being answered.

Status of Secondary Directory Numbers

Allows a supervisor to display the status of an agent engaged in a CO-ACD call or a call on a Secondary Number.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

f. Basic CO-ACD

(3) Standard Supervisor Features (Cont'd)

Toll Restriction

Enables a customer to block or allow one or more three through ten-digit numbers when these numbers are dialed from selected Agent Positions.

(4) Optional Features

Group Reconfiguration/Team Status Interface

Group Reconfiguration provides the customer with the ability to change the COACD parameters. Team Status allows the customer to periodically view the status of their CO-ACD groups. The status contains information such as the following:

- CO-ACD group name
- Primary CO-ACD number
- Total number of calls in the CO-ACD queue
- Number of seconds that the first call queued in the incoming call queue has been waiting.
- Number of idle CO-ACD positions.

The Group Reconfiguration feature allows the customer to change such things as the following:

- Agent position reassignment
- Queue size
- Maximum wait time
- Ring threshold
- Overflow route
- Night service route
- Directory number priority and assignment
- Recorded announcement
- Information on each group

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

g. Deluxe CO-ACD

(1) System Features

The following system features are available with Deluxe CO-ACD in addition to all Basic CO-ACD system features.

Call Forcing

When a CO-ACD call is presented to an agent having Call Forcing, the agent hears a short burst of tone to alert the agent, and the call is immediately connected.

Call Source Identification

The terminating CO-ACD called number is displayed on the Type C Agent Position.

Controlled Interflow

Allows a supervisor to place a CO-ACD group in a Controlled Interflow mode, which directs new incoming calls to the group to a predetermined route defined by the customer.

Line-of-Business Code

Enables agents to enter a Line-of-Business Code for each call. Entering the code pegs a register for that line of business and allows the customer to track holding times for calls attributed to various activities.

Management Reports for Call Hold and Call Transfer

Provides information relating to agent activation of Call Hold and Call Transfer.

Music on Delay in Queue

Connects incoming callers in a queue to a customer provided music source while waiting for an available agent.

Night Recorded Announcement and Forward

Presents after hours callers with a special announcement that will indicate that their call is being forwarded to a location where calls can be answered.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

g. Deluxe CO-ACD

(1) System Features

Overflow Enhancement

Allows the customer to program up to four CO-ACD groups as potential overflow routes prior to a call being rerouted to the final overflow destination.

Overflow of Enqueued Calls

Provides for overflow of calls that have been queued for excessive amounts of time. This feature establishes new overflow thresholds to provide overflow routing for queued calls.

(2) Agent Features

The following agent features are available with Deluxe CO-ACD in addition to all Basic CO-ACD agent features.

Call Supervisor

This feature allows the CO-ACD agent quick access to the supervisor for help or consultation.

Emergency

The Emergency feature allows a CO-ACD agent to immediately conference a supervisor or as an alternate, conference an emergency recording device or both.

Login Password Enhancement

This feature assures that only CO-ACD personnel assigned to a specific login ID use that ID. This is accomplished through customer group restrictions and password association.

Queue Status Display Refresh

Provides near real-time display of queue size and waiting time information.

Walkaway/Closed Key Operation

After activating the Not Ready feature, this feature enables the agent to activate a code indicating the reason the agent is not available.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

g. Deluxe CO-ACD

(3) Supervisor Features

The following supervisor features are available with Deluxe CO-ACD in addition to all Basic CO-ACD supervisor features.

Agent Key

Allows a supervisor to directly call a CO-ACD agent position by pressing a key associated with that position.

Extended Agent Observe

Allows supervisors to observe calls presented to any agent or supervisor in any CO-ACD group within the customer's CO-ACD system.

Observe Agent/Three-Way Calling

Allows a supervisor to monitor three-way calls in which an agent is participating.

(4) Optional Features

Management Information System (MIS) Interface

Provides for the interface to connect to a Voice Grade channel to the customer equipment for the real time status display and historical performance reporting in addition to the Basic CO-ACD features associated with Group Reconfiguration/Team Status. Customers must furnish compatible premises software and hardware equipment.

h. Optional Features available to Basic and Deluxe CO-ACD

Additional Incoming Call Queuing/Queue Slots

Customers wishing queuing greater than 10% for Basic CO-ACD or 30% for Deluxe CO-ACD may purchase additional queue slots for each additional call they wish to hold in queue. For example, a basic CO-ACD customer with 10 agent positions has the capability to hold one call in queue as part of their basic service. If they wish to hold a total of four calls in queue, they must purchase three additional queue slots. Customers with less than ten agent positions will be provided with one queue slot.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

h. Optional Features available to Basic and Deluxe CO-ACD

Additional Call Delay Announcement

Customers wishing more than three announcements per queue may purchase additional announcements as specified herein.

Adjunct Module Translations

Allows for additional appearances of agent status display and/or features/functions.

Queue Status Lamp Interface

Audits incoming call queues to detect overflows. A customer provided queue status lamp remains lit until the audit determines that calls for that agent group have resumed normal queuing.

Secondary Directory Number (SDN)

Provides for the assignment to a CO-ACD Type C agent or supervisor position of one or more Secondary Directory Numbers that are separate from the CO-ACD incoming numbers. These numbers share the facilities of the agent or supervisor lines and give the agent or supervisor the ability to dial out or receive calls not directed to the CO-ACD numbers. Secondary Directory Numbers are available in the following feature configurations:

- Level I

Direct inward and outward dialing.

- Level II

All Level I features plus Call Forwarding, Speed Call (Short List), and Three-Way Calling/Consultation Hold/Call Transfer.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

h. Optional Features available to Basic and Deluxe CO-ACD

Secondary Directory Number (SDN)

Secondary Directory Numbers are available ... (Cont'd)

- Level III

All Level II features plus Call Forwarding-Busy Line, Call Forwarding-Don't Answer, Conference Calling (Six-Way), Speed Call (Long List) and Last Number Redial.

- Level IV

All Level III features plus Call Pickup, Call Waiting, Call Park, Automatic Callback, Conference Calling (Meet Me), Auto Dial, Query Time and Date, Group Intercom, Reason Display, Feature Display and Music On Hold.

i. Enhanced Optional Features available to Basic and Deluxe CO-ACD

CO-ACD DataPartner Basic

Provides a signaling channel between the ACD node and a customer's business computer for the exchange of information to enhance call processing. The two-way information flow over the DataPartner data link allows ACD node applications to communicate with applications running in the customer's business computer.

Coordinated Voice and Data

This feature significantly reduces an ACD agent's call handling time by enabling the ACD node to deliver information about the incoming call to the business computer, thus allowing the concurrent delivery to the ACD agent of the voice call and the appropriate information from the company's computer.

The ACD node sends the following information to the computer or other outboard processor at the customer's site:

- Calling number
- Called number
- Call identification number (for tracking purposes)
- ACD position to which the call is being sent

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CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

1. Description (Cont'd)

i. Enhanced Optional Features available to Basic and Deluxe CO-ACD

Increased Event Reporting

This feature allows the following additional information to be delivered by the ACD node to the call center's business computer:

- Indication that an ACD call has been queued
- Indication that an ACD call has been completed and the reason (e.g., caller disconnect)
- Additional call-status information for transferred, extended, and rerouted calls
- Switch-initiated log-off forcing to the business computer
- Switch-initiated continuity test to the business computer

In addition, with this feature, the calling party will be identified with both Calling Line Identification (CLID) and Automatic Number Identification (ANI), when facilities and conditions permit.

2. Terms and Conditions

- a. CO-ACD Service is available only where adequate and suitable facilities exist.
- b. Customers must furnish compatible premises equipment.
- c. Temporary suspension, either full or partial, of CO-ACD Service is not permitted.
- d. Agent or supervisor positions provided outside of the serving central office area of the CO-ACD System are subject to Foreign Exchange or Remote Central Office charges as specified elsewhere.
- e. CO-ACD Type C Agent or Supervisor positions terminating in an Electronic Set are subject to distance and technical limitations based upon the distance from the customer's premises to the central office. These limitations will be determined on a customer by customer basis.
- f. The Music on Hold and Music on Delay in Queue features require that the music source be provided at the customer's premises. A Voice Grade Channel from the central office to the customer's premises and a Music Interface are required to make either or both of these features operational.

3. Rates and Charges

- a. The rates and charges for CO-ACD Service are in addition to the regular rates and charges for the services with which it is associated.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

- b. CO-ACD Service is available on a month to month basis for customers subscribing to twenty or less positions. Stabilized rates for periods of from twelve months to ten years are also available. Customers subscribing to more than twenty positions are required to subscribe to this service on a rate stabilized basis, only.
- c. There is no minimum service period for CO-ACD Service.
- d. A customer must subscribe to and maintain a minimum of five CO-ACD Service positions per CO-ACD system.
- e. End User Common Line rates apply to each agent and supervisor position in the COACD system.
- f. The nonrecurring charge to change a feature is the same as the charge to install the feature.
- g. Network Access Register needs, if any, will be determined on a customer by customer basis. Network Access Registers are provided at rates and charges as specified in 5.3.6.
- h. Rates and charges for the Agent/Supervisor positions will be charged according to the number of station lines per location. Each different location will begin with the one to twenty position charges. The positions between twenty-one to fifty will have different rates and charges. Positions for fifty-one and over will be charged according to the distance of the position from the serving central office, in quarter mile increments.
- i. A Digital Facility Interface and terminating arrangements needs, if required, will be determined on a customer by customer basis. The Digital Facility Interface and terminating arrangements are provided at rates and charges as specified in the *Local Terms of Service*.
- j. If the customer chooses not to activate all of the system, agent or supervisor features at the time the CO-ACD service is installed, and then subsequently requests activation, a System Rearrangement and/or line charge(s) will apply.
- k. The System Group Name Charge applies when after the system initially is installed, the customer requests the Company change the software in the switch or server to accommodate a customer requested Group Name Change.

CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

I. Rate Stability Plan (RSP)

- (1) The Rate Stability Plan (RSP) is an arrangement that allows customers to select a monthly rate for a designated period of time. Customers selecting from the monthly RSP rate periods available, are guaranteed against Company initiated changes in the rates for that service during the designated period.
- (2) Movement, rearrangement or other subsequent action on any customer services shall be subject to applicable nonrecurring charges.
- (3) All new positions installed under the RSP are subject to applicable nonrecurring type charges as specified herein. Rate stability for all service and facilities provided under the RSP terminate simultaneously. The RSP is subject to the Termination Liability/Waiver Policy as specified in 2.2.14.A.
- (4) After the service date, if a RSP customer removes, in whole or in part, CO-ACD positions to a level that is less than 60% of the initial number of CO-ACD positions, a termination charge may apply. The termination charge will be calculated as set forth in 2.2.14.A.

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9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| (1) Service Establishment, per CO-ACD System | \$2,800.00 | -- |
| (2) Basic CO-ACD | | |
| - Positions 1-20 Lines | | |
| - Type A/C Agent, Supervisor, each | 55.00 | \$ 42.45 |
| - Group Reconfiguration/ Team Status Interface, per interface ⁽¹⁾ | 25.00 | 9.95 |
| (3) Deluxe CO-ACD | | |
| - Positions 1-20 Lines | | |
| - Type A/C Agent, Supervisor, each | 55.00 | 45.50 |
| - Management Information Interface, per interface ⁽¹⁾ | 25.00 | 15.85 |
| (4) CO-ACD Rate Stability Plan (RSP) | | |
| - Service Establishment, per CO-ACD System | 2,800.00 | -- |
| - Basic CO-ACD | | |
| - Group Reconfiguration/Team Status Interface, Per interface ⁽¹⁾ | 25.00 | \$7.95 |
| - Type A/C Agent, Supervisor | | |

⁽¹⁾ In addition, a Voice Grade Channel, as specified in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1, is required from the customer's premises to the serving central office. (T) (Z)

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9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

(4) CO-ACD Rate Stability Plan (RSP)

| Type A/C Agent, <u>Supervisor</u> | Nonrecurring <u>Charge</u> | 12 to 35 <u>Months</u> | <u>Rate Stability Plan</u> | |
|--------------------------------------|-------------------------------|---------------------------|----------------------------|----------------------|
| | | | 36 to 59 <u>Months</u> | 60+ <u>Months</u> |
| Positions | | | | |
| 1 - 20 Lines | \$55.00 | \$38.60 | \$33.95 | \$29.75 |
| 21 - 50 Lines | 55.00 | 36.65 | 32.25 | 28.30 |
| 51 + Lines | | | | |
| Air Qtr Miles from CO | | | | |
| 1 | 55.00 | 30.50 | 25.90 | 22.20 |
| 2 | 55.00 | 30.90 | 26.25 | 22.50 |
| 3 | 55.00 | 31.30 | 26.60 | 22.80 |
| 4 | 55.00 | 31.90 | 27.10 | 23.25 |
| 5 | 55.00 | 32.35 | 27.45 | 23.55 |
| 6 | 55.00 | 32.80 | 27.85 | 23.95 |
| 7 | 55.00 | 33.60 | 28.50 | 24.50 |
| 8 | 55.00 | 34.05 | 28.90 | 24.85 |
| 9 | 55.00 | 34.75 | 29.45 | 25.35 |
| 10 | 55.00 | 36.05 | 30.55 | 26.35 |
| 11 | 55.00 | 36.60 | 31.05 | 26.80 |
| 12 | 55.00 | 38.50 | 32.60 | 28.20 |
| 13 | 55.00 | 40.05 | 33.90 | 29.35 |
| 14 | 55.00 | 40.60 | 34.35 | 29.80 |
| 15 | 55.00 | 41.45 | 35.05 | 30.40 |
| 16 | 55.00 | 43.15 | 36.45 | 31.70 |
| 17 | 55.00 | 43.85 | 37.05 | 32.20 |
| 18 | 55.00 | 44.40 | 37.50 | 32.60 |
| 19 | 55.00 | 44.90 | 37.90 | 33.00 |
| 20 | 55.00 | 47.00 | 39.65 | 34.55 |

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9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

(4) CO-ACD Rate Stability Plan (RSP)

| | <u>Nonrecurring Charge</u> | <u>RSP</u> |
|---|--------------------------------|------------|
| - Deluxe CO-ACD | | |
| - Management Information Interface, per interface ⁽¹⁾ | \$25.00 | \$12.65 |
| - Type A/C Agent, Supervisor | | |

⁽¹⁾ In addition, a Voice Grade Channel, as specified in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1, is required from the customer's premises to the serving central office. (T) (Z)

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CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

(4) CO-ACD Rate Stability Plan (RSP)

| <u>Type A/C Agent, Supervisor</u> | <u>Nonrecurring Charge</u> | <u>12 to 35 Months</u> | <u>Rate Stability Plan</u> | |
|---------------------------------------|--------------------------------|----------------------------|----------------------------|-----------------------|
| | | | <u>36 to 59 Months</u> | <u>60+ Months</u> |
| Positions | | | | |
| 1 - 20 Lines | \$55.00 | \$41.35 | \$36.35 | 31.80 |
| 21 - 50 Lines | 55.00 | 38.95 | 34.30 | 29.95 |
| 51 + Lines | | | | |
| Air Qtr Miles from CO | | | | |
| 1 | 55.00 | 32.45 | 28.15 | 24.45 |
| 2 | 55.00 | 32.85 | 28.45 | 24.75 |
| 3 | 55.00 | 33.25 | 28.80 | 25.05 |
| 4 | 55.00 | 33.80 | 29.30 | 25.50 |
| 5 | 55.00 | 34.30 | 29.65 | 25.85 |
| 6 | 55.00 | 34.75 | 30.05 | 26.20 |
| 7 | 55.00 | 35.50 | 30.70 | 26.75 |
| 8 | 55.00 | 36.00 | 31.10 | 27.10 |
| 9 | 55.00 | 36.65 | 31.65 | 27.60 |
| 10 | 55.00 | 38.00 | 32.75 | 28.60 |
| 11 | 55.00 | 38.55 | 33.25 | 29.05 |
| 12 | 55.00 | 40.45 | 34.80 | 30.45 |
| 13 | 55.00 | 42.00 | 36.10 | 31.60 |
| 14 | 55.00 | 42.55 | 36.55 | 32.05 |
| 15 | 55.00 | 43.40 | 37.25 | 32.65 |
| 16 | 55.00 | 45.10 | 38.70 | 33.95 |
| 17 | 55.00 | 45.80 | 39.25 | 34.45 |
| 18 | 55.00 | 46.35 | 39.75 | 34.90 |
| 19 | 55.00 | 46.85 | 40.15 | 35.25 |
| 20 | 55.00 | 48.90 | 41.85 | 36.80 |

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9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

(5) Optional Features

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | <u>RSP</u> |
|--|--------------------------------|-------------------------|------------|
| - Secondary Directory Numbers ⁽¹⁾ | | | |
| - Level I, each number | \$20.00 | \$ 3.95 | \$ 3.15 |
| - Level II, each number | 20.00 | 4.35 | 3.55 |
| - Level III, each number | 20.00 | 4.75 | 3.95 |
| - Level IV, each number | 20.00 | 5.15 | 4.35 |
| - Type A Agent Position Optional Features ⁽¹⁾ | | | |
| - Level I, each number | 20.00 | 0.80 | 0.40 |
| - Level II, each number | 20.00 | 1.60 | 0.80 |
| - Level III, each number | 20.00 | 2.40 | 1.20 |
| - Additional Queue Slots, each | 25.00 | 1.15 | 0.90 |
| - Additional Call Delay Announcements, each | 25.00 | 8.00 | 6.40 |
| - Interface to Customer Premises Call Delay Announcements, each ⁽²⁾ | 25.00 | 12.80 | 11.10 |
| - Music Interface, per Interface ^(2, 3) | 25.00 | 12.80 | 11.10 |
| - Queue Status Lamp Interface ⁽²⁾ | 25.00 | 0.70 | 0.60 |
| - Adjunct Module Translations | 25.00 | 0.75 | 0.60 |

⁽¹⁾ The nonrecurring charge applies only to new additions and moves, changes and rearrangements, subsequent to initial installation.

⁽²⁾ In addition, a Voice Grade Channel, as specified in the Private Line Transport Services Catalog No.2, is required from the customer's premises to the serving central office.

⁽³⁾ Only one interface is required per system for the provision of Music on Hold and/or Music on Delay in Queue.

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CENTRAL OFFICE SERVICES

9.2 CALL MANAGEMENT SYSTEMS (Cont'd)

B. Central Office - Automatic Call Distribution (CO-ACD) Service

3. Rates and Charges

m. Rates and charges are as follows:

| | <u>Nonrecurring Charge</u> | | |
|--|----------------------------|---------------------|------------|
| (6) Enhanced Optional Features | | | |
| - DataPartner Basic ⁽¹⁾ | | | |
| - Service Establishment, per CO-ACD system | | \$10,000.00 | |
| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | <u>RSP</u> |
| - DataPartner Basic | | | |
| - Per Link | \$310.00 | \$160.00 | \$148.00 |
| - Per User | 8.00 | 12.00 | 11.00 |
| (7) Change Charges | | | |

The following charges apply for moves, changes or rearrangements for either Basic or Deluxe systems.

| | <u>Nonrecurring Charge</u> | | |
|--|----------------------------|----------|--|
| - Moves, changes or rearrangements to the Agent or Supervisor line (e.g., add feature to a line or change an Agent position to a Supervisory position, and line changes from Basic to Deluxe.) | | \$ 35.00 | |
| - System rearrangement charge for system changes (e.g., Basic to Deluxe) | | 45.00 | |
| - System Group Name Change | | 425.00 | |

⁽¹⁾ In addition, a Voice Grade Channel is required from the customer's premises to the serving central office as specified in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
 (Z)

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N11 ABBREVIATED DIALING CODE

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N11 ABBREVIATED DIALING CODE

10.1 N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.
2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:
 - 211 – Community Information and Referral Services
 - 311 – Non-Emergency Governmental Services
 - 511 - Traffic and Transportation Information
 - 711 – Telecommunications Relay Service
 - 811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)
2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:
 - 1+
 - 0+, 0- (credit card, third-party billing, collect calls)
 - 101XXXXOperator assisted calls will not be completed.
3. The company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.
4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section 5 of this *Local Terms of Service*.
5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.
6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

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N11 ABBREVIATED DIALING CODE

10.1 N11 ABBREVIATED DIALING CODES

B. Terms and Conditions (Cont'd)

7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Washington Utilities and Transportation Commission.
8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.
9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.
10. N11 will be provided under the following conditions:
 - a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.
 - b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 - c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
 - d. Suspension of N11 Service is not allowed.
 - e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.
 - f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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N11 ABBREVIATED DIALING CODE

10.1 N11 ABBREVIATED DIALING CODES

B. Terms and Conditions (Cont'd)

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:
 - a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.
 - b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 - c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
 - d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges under tariff, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.
12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.
14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

| | <u>Nonrecurring Charge</u> |
|--|----------------------------|
| Initial Setup, Central Office Charge (Per Host Central Office) | \$120.00 |
| Subsequent Changes (Per Host Central Office) | \$30.00 |

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MISCELLANEOUS SERVICE OFFERINGS

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MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES

A. Extra Exchange Line Mileage

1. Description

Mileage rates apply to services within a Local Access and Transport Area (LATA) when additional wire facilities are required to provide telephone service. They apply at extension station locations other than where the main station line service is furnished. These locations can be in the same or a different central office or exchange serving area. Some service arrangements require a combination of more than one type of mileage rate.

2. Terms and Conditions

a. General

When the Company establishes a new central office or revises a central office or exchange area boundary, additions or increases in mileage increments are not applicable to existing customers as long as these services are retained without change by the same customer at the same premises. At the same time deletions or decreases in mileage increments will be applicable to existing customers affected by the change.

b. Interoffice Mileage

(1) Interoffice mileage applies to:

- Off premises station line(s)
- Tie line(s)
- Common Concentrator Identifier (CI) line(s)
- Trunk(s), i.e., Direct-Inward-Dialing (DID)

(2) Interoffice mileage is measured in airline distance quarter miles between the central offices involved when a main station line is located in one central office serving area and an off premises station line is located in a different central office serving area in the same exchange.

(3) When local facilities require a need for additional equipment (i.e., filled to capacity) in the central office and the equipment is placed in another building in the serving area, interoffice mileage is measured from only one building. This rule applies regardless of the building where the equipment that actually serves the customer is located.

(4) When an off premises station line terminates in more than two central office districts, interoffice mileage is computed between each central office district building involved. The computation resulting in the lowest total quarter mile is the one used.

MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES

A. Extra Exchange Line Mileage

2. Terms and Conditions

c. Interexchange Mileage for Common Concentrator Identifier Lines

- (1) Interexchange mileage for concentrator identifier lines is measured in airline distance on a per mile basis between the rate centers of the two exchanges where the concentrator and the identifier are located.
- (2) When the concentrator and identifier are located in the same exchange, no mileage applies.

d. Multilocation Digitrex-CXG mileage for Digitrex-CXG main, restricted or dormitory station line:

- (1) Mileage is measured in airline distance from the customer's primary location to the customer's secondary location.
- (2) Mileage applies to each Digitrex-CXG main, restricted or dormitory station line installed at a secondary location in a central office district or exchange other than where the primary service is located.
- (3) When the secondary location is located within another Company exchange, the location must be within the local calling area of the customer's primary service.

e. Off premises extension station lines or PBX station lines on continuous property, furnished along roadways or rights-of-way (i.e., freeway emergency reporting station lines):

- (1) Mileage is measured in airline distance in half miles or fractions of half miles between the primary building and the different building or location within the same or different central office districts in an exchange, or within two contiguous exchanges of the Company.
- (2) The mileage rate applies whether or not the customer has provided conduit.
- (3) Extension station lines will not be charged terminal loop, interoffice mileage or Foreign Exchange (FX) mileage.
- (4) Loop signaling arrangements may be furnished for PBX station lines. See Terminal Loop Rates, 10.2.4.

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MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES

A. Extra Exchange Line Mileage

3. Rates and Charges

| | <u>Monthly Rate</u> |
|--|---------------------|
| a. Interoffice mileage, each one quarter or fraction of one quarter mile ⁽¹⁾ | \$1.35 |
| b. Interexchange mileage for common concentrator identifier lines, each mile or fraction of one mile | 4.90 |
| c. Multilocation Digitrex-CXG Mileage | |
| (1) Digitrex-CXG primary, restricted or dormitory stations , first two miles or fraction of two miles | 6.20 |
| (2) Each additional two miles or fraction of two miles | 3.10 |
| d. Off Premises Extensions or PBX station lines furnished along highways or rights-of-way on continuous property, each one half mile or fraction of one half mile. | 2.45 |

⁽¹⁾ This rate does not apply for Digitrex-CXG service. See Section 9.

MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

B. Extension Line Service

1. Description

Extension service provides calling capability at locations apart from the primary service, within the same exchange.

2. Terms and Conditions

a. Off Premises Extension Lines and Private Branch Exchange Lines

Extension lines will be furnished outside the building in which the main line termination is located, if facilities and operating conditions permit, as shown below:

(1) Same Customer

An off premises extension line will be furnished on a premises of the customer, provided, a residence extension line will not be installed on a business premises except as shown in c., following.

(2) Different Customers

An off premises extension line will be furnished on a premises of a party other than the customer to the off premises line service only when the occupant of the premises on which the line is to be furnished is a customer of business or residence flat rate line, basic measured line, hunting or key line, party line, provided, that a residence extension line will not be installed on a business premises, except as shown in c., following.

(3) Extension lines in connection with residence flat rate or basic measured main lines served from a central office will be furnished on a business premises for answering purposes only.

b. Rates and charges for off premises extension service are payable for each such additional location.

c. If extension service is located in a different central office serving area than where the primary service is located, Mileage Charges in 10.2.1 apply in addition to Terminal Loop Rates in 10.2.4.

d. A residence individual fine service will not be installed on a business premises. This restriction is not applicable when the extension terminates in a telephone answering service.

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MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

B. Extension Line Service

2. Terms and Conditions (Cont'd)

- e. Extension service will be furnished on a premise of a different customer only when the occupant of the premises on which the service is to be located is a customer to exchange access service.
 - (1) This condition is not required when extensions of business service are to be located at a residence which is occupied by the individual who is the customer to the business service or a partner in the firm, or an employee who is required by the business to occupy the residence.
 - (2) Extension service will be installed in a second residence premise of the same customer on continuous or non-continuous property without the requirement for separate service.
- f. When extension service is provided in a contiguous exchange a nonrecurring charge from Section 5 applies per exchange access line extended.

3. Rates and Charges

| | <u>Monthly Rate</u> |
|--|---------------------|
| a. Each basic measured or message rate extended line terminating at a separate premises. | (1) |
| b. Each flat rate extended line terminating at a separate premises. | (1) |

(1) Apply charges from 10.2.4, Terminal Loop Rates, where appropriate.

MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

C. Tie Lines

1. Description

Tie lines are applicable within an exchange and within a LATA between the following:

- PBX systems
- Digitrex-type systems
- Any combination of the systems listed above

2. Terms and Conditions

- a. Terminal Loop Rates, 10.2.4, apply in addition to the rates shown in this Section, except where all terminals are in the same building.
- b. Tie lines, (except those to subsidiary PBXs or switching equipment), may be equipped to prevent connection with central office lines and with stations off the premises on which the switchboards and attendant's equipment are located.
- c. The rates provide for the furnishing of two-point connections as follows:
 - (1) Connection between any two PBX stations or Digitrex-type stations connected to the switchboard answering positions or attendant's equipment in which the tie line terminates.
 - (2) Connection of a single tie line (at either end but not both ends simultaneously) to a PBX trunk line, Digitrex-Type service or, where facilities and operating conditions permit, to an interexchange private line telephone service line.
- d. For applicable mileage rates, see 10.1.1, Extra Exchange Line Mileage.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|-------------------------------------|--------------------------------|-------------------------|
| - Each Tie Line, same customer | | |
| - Same building | \$48.00 | \$3.50 |
| - Different building | 48.00 | 3.50 |
| - Each Tie Line, different customer | | |
| - Same building | 48.00 | 13.95 |
| - Different building | 48.00 | 13.95 |

MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

D. Terminal Loop Rates

1. Description

A terminal loop consists of network facilities within a LATA in a central office serving area which provide various services to customer premises.

2. Terms and Conditions

a. The rate for one terminal loop, noncontinuous property in C., following applies for each flat rate, basic measured or party line off premises station line on noncontinuous property, or each line extended to terminate on a concentrator unit. Where the off premises station line on noncontinuous property or line extended to terminate on a concentrator unit is controlled by a key at the main station termination, the rate for two terminal loops applies.

b. The rate for two terminal loops, noncontinuous property in C., following, applies for each PBX station line or order receiving equipment station line where the termination is on noncontinuous property, except as shown in 4., following. Where a line terminates at more than one noncontinuous property location, the terminal loop, noncontinuous property in C., following, applies for each terminal.

The rate for two terminal loops, noncontinuous property, in C., following, applies for each tie line where the line terminates on noncontinuous property.

c. Where a terminal loop extends outside the base rate area of an exchange, Mileage Charges, in 10.1.1, apply in addition to rates shown in C., following.

d. Terminal loop rates do not apply in instances shown below:

(1) If all terminals are in a single building.

(2) Where buildings on continuous property are connected by means of enclosed overhead or underground passageways.

(3) Where conduit, acceptable to the Company, is provided and maintained by the customer between buildings on continuous property.

(4) Where, in connection with a residence off premises station line, on continuous property, within one-tenth mile from the building in which the main station line is located, the customer opens and backfills a trench and direct burial type facilities are used. It is understood that the customer is responsible for reopening and refilling the trench if it becomes necessary in case of service failure.

(5) To Digitrex-CXG Station Lines.

MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

D. Terminal Loop Rates

2. Terms and Conditions (Cont'd)

- d. Terminal loop rates do not apply in instances shown below: ... (Cont'd)
- (6) To off premises extension or PBX station lines on continuous property, furnished along roadways or rights-of-way (i.e., freeway emergency reporting station lines). See 10.1.1.
 - (7) To Group Use service extension station lines.
- e. Loop signaling arrangements furnished for PBX (or similar) off premises lines and qualifying key system off premises intercommunicating lines are as follows:
- Type A
Class A PBX station ports capable of operation over loops with resistance in the range of 0-199 ohms
 - Type B
Class B PBX station ports capable of operation over loops with resistance in the range of 200-899 ohms
 - Type C
Class C PBX station ports capable of operation over loops with resistance in the range of 900 or more ohms
- (1) For connections to registered PBX equipment, customers must specify the equipment capability, i.e., Type A, B, or C port of the registered equipment.
 - (2) Customers with grandfathered customer-provided PBX equipment may, at their option:
 - Continue to provide their own signaling capability and utilize only the line, or
 - Request that signaling capability be provided by the Company. Where this option is selected, the customer must specify the equipment capability for use with Type A, B, or C signaling arrangements.

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MISCELLANEOUS SERVICE OFFERINGS

11.1 MILEAGE CHARGES (Cont'd)

D. Terminal Loop Rates

2. Terms and Conditions (Cont'd)

e. Loop signaling arrangements furnished for PBX ... (Cont'd)

(1) Based on information provided by the customer, the Company will furnish the appropriate signaling arrangement. Where the requested signaling arrangement is furnished and determined to be of a lesser signaling range than required, and the customer requests the Company to furnish another signaling arrangement, such request will be treated as a new request for service.

(2) Customers with grandfathered Company-provided PBX equipment requesting new service will be classified as either a Class A, B, or C station port and the corresponding Type A, B, or C signaling arrangement.

f. The rate for one terminal loop, common Concentrator Identifier (CI) lines applies once to each common CI line furnished between the serving central office and the identifier unit.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Terminal Loop noncontinuous property, each loop | | |
| - Residence | \$25.00 | \$6.00 |
| Business | 30.00 | 6.00 |
| b. Terminal Loop common Concentrator Identifier lines, each loop | 30.00 | 6.00 |

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MISCELLANEOUS SERVICE OFFERINGS

11.2 MISCELLANEOUS SWITCHING ARRANGEMENTS

A. Night Terminals

1. Description

Night terminals provide the customer the ability to have two telephone numbers terminate on one central office line. One of the numbers can then be used for night service.

2. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Terminals in central office in connection with night listings for PBX systems, each | \$11.00 | \$2.15 |

11.3 SCREENING/RESTRICTION SERVICES

A. Toll Restriction II Service

1. Description

Toll Restriction II Service provides toll access screening options which allow a customer to restrict the classes of chargeable calls originating over some or all of their lines.

Toll Restriction II Service enables a customer, by means of Company operator identification, to provide toll access but restrict (0/0+) outgoing toll calls to only those calls which are charged to the called telephone (collect), a third number and/or calling card. Toll Restriction II Service is offered in two categories:

- Selective Class of Call Screening
- Individual Line Service

a. Selective Class of Call Screening (SCCS)

- (1) SCCS is furnished only in conjunction with trunk lines on PBX systems. It is not furnished on **B1/Key Trunks** business or residence exchange service.
- (2) All local calls and calls to Company numbers, such as repair service, will not be permitted. Calls dialed 1+, including calls to Directory Assistance, will not be permitted, except for calls to "800" numbers. Calls dialed 0-/0+ to Directory Assistance will be permitted if alternate billing is provided.

MISCELLANEOUS SERVICE OFFERINGS

11.3 SCREENING/RESTRICTION SERVICES

A. Toll Restriction II Service

1. Description (Cont'd)

b. Individual Line Service

(1) Individual Line Service is offered to individual line and trunk line customers. Two options described below, are available with this service. The provision of this service may require some customers to change their existing telephone number.

- Option 1

All local and nonchargeable calls, e.g., calls to "800" numbers, and calls to Company numbers such as repair and public emergency service numbers (such as 911) will be permitted. Calls dialed 1+, including calls to Directory Assistance, will not be permitted. Calls dialed 0-/0+ to Directory Assistance will be permitted if alternate billing is provided.

- Option 2

All local calls, nonchargeable calls and calls dialed 1+ will be permitted. With this option, the customer assumes responsibility for all calls dialed 1+ and indemnifies and saves the Company harmless against claims resulting from abuse or fraudulent use of the service.

B. Terms and Conditions

1. Toll Restriction II Service is furnished in all exchanges where facilities and operating conditions permit.
2. The Company reserves the right to restrict the screening classes or combinations of classes to standard arrangements.
3. Toll Restriction cannot be applied to lines or trunk lines using Toll Restriction II Service. It can be used on other lines or trunk lines serving the customer at applicable rates and charges specified in 10.3.4

C. Rates and Charges

| | Nonrecurring <u>Charge</u> | Monthly <u>Rate</u> |
|---|-------------------------------|------------------------|
| - Selective Class of Call Screening, per PBX trunk line equipped ^(1 2) | \$24.00 | \$2.00 |
| - Individual Line Service, per line/trunk line equipped ⁽³⁾ | 24.00 | 2.00 |

(1) The nonrecurring charge applies to install, move or change.

(2) EAS not applicable to trunks used for Selective Class of Call Screening.

(3) The nonrecurring charge will apply when Toll Restriction II Service is ordered subsequent to the initial installation of the access line, or when the service is change.

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MISCELLANEOUS SERVICE OFFERINGS

11.3 SCREENING/RESTRICTION SERVICES (Cont'd)

D. Billed Number Screening (SNS)

1. Description

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

2. Terms and Conditions

- a. SNS is subject to the availability of facilities.
- b. Collect and/or third number billed calls originating from locations that do not have screening capabilities may not be capable of being intercepted and denied and will be billed, e.g., International calls and calls that do not go through the Billing Validation Authority (BVA) data base.
- c. Provision of SNS does not alleviate customer responsibility for completed toll calls.
- d. BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XX1+10XX011+, etc.).
- e. This service is available to customers at no charge.

MISCELLANEOUS SERVICE OFFERINGS

11.3 SCREENING/RESTRICTION SERVICES (Cont'd)

E. Toll Restriction Service

1. Description

Toll Restriction prevents access to the toll network, including access to 900-type toll services. Local Directory Assistance (DA) calls are not allowed. When customers dial 0 or 1 from a restricted line the call will be diverted to a Company provided intercept announcement.

2. Terms and Conditions

- a. Toll Restriction is offered only in central offices capable of providing the service.
- b. This service is available only on local individual residence and business lines, Foreign Exchange lines or trunks. This service is provided only where facilities and operating conditions permit.
- c. Refer to the appropriate sections for other types of Toll Restriction offerings.
- d. Provision of Toll Restriction service does not alleviate customers' responsibility for payment of completed toll calls.
- e. Access to 800-type toll services will be allowed.
- f. Residential Toll Restriction may prohibit collect and/or third number billed calls from being charged to the restricted number. Some calls may not be capable of being intercepted and denied. These calls, e.g., International calls and calls that do not go through a billing validation data base, will be billed to the customer if completed.

3. Rate and Charges

Charges and rates for this service are in addition to the charges and rates for the class, type and grade of service furnished.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| - Business | | |
| - Each individual line or trunk equipped | \$24.00 | \$2.00 |
| - Residence | | |
| - Each individual line equipped | -- | 2.00 |

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MISCELLANEOUS SERVICE OFFERINGS

11.3 SCREENING/RESTRICTION SERVICES (Cont'd)

F. Blocking For 10xxx1+/10xxx011+

1. Description

This service prevents 10XXX1 + and 10XXX011 + calls from being completed. Blocked calls will be routed to an announcement.

2. Terms and Conditions

- a. This service is offered subject to the availability of existing central office facilities.
- b. Provision of 10XXX1+/10XXX011 + Blocking does not alleviate customer responsibility for completed toll calls.
- c. Other toll restriction type services are available to customers subscribing to 10XXX1+/10XXX011 + Blocking.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Per line, trunk line, or NAF arranged | \$2.00 | \$0.10 |

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE

A. Special Billing Number Service

1. Description

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

2. Rates and Charges

| | Nonrecurring <u>Charge</u> | Monthly <u>Rate</u> |
|---|-------------------------------|------------------------|
| - Group of twenty-five special billing numbers, each | \$5.00 | \$5.00 |

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE

B. Reverse Billing Service

1. Description

Reverse Billing service is furnished in conjunction with individual business line, PBX, Digitrex-Type or dial switching system services. It is provided for business customers who have a requirement for accepting a large volume of incoming toll calls on which they desire to pay the charges.

The service furnishes to a customer, monthly, a separate identification of message toll calls billed to each exchange access line or group of lines. The separate identification applies to message toll calls placed to the access line or group of lines on a direct distance dialed and/or operator handled sent-paid basis, originating in Company exchanges only. These calls are rated at the applicable toll rates outlined in Section 6, Message Telecommunications Service (MTS). They are billed to the called telephone number rather than the telephone number from which the calls originate.

2. Terms and Conditions

Calls to the reverse billing service number must originate from non-coin telephones.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Basic Service | \$205.00 | \$120.00 |
| b. Reverse Billing Service access line or group of lines, each ⁽¹⁾ | -- | 10.00 |

⁽¹⁾ Applies in addition to the charge for the station service of the class, type or grade ordered.

MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE

C. Statement Billing Service

1. Description

Statement Billing is a service in which the Company performs the administrative functions required by a customer to sort a Company bill; allocates discrete items on the original bill into separate statements, identifying charges allocable to those departments (or other organizational entities as defined by the customer); distributes the bill allocation statements; and receives and processes payments from those entities.

The basic service is designed to perform those functions in a specific manner with Digitrex- CNG service bills. At additional charge(s), the service may be customized to meet different needs, if the needs identified are compatible with the established service's system requirements.

2. Terms and Conditions

- a. Service may be subscribed to on month-by-month or a twenty-four month agreement basis.
- b. Responsibility for timely, total payment of the entire bill remains with the customer subscribing to the service.
- c. If agreeable to the subscribing customer, Statement Billing service may be transferred to one or more of the departments or entities being served.
- d. Rearrangement of basic service will be provided at the discretion of the Company if needs are compatible with established service. Rates for a modified version will be developed if the Company deems the costs of the requested changes differ significantly from the basic service. The Company reserves the right to decline to provide requested rearrangement(s) when the customization required is not compatible.
- e. The Company may make changes to the original bill and/or Statement Billing format as required without advance notice to the customer. Every reasonable effort will be made to identify such changes and notify customers in advance.
- f. Bill detail will not include data which is not normally included on the original bill.
- g. Statement Billing recreations requested by the customer for whatever reason will be provided at additional charge, that shall be not less than the cost(s) incurred by the Company, if operating conditions permit. In such cases, charges will be identified and presented for customer approval prior to work being initiated.
- h. A printed paper statement, delivered by U.S. mail, will be standard. Alternative media or delivery forms may be provided at customer request for additional charge(s) if operating conditions permit.

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11.4 SUPPLEMENTAL BILLING SERVICE

C. Statement Billing Service

2. Terms and Conditions (Cont'd)

- i. If the service is cancelled by a customer prior to completion of a twenty-four month agreement for service, the customer will be liable for the remaining portion of recurring and nonrecurring charges.
- j. Service will be implemented upon execution of a Statement Billing agreement.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| a. Statement Billing Service | | |
| - Month-to-month basis, per customer | | |
| - First ten entities | \$250.00 | \$35.00 |
| - Each additional | 25.00 | 3.50 |
| - Twenty-four month agreement, per customer | | |
| - First five entities | 75.00 | 15.00 |
| - Each additional | 15.00 | 3.00 |
| b. Rates for rearrangement of statement or bill information to meet specific customer requests for format changes will be developed on an individual contract basis, subject to approval of the commission. | | |

MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

D. Summary Billing Service

1. Description

Summary Billing service is an arrangement that would allow customers having more than one bill to group them, with one summary, payment document, and bill date for all of the bills designated by the customer as a summary group.

This service will be provided to customers with more than one bill, in one or more exchanges, when the bills identified as a group are billed in the same state.

2. Terms and Conditions

- a. Summary bills must be current. If a summary bill becomes delinquent, the summary bill may be dismantled and each bill treated individually.
- b. The bill name of the party responsible for the bill(s) must be the same for all bills included in the summary bill, if bill name changes are required, applicable supersedure charges will apply.
- c. Summary bills may include bills for services in the categories of:
 - Business
 - AT&T only
 - Semipublic/Public Access Lines (PAL)
 - Farmer Line business and Farmer Line residence services
 - Residence
- d. Summary bills will only be provided for bills prepared by a mechanized billing system. Bills that are manually prepared cannot be included in a summary bill.
- e. The bill date assigned to a summary bill will be selected by the Company. The Company will attempt to accommodate dates requested by customers when it is operationally feasible.
- f. The summary bill will show all money owing on the bills included. It will contain a payment document for the entire summary bill.
- g. The summary bill will contain a current charges section that summarizes the various charges for all the included bills; i.e., monthly rate would be the total monthly rate for all included bills, order activity would be the total billing for order activity for all included bills, etc.
- h. A summary of adjustments section will list each bill that had an adjustment, and the amount of the adjustment.
- i. A summary of bills section will list each bill and the amount billed for each, and some additional bill information.

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

D. Summary Billing Service

2. Terms and Conditions (Cont'd)

- j. The individual bills will be included with the summary bill.
- k. Changes affecting bill dates in a summary bill will become effective no sooner than the bill period following that one in which the change(s) were made.
- l. The Company may make changes to the bill and/or summary bill format as required without advance notice to the customer.
- m. Bill detail included on the summary bill will not include data which is not normally included on the individual bill.
- n. Summary bill recreations requested by the customer for whatever reason will be provided if operating conditions permit.
- o. The standard delivery method will be by U.S. mail.
- p. If the customer cancels the order for Summary Billing prior to the receipt of the first summary bill, the customer will be liable for the nonrecurring charges.
- q. This service is offered where operating conditions permit.
- r. No charge applies for the initial establishment of Summary Billing service or for the addition of a new service to an existing summary bill.
- s. A subsequent rearrangement charge will apply to:
 - Each established account added to an established summary bill. (An established summary bill is one for which the initial summary bill has been rendered.)
 - Each subaccount removed from a summary bill.
 - Each subaccount moved from one summary bill to another.

3. Charges

| | Nonrecurring Charge |
|---|------------------------|
| a. Change of bill date, per summary bill | \$20.00 |
| b. Subsequent rearrangement | 5.00 |

MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

E. Toll Message Detail Service

1. Description

Toll Message Detail service is an arrangement furnishing detailed billing information pertaining to a customer's account(s) and is not represented to be a duplicate of regular telephone bills.

This service will be provided to a single customer with one or more accounts, in one or more exchanges, within the territory served by the Company within the State of Washington where facilities and operating conditions permit.

2. Terms and Conditions

- a. Bill detail for message toll billing will be provided on a recurring monthly basis. Certain types of calls will be excluded, such as:
 - Calls requiring manual entry on the bill.
 - Optional calling service when detail is not available.
 - Interexchange Receiving Service (Zenith) messages are reproduced in summary only.
- b. Toll Message Detail service can be arranged to provide extraction for media delivery up to four times per month. Each magnetic tape extraction will be contained on a single tape. Each media delivery can contain the prior month's messages for any number of telephone accounts closing since the last bill extraction date.
- c. Each telephone number account extracted will provide the message toll service detail for the full bill period preceding extraction date.
- d. Each arrangement of accounts provides for one billing and one mailing address.
- e. For each billing service arrangement for magnetic tape the customer will specify one blocking size, one tape record size and one data set name, with format limits imposed by the Company.
- f. Media will be mailed first class with return receipt requested.
- g. Tape and/or cards will not be packaged with the regular monthly bill.
- h. Recreated extractions of tape or cards requested by the customer will be provided, if operating conditions permit, at charges based on actual costs. The customer must notify the Company within one month of the original output date. Partial extractions will not be possible.
- i. The Company will determine the record description, and reserves the right to change record format with two months notice to the customer.

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

E. Toll Message Detail Service (Cont'd)

2. Terms and Conditions (Cont'd)

- j. When exchange telephone service is discontinued, bill detail will be provided for the last (final or closing) bill.
- k. These arrangements will be furnished only to the customer or authorized representative.
- l. Liability for errors in the magnetic tape is limited to the monthly rate for the arrangement during the month in which the error occurred.
- m. This arrangement is not represented to be a reconciliation of the Company's regular billing nor will the Company be responsible for any reconciliation between the media provided and its regular billing.
- n. Each arrangement of accounts provides for one form of media, magnetic tape.
- o. If a customer has more than one account arranged under one toll message detail billing service one account must be designated as the pilot account. The monthly rate for the appropriate arrangement will be billed to the pilot account.

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

E. Toll Message Detail Service (Cont'd)

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Bill detail for Message Toll Magnetic Tape Arrangement | | |
| - First extraction | \$280.00 | \$76.00 |
| - Additional extraction per month, each | -- | 26.00 |
| - Message, each | -- | 0.02 |

b. Subsequent Rearrangement

A subsequent rearrangement charge will apply individually for:

- Each telephone account added or changed.
- Each change of miscellaneous billing name and/or address.
- Each change of mailing name and/or address of magnetic tape
- Each change in service, i.e., change between PBX and Digitrex.
- For magnetic tape, for each change of blocking size, tape record size, and/or data set name.
- Each change of date that tape will be produced.
- Each account changed to include listings of line summaries of calls made to Directory Assistance.

Any combination of these changes will be billed the subsequent rearrangement charge per account added or changed, not to exceed the nonrecurring charge that applies to establish the service.

| | |
|----------------------------|--------------------------------|
| | <u>Nonrecurring Charge</u> |
| - Subsequent Rearrangement | \$21.00 |

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11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

F. **Reserved**

(C)

(D)

(D)

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11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

F. **Reserved**

(C)

(D)

(D)

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

F. **Reserved**

(C)

(D)

(D)

(D)

(D)

MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

G. Customer Data Enhanced Service

1. Description

Customer Data Enhanced Service is an arrangement which will provide a customer detail pertaining to the regular monthly bill. The detail will be provided via a fielded magnetic tape.

This service will be provided to customers with one or more accounts, in one or more exchanges, within the territory served by the Company within the State of Washington.

2. Terms and Conditions

- a. Bill detail will be fielded, (data always located in a particular position of a record), as produced at bill extraction.
- b. Data, as produced at bill extraction time, will be sorted by department code. Included will be:
 - (1) Regular Monthly Billing
 - Current month's charges (including directory listings, directories, etc.) not broken down by department code
 - Other charges and credits (service order activity)
 - Adjustments (by account only, not broken down by department)
 - Detail of toll charges
 - Summary of total toll charges, as billed
 - (2) Customer service record detail of the bill
- c. Customers wishing to subscribe to Customer Data Enhanced service will sign a letter of intent twenty-one days prior to the delivery of the first tape. Billing will commence with the month of the first tape. Tape delivery will be provided up to four times per month.
- d. The Company may make changes to the bill/tape format as required without advance notice to the customer.
- e. Bill detail will only include data which have been prepared by a mechanized billing system. Data that are manually billed cannot be included.
- f. The customer will be required to arrange with the Interexchange Carrier(s) (IC) to which they subscribe for toll totals to be included on the magnetic tape. The long distance interexchange message totals can only be provided when the carrier(s) subscribe to billing and collection services

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MISCELLANEOUS SERVICE OFFERINGS

11.4 SUPPLEMENTAL BILLING SERVICE (Cont'd)

G. Customer Data Enhanced Service (Cont'd)

2. Terms and Conditions (Cont'd)

- g. Tape recreations requested by the customer for whatever reason will be provided if operating conditions permit. The customer must notify the Company within fifteen calendar days of original output to request recreated tape. Partial extractions will not be available.
- h. The standard delivery method will be certified U.S. mail with return receipt. Delivery via other means must be arranged by the customer, at the customer's expense.
- i. Tapes shall be returned to the Company within ninety days of the delivery date or a replacement tape charge will apply. Damaged or mutilated tapes will be assessed the replacement tape charges.
- j. If the customer cancels the order for Customer Data Enhanced Service prior to receipt of the first tape, the customer will be liable for any costs incurred by the Company.

3. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------------------------|--------------------------------|-------------------------|
| - Magnetic tape of bill detail | \$1,000.00 | \$600.00 |
| - Per record | -- | 0.0010 |
| - Recreated Tape | 150.00 | -- |
| - Subsequent rearrangement | 30.00 | -- |
| - Replacement tape | (1) | -- |

A subsequent rearrangement charge will apply individually for :

- Each telephone account added or changed
- Each change of miscellaneous billing name and/or address
- Each change of mailing name and/or address of magnetic tape

Any combination of these changes will be billed the subsequent rearrangement charge per account added or changed, not to exceed the nonrecurring charge that applies to establish the service.

(1) Actual cost of tape.

MISCELLANEOUS SERVICE OFFERINGS

11.5 CALLER IDENTIFICATION BLOCKING OPTIONS

A. Caller Identification Blocking - Per Call

1. Description

Caller Identification Blocking - Per Call, enables a customer to control the disclosure of their name and/or telephone number to a subscriber of Caller identification (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. A customer must dial a code before each call to change the indicator from public to private. "Public Status" allows delivery of the name and/or telephone number. "Private Status" prevents delivery of the name and/or telephone number. Per Call Blocking is provided at no charge.

2. Terms and Conditions

a. Liability

The Company cannot guarantee that Caller Identification Blocking will be successful. The Company shall not be liable for any damages whether consequential, incidental, or special.

3. Rates and Charges

Monthly Rate

- Caller Identification Blocking, per call

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MISCELLANEOUS SERVICE OFFERINGS

11.5 CALLER IDENTIFICATION BLOCKING OPTIONS (Cont'd)

B. Caller Identification Blocking - Per Line

1. Description

Caller Identification Blocking - Per Line provides a permanent private indicator on a customer's line. Once blocking is established on the customer's line, the private status can be deactivated by the customer by dialing a code, *82 or 1182 on rotary phones, before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only. If a line is equipped with Caller Identification Blocking - Per Line, the name and number of that line will not be delivered to any subscriber of Caller Identification. Poison control centers, hospitals, medical centers and others who might use Caller Identification will not be able to identify callers with Caller Identification Blocking - Per Line who need assistance. E911 is not affected.

2. Terms and Conditions

a. Liability

The Company cannot guarantee that Caller Identification Blocking will be successful. The Company shall not be liable for any damages whether consequential, incidental, or special.

3. Rates and Charges

Customers who choose Caller Identification Blocking - Per Line for the first time, or when one of the following conditions occurs, will not be charged the nonrecurring charge:

- The customer is ordering new exchange access line service (See Section 5).
- The customer is moving their exchange access line service from one address to another address within Washington.
- Caller Identification Blocking - Per Line will always be provided free to law enforcement, domestic violence agencies, and crisis intervention agencies (including sexual abuse agencies).
- Upon certification by domestic violence agencies, crisis intervention agencies or sexual abuse agencies, volunteers working for those agencies also qualify for free line blocking.

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11.5 CALLER IDENTIFICATION BLOCKING OPTIONS (Cont'd)

B. Caller Identification Blocking - Per Line (Cont'd)

3. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| a. Caller Identification Blocking per line, first time | | |
| - Business, per line | \$0.00 | -- |
| - Residence, per line | 0.00 | -- |
| b. Caller Identification Blocking per line, subsequent | | |
| - Business, per line | 13.00 | -- |
| - Residence, per line | 8.00 | -- |

MISCELLANEOUS SERVICE OFFERINGS

11.6 NETWORK CONNECTING ARRANGEMENTS

A. Selective Ringing Module

1. Description

The selective ringing module is a hardware item that is mounted between the protector and the Standard Network Interface (SNI) to condition a party line for tip or ring signaling. Use of this unit eliminates the need to rewire telephones for connection to party lines and enables the customer to use a broader array of registered telephone equipment with party line service.

2. Terms and Conditions

a. The party line customer has two options in connecting a telephone set to a party line:

- The customer may arrange to have the telephone set rewired by an authorized vendor.
- The customer may elect to have the Company install the selective ringing module at the charges listed below.

b. In the Company areas where facilities are inadequate to provide single party service, the selective ringing module will be provided at no charge initially. At such time as single party service is made available, the customer will have the option of upgrading or paying the onetime charge for the selective ringing module.

c. If a selective ringing module is required due to a facilities rearrangement or line transfer that the Company must perform, the selective ringing module will be provided at no charge.

3. Charges

| | Nonrecurring Charge |
|----------------------------|------------------------|
| - Selective ringing module | \$56.00 |

(1) Installation will be performed at estimated costs in addition to the charge shown above.

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES

A. Message Delivery Service

1 A. Description

- a. Message Delivery Service (MDS) transmits call information pertaining to all incoming calls to a MDS customer's Multiline Hunt Group (MLHG). This information includes the following:
 - The called directory number. (10 digits where available.)
 - The calling directory number (if the calling number is in the same central office switch as the customer; or from other central offices if technically available; 10 digits where available).
 - The reason for forwarding on forwarded calls, such as busy or don't answer.
- b. This information is transmitted to the customer via a Call Data Input/Output Central Office Facility between the central office switch and the customer's equipment at the customer's premises.
- c. This service enables the customer to identify the called client on forwarded calls and provide personalized answering responses to those customers' calls. Additionally, the identity of the calling directory number (if the calling number is available) will allow the customer to provide more personalized answering to the caller.

2. Terms and Conditions

- a. The customer must have a MLHG in the same central office switch where the Call Data Input/Output Central Office Facility terminates that is used to transmit call information and the customer client telephone number. Under certain circumstances, the MLHG may be provided from a remote switch served by the central office where the Call Data Input/Output Central Office Facility terminates at the discretion of the Company. This is an intra-office service where the client and the customer's MLHG and Call Data Input/Output Central Office Facility are in the same Central Office switch or a remote switch served by the same central office.
- b. The customer must have a Call Data Input/Output Central Office Facility to each central office switch where customer lines are resident.
- c. Signaling on the data link (private line) is ASCII asynchronous .
- d. More than one customer MLHG may be served by the same Call Data Input /Output Central Office Facility as long as the customer's equipment can interpret the data transmitted.
- e. When used in conjunction with Message Waiting Indication-Audible, Visual or Audible/Visual, the customer must have compatible message desk customer-premises equipment.

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MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

A. Message Delivery Service (Cont'd)

2. Terms and Conditions (Cont'd)

- f. A Voiceband/Data Circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises, to provide call information and/or message waiting indication.
- g. MDS will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.
- h. MDS can be resold.
- i. Nonpublished information may only be provided to providers in conformance with a nondisclosure agreement prohibiting the display, storage, or disclosure of nonpublished information. The nondisclosure agreement will be signed annually.
- j. MDS is for use with Voice Messaging service and/or for intrasystem call routing purposes only.
- k. Customers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party; customers will only use the information to complete processing of that call.
- l. The customer is required to provide the modem or channel interface equipment at the customer premises end of the Call Data Input/Output Central Office Facility.
- m. It is the customer's responsibility to ensure that requests from the customer's CPE to activate or deactivate Message Waiting Indication (via the Call Data Input/Output Central Office Facility) shall be made only for end user client's telephone numbers equipped with a Message Waiting Indication feature. Repeated invalid activation or deactivation requests for the same telephone number may adversely affect the network and, therefore, shall be considered as a CPE trouble condition.

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MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

A. Message Delivery Service (Cont'd)

3. Rates and Charges

- a. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- b. The nonrecurring charge to change the service is the same as the charge to install it.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| c. Call Data Input/Output Central Office Facility, each | \$400.00 | \$450.00 |
| d. Per Multiline Hunt Group Terminating in Call Data Input/Output Central Office Facility | 150.00 | 15.00 |
| e. Call data, each line arranged | 5.00 | 3.75 |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

A. Message Delivery Service (Cont'd)

4. Message Delivery Service - Interoffice

a. Description

Message Delivery Service - Interoffice (MDSI) transmits call related information pertaining to all incoming calls to an MDSI customer's multiline hunt group. This information includes the following :

- The 10 digit called directory number.
- The 10 digit calling directory number (if the central office switch that serves the calling party is connected to the same Signaling System 7 (SS7) network as the central office serving the MDSI customer and is equipped with the proper software).
- The reason the call was forwarded (e.g. busy line, don't answer, all calls forwarded) or that the call was direct dialed.

The central office ("host" office) that serves the MDSI customer may receive call related information from their clients in other central offices that are connected via SS7 trunks and contain the proper software.

b. Terms and Conditions

- (1) The customer must have a Multiline Hunt Group (MLHG) in the same central office switch (or a subtending remote switch module if technically possible without adverse network impacts) where the data link (private line) terminates that is used to transmit call related information to the customer's premises equipment.
- (2) A voiceband/data circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises.
- (3) Message Delivery Service - Interoffice will be provided where technically and/or economically feasible and where sufficient demand exists to warrant provision of the service.
- (4) The Company reserves the right to limit growth of an existing service arrangement or the installation of a new service arrangement based on available capacity of the serving central office switch and/or its associated network connection.

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11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

A. Message Delivery Service (Cont'd)

4. Message Delivery Service - Interoffice (Cont'd)

b. Terms and Conditions (Cont'd)

- (5) The Custom Local Area Signaling Service (CLASS) Caller Identification Blocking features are effective with a specific switch or serving arrangement for the calling party to control the transmission of their telephone number. Should Caller Identification Blocking be inoperative from a specific switch or serving arrangement providing Message Delivery Service-Interoffice, customers shall be required to sign an agreement not to disclose the calling telephone number identified as a result of the Service unless permission is given by the calling party; customers will only use the information to complete processing of the call.

c. Rates and Charges

- (1) The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- (2) The Nonrecurring Charge to change the service is the same as the charge to install it.
- (3) The rates and charges are as follows:

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Call Data Input/Output Central Office Facility, each | \$400.00 | \$450.00 |
| - Per Multiline Hunt Group terminating in Call Data Input/Output Facility, each | 275.00 | 75.00 |
| - Call Data - Interoffice, each line arranged | 5.00 | 55.00 |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

B. Message Waiting Service

1. Message Waiting Indication - Audible

a. Description

Message Waiting Indication-Audible is a feature whereby subscribing customers of Message Delivery Service (MOS) will hear an audible interrupted tone, when lifting the receiver, giving an indication of a message waiting for the customer at the customer's chosen MOS provider. The tone will be initiated by the provider over the customer's telephone line. The customer may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.

b. Terms and Conditions

- (1) Each provider customer subscribing to Message Waiting Indication-Audible must have their line programmed to accept Message Waiting Indication-Audible.
- (2) The provider must subscribe to MOS in order to provide this feature. See Message Delivery Service in 10.7.1.
- (3) Message Waiting Indication-Audible can be resold.

c. Rates and Charges

- (1) The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- (2) The nonrecurring charge applies per request on a per line basis to establish or change this service.
- (3) One nonrecurring charge will apply when Message Waiting Indication-Audible and Custom Calling Services features are ordered at the same time, for the same customer, on the same line. See Custom Calling Services in Section 5.4.3.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------------------|--------------------------------|-------------------------|
| (4) Each customer line arranged | | |
| - Business | \$11.00 | \$0.25 |
| - Residence | 7.00 | 0.05 |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

B. Message Waiting Service (Cont'd)

2. Message Waiting Indication - Visual

a. Description

Message Waiting Indication-Visual is a feature whereby subscribing customers will see a visual alerting signal giving an indication of a message waiting for the customer at the customer's chosen Message Delivery Service provider (provider). The signal will be initiated by the provider over the telephone line of the provider's customer. The customer may call the provider for the message or ignore the signal and place a call. The signal will continue until the message has been retrieved. The provider or customer must provide the visual device.

b. Terms and Conditions

- (1) Each provider customer subscribing to Message Waiting Indication-Visual must have the line programmed to accept Message Waiting Indication-Visual.
- (2) The provider must subscribe to Message Delivery Service in order to provide this feature.
- (3) Message Waiting Indication-Visual can be resold.
- (4) Message Waiting Indication-Visual is available only where facilities and operating conditions permit.

c. Rates and Charges

- (1) The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- (2) The nonrecurring charge applies for each request on a per line basis to establish or change this service.
- (3) One nonrecurring charge will apply when Message Waiting Indication and Custom Calling features are ordered at the same time, for the same customer, on the same line. See Custom Calling Services listed in Section 5.4.3.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------------------|--------------------------------|-------------------------|
| (4) Each customer line arranged | | |
| - Business | \$13.00 | \$0.85 |
| - Residence | 11.00 | 0.25 |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

B. Message Waiting Service (Cont'd)

3. Audible/Visual

a. Description

Message Waiting Indication - Audible/Visual is a feature whereby a subscriber will hear an audible interrupted tone when lifting the telephone receiver and see a visual alerting signal giving an indication of a message waiting. The signal will be initiated by the subscriber's Message Delivery Service provider, or other provider source capable of initiating the signal, over the subscriber's telephone line. The subscriber may call the provider for their message or ignore the signal and place a call. The tone and visual signal will continue until the message has been retrieved. The provider or subscriber must provide the visual device.

b. Terms and Conditions

- (1) Each subscriber must have their line programmed to accept Message Waiting Indication - Audible/Visual.
- (2) The provider must subscribe to Message Delivery Service or other source capable of initiating the signal in order for this feature to function.

c. Rates and Charges

- (1) The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- (2) The nonrecurring charge to change the service is the same as the charge to install it.
- (3) Only one nonrecurring charge will apply when Message Waiting Indication - Audible/Visual and Custom Calling features are ordered at the same time, for the same customer, on the same line.

| | Service & Equipment Charge | Monthly Rate |
|--------------------|----------------------------------|-----------------|
| Each line arranged | | |
| - Residence | \$13.00 | \$0.30 |
| - Business | 13.00 | 1.10 |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

C. Traffic Data Report Service

1. Description

Traffic Data Report Service (TDRS) provides customers a printed summary of their traffic data on certain network facilities, e.g., individual access lines, Multiline Hunt Groups, trunk groups, network access registers, Digitrex-CNG system features, etc. Reports are available on a one week, a one month or on an ongoing basis.

2. Definitions

Overflow (Attempt Failures)

Provides a count of the number of times incoming calls attempted to reach an access line or group but found all lines busy.

Peg Count

Provides a count of all calls to an access line or group. In certain central offices and on certain facilities, specific peg count reports are available for abandon, attempt, delay in-only, out-only, etc.

Usage

Provides the measurement of usage, expressed in CCS (hundred call seconds), that a facility was in use.

3. Terms and Conditions

- a. TDRS is available where central office facilities permit.
- b. Data included in each TDRS study, i.e., usage, peg count and overflow, is contingent upon the facility or feature being studied and upon the type of central office switch.
- c. Weekly reports begin on Sunday and end on the following Saturday. The customer specifies the hours and consecutive days to be included in each report.

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

C. Traffic Data Report Service (Cont'd)

3. Terms and Conditions (Cont'd)

d. TORS studies provided at rates and charges specified in D., following, will contain data that is at least ninety percent complete. Studies that are less than ninety percent complete will be treated as follows:

(1) One week reports

(a) Customer accepts incomplete report

- Issue credit adjustment, per D. following, towards nonrecurring charge.

(b) Customer does not accept incomplete report

- Reschedule another week at no additional charge, or adjust customer bill; no charge for report.

(2) One month and ongoing reports

(a) Customer accepts incomplete weekly report

- Issue credit adjustment, per D. following.

(b) Customer does not accept incomplete report

- Reschedule another week at no additional charge, or adjust customer bill for incomplete week.

(3) Terms and conditions, specified in a. and b. preceding, constitute the customer's sole recourse for incomplete reports.

e. Ongoing and monthly reports are produced on a weekly basis.

f. Monthly reports contain a minimum of four weeks (consecutive) of data.

g. The minimum service period (billing) for TORS is as follows:

| <u>Report Duration</u> | <u>Minimum Service Period</u> |
|------------------------|-------------------------------|
| One week | One week |
| One month | One month |
| Ongoing | Two months |

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MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

C. Traffic Data Report Service (Cont'd)

4. Rates and Charges

TORS will be provided at the following rates and charges:

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Service Establishment Charge, per account , per order | \$30.00 | -- |
| - TORS study, per facility, i.e., individual access line, group or queue | | |
| - One week | 120.00 | -- |
| - One month | 210.00 | -- |
| - Ongoing | 90.00 | \$120.00 |
| - TORS study for dedicated common block features/measurements | | |
| - One week | 500.00 | -- |
| - One month | 950.00 | -- |
| - Ongoing | 350.00 | 600.00 |
| | <u>Credit Adjustment</u> | |
| - Credit adjustment applicable when a customer accepts a less than 90 percent complete weekly report | | |
| Each facility study | | |
| - One week | \$30.00 | |
| - One month | 15.00 | |
| - Ongoing | 10.00 | |
| Each dedicated common block features/measurements study | | |
| - One week | 135.00 | |
| - One month | 60.00 | |
| - Ongoing | 40.00 | |

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

D. Contingency Plan Service

1. Description

Contingency Plan Service provides the customer with the ability to activate predefined standby telecommunications services by notifying the Company. Activation of the customer's contingency plan will occur within two hours, under normal circumstances, after notification to and verification by the Company. Contingency Plan Service provides the following:

- Accelerated activation of predefined services.
- Testing of predefined services.

2. Definitions

Service Establishment

The administration of the initial customer service request and testing of the predefined service configuration.

Activation

The implementation of the customer's predefined contingency plan configuration for purposes other than testing.

Occurrence

Each separate occasion that the contingency plan configuration is implemented for testing or activation purposes.

Testing

The implementation of the Contingency Plan Services for a predetermined interval to enable the customer and Company to verify service quality and contingency planning operations.

Call Redirection

Call Redirection enables customers to call the Company to activate Call Forwarding-Variable on their exchange access lines, two-way PBX trunks and Digitrex-CNG station lines to protect against outages in the local loop and premises disasters.

Call Redirection Capability For DID Numbers

Enables customers to activate Call Redirection for up to 10 of their most critical DID numbers. The only limits, as to the volume of calls or the number of locations that calls may be redirected, are defined by the associated Contingency Plan selected (A through D).

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

D. Contingency Plan Service (Cont'd)

2. Definitions (Cont'd)

Administration

An administrative change to a predefined Contingency Plan Service configuration.

Contingency Plan A

- Activation of call redirection for 1, but not more than 3 predefined numbers.
- Activation of a predefined quantity of access facilities.

Contingency Plan B

- Activation of call redirection for 1, but not more than 6 predefined numbers.
- Activation of call redirection group for 1, but not more than 2 interoffice call redirection facilities.
- Activation of a predefined quantity of access facilities.

Contingency Plan C

- Activation of call redirection for 1, but not more than 10 predefined numbers.
- Activation of call redirection group for 1, but not more than 4 interoffice call redirection facilities.
- Activation of a predefined quantity of access facilities.

Contingency Plan D

All other Contingency Plan Services not specified in one of the above contingency plans will be provided on an individual case basis.

MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

D. Contingency Plan Service (Cont'd)

3. Terms and Conditions

- a. The customer will be required to provide the proper security information (ID number and password) in order to activate Contingency Plan Service.
- b. The Company will furnish Contingency Plan Service where facilities permit.
- c. Contingency Plan Service may be activated 24 hours a day, seven days a week by notifying the Company.
- d. The standby telecommunications service associated with Contingency Plan Service must be in place or subscribed to at the same time as Contingency Plan Service.
- e. The testing process may include: plan review with customer prior to test; coordinate test activity; validate customer notification procedure; resolve service inconsistencies and return service to pre-test configuration. It is the customer's or their authorized representative's responsibility to verify all features and/or elements of the Contingency Plan.
 - (1) First occurrence per 12 month period - one test will be provided with each 12 month period at no additional charge to the customer.
 - (2) Additional testing per occurrence - additional test occurrences requested by the customer will be charged the associated nonrecurring charge, per occurrence.

4. Rates and Charges

- a. Rates and charges for Contingency Plan Service are in addition to the rates and charges for any other services associated with Contingency Plan Service.
- b. Nonrecurring charges as specified elsewhere will apply when adding or changing services associated with Contingency Plan Service.

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11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

D. Contingency Plan Service (Cont'd)

4. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> |
|---|--------------------------------|
| Contingency Plan A | |
| - Service Establishment Charge | \$1020.00 |
| - Activation, per occurrence | 750.00 |
| - Testing | |
| - First occurrence, per 12 month period | -- |
| - Additional occurrence , per occurrence | 250.00 |
| - Change activation plan, per change | 120.00 |
| Contingency Plan B | |
| - Service Establishment Charge | 1205.00 |
| - Activation, per occurrence | 950.00 |
| - Testing | |
| - First occurrence, per 12 month period | -- |
| - Additional occurrence, per occurrence | 350.00 |
| - Change activation plan, per change | 120.00 |

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11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

D. Contingency Plan Service (Cont'd)

4. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|----------------------------|---------------------|
| Contingency Plan C | | |
| - Service Establishment Charge | 1400.00 | -- |
| - Activation, per occurrence | 1050.00 | -- |
| - Testing | | |
| - First occurrence, per 12 month period | -- | -- |
| - Additional occurrence, per occurrence | 450.00 | -- |
| - Change activation plan, per change | 120.00 | -- |
| Contingency Plan D | | |
| - Service Establishment Charge | ICB | -- |
| - Activation, per occurrence | ICB | -- |
| - Testing | | |
| - First occurrence, per 12 month period | -- | -- |
| - Additional occurrence, per occurrence | ICB | -- |
| - Change activation plan, per change | ICB | |
| - Call Redirection Capability, per DID number equipped ⁽¹⁾ | 9.50 | 4.75 |

⁽¹⁾ Requires one of the Contingency Plans A through D.

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MISCELLANEOUS SERVICE OFFERINGS

11.7 MISCELLANEOUS CENTRAL OFFICE SERVICES (Cont'd)

E. Transfer Arrangement

1. Description

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

2. Terms and Conditions

- a. An intraoffice channel and an on-premises key are required in addition to the transfer arrangement.
- b. This service is provided where facilities are available and subject to equipment limitations.
- c. Rates shown below apply only to transfer arrangements utilizing a customer provided key installed on or after December 30, 1982.

3. Rates and Charges

| | Nonrecurring <u>Charge</u> | Monthly <u>Rate</u> |
|------------------------|-------------------------------|------------------------|
| - Transfer Arrangement | \$13.00 | \$1.25 |

MISCELLANEOUS SERVICE OFFERINGS

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

A. General

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

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

B. Application for Support

1. E-Rate Program

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

2. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

MISCELLANEOUS SERVICE OFFERINGS

11.8 UNIVERSAL SERVICE DISCOUNT PLAN FOR SCHOOLS AND LIBRARIES (E-Rate) (Continued)

C. Receipt of Support

1. E-Rate Program

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

2. Other Funding Sources

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

D. Failure to Obtain Support

1. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.
2. The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.
3. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

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INTEGRATED SERVICES DIGITAL NETWORK

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INTEGRATED SERVICES DIGITAL NETWORK

12.1 GENERAL

A. Description

Integrated Services Digital Network (ISDN) is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, image and facsimile by two standard methods of access: a Basic Rate Service (BRS) or a Primary Rate Service (PRS). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT). ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited. Nothing herein precludes resale of ISDNPRI, including to customers who are deemed to be "end users" under the rules of the Federal Communications Commission, so long as provision of the service at the resold level is consistent with the limitations stated in this paragraph.

B. Definitions

Basic Rate Service (BRS)

BRS consists of up to three distinct channels on one pair of wires: one or two B (Bearer) Channels and one D (Delta) Channel. The D channel is not presently available for customer use. BRS is offered on either an individual case basis or as part of the BRS offering, referred to as Single Line ISDN Service. Single Line ISDN Service is available in flat (unlimited) or measured rated options.

B (Bearer) Channel

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

B-Channel Circuit-Switched Data

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

D (Delta) Channel

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

D-Channel Packet-Switched Data

The X.25 Logical Circuit Call allows users to originate and receive X.25 data calls over the D-channel. Multiple data calls can be active simultaneously on a single D-channel.

INTEGRATED SERVICES DIGITAL NETWORK

12.1 GENERAL (Cont'd)

B. Definitions (Cont'd)

Digital Subscriber Loop

The ISDN basic rate interface loop from the CO to the customer's premises.

Primary Rate Service (PRS)

PRS has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B channels, and one D-channel, and is also known as 23 B+D access. The B-channels carry the circuit-switched and packet data information, while the D-channel handles signaling and packet information.

T1 Facility

This element is the digital facility transmitting at a rate of 1.544 Mbps. The T1 signal provided to the customer's premises will have a loss not greater than 16.5 dB. The T1 facility may be provided, at the customer's request, via a fiber optic facility between the Company's CO and the customer's premises. Construction charges, specified in Section 4, may apply.

T3 Facility

A channel for point-to-point, two-way, digital transmission at a rate of 44.736 Mbps. At the customer's request, a T3 facility may be provided between the Company's CO and the customer's premises. Construction charges, specified in Section 4, may apply.

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INTEGRATED SERVICES DIGITAL NETWORK

12.1 GENERAL (Cont'd)

C. Terms and Conditions

1. General

- a. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.
- b. Single Line ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. Single Line ISDN Service does not offer B-channel Packet Service capabilities.
- c. Company shall terminate ISDN Services at the Company network interface.
- d. Should any change in inside wiring (including riser cable) not owned by the company, or CPE, require the Company to redesign ISDN service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN service fail due to inside wiring (including riser cable) not owned by the Company, CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.
- e. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.
- f. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, an out-of-service credit will be applied to the customer's bill. This service shall be based on a 30 day month and shall be calculated by dividing the monthly rate for the service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the service was interrupted. This will be the customer's sole remedy.

INTEGRATED SERVICES DIGITAL NETWORK

12.1 General (Cont'd)

C. Terms and Conditions (Cont'd)

2. Availability

- a. The rates and charges specified for Single Line ISDN Service are applicable only to customers whose serving central office has been identified by the Company as having ISDN available. Customers whose serving central office has not been identified will have rates and charges determined on an individual case-by-case basis.
- b. Single Line ISDN Service may be provided to customers from a central office other than their normal serving office depending on available facilities.
- c. Service is offered where facilities and equipment are available. Loops more than 18 kilo feet in length will be considered "available", if pair gain systems are in place or planned to serve the area.
- d. Some services are not available and/or compatible with ISDN.

3. Local Calling Areas And Telephone Numbers

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

4. Indemnification

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

INTEGRATED SERVICES DIGITAL NETWORK

12.1 General (Cont'd)

C. Terms and Conditions (Cont'd)

5. Protection Of The Network

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

6. Contract

Each customer, who is not subscribing to Single Line ISDN Service or Primary Rate Service, will be required to sign a contract for the furnishing of SDN service not provided under this *Local Terms of Service*. Additions or changes to the contract may be negotiated only with agreement by both parties to new terms.

INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING

A. Single Line ISDN Service [1]

(C)

Single Line ISDN Service is compatible with National ISDN 1 and includes circuit switched voice, circuit-switched data and packet functionality.

1. Standard Features and Functions

Two sets of features are being offered: One for "voice" and one for "data". Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available or may be required to be offered via an access code. The standard features and functions support two terminals per BRS. The two feature sets are as follows:

a. Voice Features

Analog Call Appearance

This feature enables analog station users to share their call appearance on a Single Line ISDN Service user's terminal. The user's analog service must be provisioned from the same serving central office as the Single Line ISDN Service. One appearance, per number, per terminal is allowed. Some analog services are not compatible with Single Line ISDN Service.

Call Appearance

A Call Appearance (CA) is the position(s) on a terminal to which numbers are assigned. A Directory Number can be shared by more than one ISDN terminal. The quantity and/or position of Call Appearances for the Primary Directory Number (PDN), Secondary Directory Numbers (SDN), Analog Call Appearances (ACA) and Shared Call Appearances (SCA) are limited by the standard configuration developed for the CPE. A total of six call appearances per terminal are included in the standard package.

Call Exclusion

This feature has two options:

- Automatic Exclusion

This option allows a user to restrict other users that share a Directory Number from bridging onto an active call or retrieving a held call. This option is automatically invoked whenever the user goes off-hook to receive or place a call.

- Manual Exclusion

This option allows a user to restrict other users, which share a Directory Number from bridging onto an active call or retrieving a held call. This option is activated by pressing a feature button before dialing or during the call.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

1. Standard Features and Functions (Cont'd)

a. Voice Features (Cont'd)

Call Forwarding Busy Line-All Calls (Pre-programmed)

This feature allows all calls to a busy PDN to be forwarded to another number either within the same central office, for the same customer at the same location, outside the customer system within the same central office, or in a different central office.

Call Forwarding-Don't Answer (Pre-programmed)

This feature allows all calls terminating to an idle PDN to be forwarded to another number when the called PDN does not answer after a predetermined number of seconds.

Call Forwarding Variable-All Calls

The user can forward all PDN calls to another number by pressing the Call Forwarding-Variable feature button. The forward-to number is customer changeable. The user must activate or deactivate the forwarding function by using either an access code or a feature button. The standard configuration provides for this feature on a feature button.

Call Hold

This feature allows the user to place a call on hold by depressing a button.

Call Transfer

This feature enables the user to transfer a call to a third party by depressing a button.

Caller Identification Blocking - Per Call

This feature enables a customer to control the disclosure of his/her name and/or directory number to a subscriber of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the directory number. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the name and/or directory number. "Private status" prevents delivery of the name and/or directory number. Per Call Blocking is provided at no charge.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

1. Standard Features and Functions (Cont'd)

a. Voice Features (Cont'd)

Calling Line Identification

Calling Line Identification is provided on both an incoming and outgoing basis.

- Incoming (ICLID)

Calling Line Identification is provided on both an incoming and outgoing basis. This feature displays the call identification information and the calling party's directory number (including nonpublished and nonlisted directory numbers) prior to the call being answered. Calling party's name is not available. Callers have the ability to inhibit the display of calling party information to the terminating number. ICLID is provided to the PDN and to a Shared Directory Number. ICLID cannot just display to the PDN when the number is shared.

- Outgoing (OCLID)

This feature provides a user who is originating a call with information about the called party and the facility or destination.

Conference

This feature allows a user to establish a three-way conference call by depressing a button.

Display

This feature provides the ISDN terminal a display of the time and date, calling number, call appearance identification, called number, incoming call identifier and feature activation operation.

Drop

The Drop button allows the user to drop the last party added to a conference call or to disconnect a two-party call.

Intercom

Intercom service allows the user to establish a dedicated priority call to any other station that is a member of the same intercom group within the same central office. Special alerting, depending on CPE, is provided for an incoming intercom call. As part of the standard package the user can select either Auto Intercom or Dial Intercom.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

1. Standard Features and Functions (Cont'd)

a. Voice Features (Cont'd)

- Auto Intercom

This feature allows two members to be part of an intercom group, which enables intercom calls to be completed by pressing the feature button. Dialed digits are not required.

- Dial Intercom

This feature allows the user to establish a call to any other station that is a member of the same intercom group. This is done by pressing the Intercom button and dialing one or more digits. Special alerting, depending on CPE, is provided for an incoming Intercom call.

Primary Directory Number (PDN)

Each ISDN terminal is assigned one PDN. If more than two terminals are attached to a Digital Service Loop (DSL), an additional PDN charge, will apply.

Ringling Options

Ringling options allows ISDN station users to establish flexible call handling arrangements for answering incoming calls that terminate on the shared CAs of a DN. The ringling options available on a per- station basis for a shared DN are as follow:

- Abbreviated Ringling

Ringling assigned to begin immediately for an incoming call and to stop ringling after "N" seconds.

- Delayed Ringling

Ringling assigned for an incoming call to be delayed for "N" seconds, however, the CA indicator or "status" lamp begins flashing immediately.

- No Ringling

This option can be assigned for a user who desires no ringling for an incoming call that terminates on a CA of that DN.

- Normal Ringling

Ringling begins immediately for an incoming call and continues until the call is forwarded, answered, or abandoned.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

1. Standard Features and Functions (Cont'd)

a. Voice Features (Cont'd)

Secondary Directory Number (SDN)

A SDN is any directory number other than the PDN assigned to an ISDN terminal. If more than one SDN is assigned to a terminal, additional charges will apply.

Shared Call Appearance

This allows several users to share one or more call appearances for a particular directory number. Origination of and termination of calls on one terminal will affect all terminals sharing the call appearance. All Shared Call Appearances must be provisioned from the same serving central office. If more than two shared call appearances are assigned to a terminal, additional charges will apply.

Speed Calling

Speed calling permits the user to dial pre-programmed numbers using fewer digits than normally required. A speed call list allows for up to thirty preprogrammed numbers per terminal.

Standard Configuration Group

The standard arrangement which associates a button of an ISDN station set to a feature.

Visual Message Waiting Indicator

This feature is available on PDN's and notifies the user of a message waiting by lighting a lamp on the customer's phone. Messages may be retrieved by calling the message service center or by accessing a voice mail system. The feature is dependent on the serving ISDN equipped central office and the customer's equipment.

b. B-Channel Circuit-Switched Data Features

Call Forwarding Busy Line For Circuit-Switched Data

This feature permits all circuit-switched data calls, attempting to terminate to a busy PDN, to be redirected to another customer-specified directory number. A busy line condition exists when a circuit-switched data B-channel is unavailable. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to Directory Number can be changed by dialing an access code and programming the new forward-to Directory Number.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

1. Standard Features and Functions (Cont'd)

b. B-Channel Circuit-Switched Data Features (Cont'd)

Call Forwarding Don't Answer For Circuit-Switched Data

This feature permits all circuit-switched data calls attempting to terminate to an idle PDN to ring a specified number of seconds prior to being forwarded to a previously specified directory number. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to Directory Number can be changed by dialing an access code and programming the new forward-to directory number.

Call Forwarding Variable-All Calls For Circuit-Switched Data

This feature allows circuit-switched data calls, attempting to terminate to a line, to be redirected to another specified line. The user must activate or deactivate the forwarding function by either using an access code or a feature button. If the feature is assigned to a feature button, the forward-to Directory Number can be changed by dialing an access code and programming the new forward-to directory number.

c. D-Channel Packet-Switched Data Features

X.25 Flow Control Parameter Negotiation

This packet feature permits negotiation on a per-call basis of the flow control parameters associated with a given virtual call, such as packet size and window size for each direction of data transfer. The data window size and the maximum packet size is negotiated automatically during an X.25 data call.

X.25 Logical Channels

Virtual circuits rather than physical circuits are used to establish packet switch calls. When a virtual circuit is established, a logical channel is assigned at the CPE and the switch for the duration of the call. A virtual circuit does not use any capacity of the facility unless data is actually being transferred. Two logical channels are provided per DSL.

X.25 Throughput Class Negotiation

This packet feature permits negotiation on a per-call basis of the throughput class for each direction of data transfer associated with a virtual call. The data terminal can negotiate the throughput class for an X.25 data call.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

2. Optional Features and Functions

Additional Primary Directory Number

If more than two terminals are connected to a DSL, additional PDNs are required. Included with each PDN will be the standard set of voice and data features.

Audible Message Waiting Indicator

This feature is available on PDN's and notifies the user of a message waiting by providing an audible stuttered dial tone. Messages may be retrieved by calling the message service center or by accessing a voice mail system.

Call Pickup

Allows a user to answer a call at another station, even when the user's station does not have a call appearance for the called Directory Number. While the other station is ringing, the user goes off-hook and enters a call pickup code or presses a call pickup feature button to answer the call.

Caller Identification Blocking - All Calls

This feature provides a permanent private indicator on a per-station basis. Once the blocking is established on the station, the private status cannot be deactivated by the customer. Rates and charges are provided herein. Federal, State, and Local law enforcement agencies and non-profit domestic violence agencies may be provided additional arrangements for private status and/or all call blocking, on a per station basis, at no charge. Stations that share appearances of a restricted station must also be restricted to avoid passing caller identification information.

CLASS Features

- Call Rejection

This feature enables a customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party.

- Continuous Redial

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

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

2. Optional Features and Functions (Cont'd)

CLASS Features (Cont'd)

- Last Call Return

This feature allows a customer to automatically redial the number of the last incoming call to that line, whether the call was answered or not. The customer does not have to know the number of the calling party. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called line is available.

- Priority Call

This feature allows a customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list. The distinctive ring may be CPE dependent.

- Selective Call Forwarding

This feature allows a customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

Non-Standard Configuration Group

This is a terminal arrangement, associating buttons of a terminal with a feature, which differs from the standard arrangement.

Six-Way Conference

This feature allows the user to sequentially add additional parties (up to five), and add them together to make a six-way call.

Speed Calling 8

This feature permits the user to dial pre-programmed numbers using fewer digits than normally required. It allows the customer to change speed calling lists directly from their terminal.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [1] (Cont'd)

(C)

2. Optional Features and Functions (Cont'd)

X.25 Fast Select Acceptance

This packet feature authorizes incoming packets from a sending data terminal equipment (DTE) to be transmitted to the destination DTE with Fast Select. Fast Select is a function of the CPE and is used on a per-call basis allowing the user to send up to 128 octets in the user data field of the call request packet to a terminal with Fast Select Acceptance.

X.25 Reverse Charging

This packet feature allows a user to assign billing to the called data telephone number on a per-call basis.

X.25 Reverse Charging Acceptance

This packet feature authorizes transmission of incoming calls identified as Reverse Charge calls.

3. Rates and Charges

a. Extended Area Service increments and the Optional Calling Plan rates and charges reapplied per B-channel which carry circuit-switched voice and/or data traffic.

b. The standard package includes a total of six call appearances, per terminal. The six call appearances will include one Primary Directory Number and five call appearances made up of the following:

- Maximum of one Secondary Directory Number
- Maximum of five call appearances of the Primary Directory Number (same number)
- Maximum of four call appearances of the Secondary Directory Number (same number)
- Maximum of one Analog Call Appearance
- Maximum of two Shared Directory Numbers

Additional call appearances are available at rates and charges specified in Optional Features and Functions.

c. Following are the monthly rates and nonrecurring charges for Single Line ISDN Service. These rates and charges apply in addition to applicable rates and charges for other services as provided in this and other Company tariffs.

Single Line ISDN Service Basic Rate Access is offered flat rated or measured. Measured usage charges apply, as specified in 5.2.1, to all outgoing calls when using the measured without usage allowance option.

[1] Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.

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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [3] (Cont'd)

(C)

3. Rates and Charges (Cont'd)

c. Following are the monthly rates and nonrecurring charges ... (Cont'd)

Single Line ISDN Service Basic Rate Access with a usage allowance includes up to 40 hours per month of aggregate usage for circuit-switched voice and circuit-switched data. Additional usage in excess of the 40 hours in a monthly billing period, will incur measured usage charges as specified in 5.2.1.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| (1) Basic Rate Access Including | | |
| Standard Features and Functions | | |
| - Flat [1] | \$85.00 | \$63.00 |
| - Measured without usage allowance [1] | 85.00 | 35.00 |
| - Measured with usage allowance [1] | 85.00 | 50.00 |
| (2) Optional Features and Functions | | |
| - Additional Analog Call Appearance per number | 7.00 | 1.00 |
| - Additional Call Appearances, per appearance | 7.00 | 1.00 |
| - Additional Primary Directory Number, per PDN [2] | 15.00 | 5.00 |
| - Additional Secondary Directory Number, per SDN | 10.00 | 1.00 |
| - Additional Shared Call Appearance, per appearance | 7.00 | 1.00 |
| - Additional X.25 Logical Channel, per logical channel | 12.00 | -- |
| - Audible Message Waiting Indicator, per PDN | 10.00 | -- |

[1] Existing customers may change their Basic Rate Access once within 45 days of the effective date of this *Local Terms of Service* at no charge.

[2] Inherent with the purchase of an additional PDN are all of the standard voice and data features for Single Line ISDN Service.

[3] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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(WN U-11)
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INTEGRATED SERVICES DIGITAL NETWORK

12.2 BASIC RATE SERVICE OFFERING (Cont'd)

A. Single Line ISDN Service [3] (Cont'd)

(C)

3. Rates and Charges (Cont'd)

c. Following are the monthly rates and nonrecurring charges ... (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Call Forwarding Busy Line-All Calls, per number [1] | \$12.00 | -- |
| - Call Forwarding Don't Answer-All Calls, per number [1] | 12.00 | -- |
| - Call Forwarding Variable-All Calls, per SDN [1] | 12.00 | -- |
| - Call Pickup, per number | 12.00 | -- |
| - Caller Identification Blocking-All Calls, per digital subscriber loop [2] | 15.00 | -- |
| - CLASS Features | | |
| - Call Rejection, per PDN | 10.00 | \$3.50 |
| - Continuous Redial, per PDN | 10.00 | 2.50 |
| - Last Call Return, per PDN | 10.00 | 2.00 |
| - Priority Call, per PDN 1 | 0.00 | 2.50 |
| - Selective Call Forwarding, per PDN | 10.00 | 2.50 |
| - Non-Standard Configuration Group, per button | 13.00 | -- |
| - Six-Way Conference, per terminal | 18.00 | 1.00 |
| - Speed Calling 8, per terminal | 15.00 | 1.00 |
| - X.25 Fast Select Acceptance, per number | 10.00 | -- |
| - X.25 Reverse Charge, per number | 10.00 | -- |
| - X.25 Reverse Charge Acceptance, per number | 10.00 | -- |

[1] Optional with Additional Secondary Directory Numbers.

[2] See 10.5.B.3. for the application of this nonrecurring charge.

[3] **Effective June 1, 2023, Single Line ISDN Service is grandfathered for residence and small business customers and will no longer be available to new residence and small business customers.**

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INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI)

A. General Description

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a digital business service that provides access from a customer premises to the Company's circuit switched voice and circuit switched data, via a 1.522 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN PRI service includes the transport, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited. Nothing herein precludes resale of ISDN PRI, including to customers who are deemed to be "end users" under the rules of the Federal Communications Commission, so long as provision of the service at the resold level is consistent with the limitations stated in this paragraph.

Local service, including PRI and local private lines is to be used for the origination and termination of local traffic and appropriate switched interexchange traffic. The use of any local facility for the purpose of originating or terminating non-switched interexchange voice traffic is prohibited. This applies to any voice traffic including that which is converted to or from packet data for interexchange transmission

B. Definitions

1. ISDN PRI Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.
2. "B" Channel (Bearer Channel) - is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature.
3. "D" Channel - (Delta Channel) - is a 64 Kbps digital channel used to transport signaling and control information, including out of band signaling. Where technology permits, "D" channels can be shared by additional PRIs for the same customer.
4. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.
5. Unlimited Local Usage - is an optional plan that provides a flat monthly rate for unlimited local usage on circuit-switched voice and circuit-switched data traffic.

INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. Terms and Conditions

This section addresses provisioning of service, central office availability with associated charges, reselling & government entities, equipment interface specifications, contract periods, cancellation & early termination charges, service substitution, subsequent activity charges, and temporary suspension of service.

1. Provisioning of Service

- a. ISDN PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility. The channel may be a DS1 or other suitable facility using the ISDN architecture of 23 "B" channels and one "D" channel (23 B+D) or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. The ISDN PRI facility for all channels may be provisioned on an existing DS-3 facility at the discretion of the Company.
- b. ISDN PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI arrangements. In these cases, a single "D" channel in one ISDN PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.
- c. For ISDN PRI facilities requiring loops greater than three miles in length, an ISDN PRI loop transport rate applies per facility per mile over three miles.

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2. Central Office Availability

- a. ISDN PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service and the customer's serving wire center is ISDN PRI capable. The availability, functionality and capabilities of ISDN PRI features may vary by serving Central Office.
- b. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.
- c. If ISDN is not available from a customer's normal serving central office, the Company may choose, at the Company's discretion, to provide service from an alternate (or foreign) ISDN-capable central office (determined by the Company).

INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. Terms and Conditions (Cont'd)

2. Central Office Availability (Cont'd)

- d. If this office is within the calling scope/EAS of the exchange where the customer is served, no additional charges will apply for the transport between those two exchanges in order to provide the service. However, if they are not in the same EAS area, then additional FX and/or transport charges will apply.
- e. When ISDN PRI service is provided from another central office, the customer will utilize the feature availability and dialing plan associated with that central office.
- f. When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Company's tariffs. No charge will apply to transfer the customer back to their normal serving central office as set forth above.
- g. If the customer does not wish take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then additional FX and/or transport charges will apply.
- h. Each ISDN PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this *Local Terms of Service*.
- i. Any services in addition to ISDN PRI services must be subscribed to under separate sections of this *Local Terms of Service*. Private Line arrangements or Special Access Services used to transport ISDN PRI from a foreign central office are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

3. Reselling & Government Entities

- a. Except as specified for Government Entity, ISDN PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.
- b. Any Government Entity (as defined elsewhere in this *Local Terms of Service*) may authorize any other government entity to use its ISDN PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

4. Equipment Interface Specifications

All customer-provided equipment (CPE) used to interface with ISDN PRI is required to conform with Technical Reference Specifications as used by the Company.

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(WN U-11)
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INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. Terms and Conditions (Cont'd)

5. Contract Periods

- a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.
- c. ISDN PRI is offered on a month-to-month basis. The provision if ISDN PRI service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company initiated price adjustments.
- d. ISDN PRI is offered under a term contract. Customers may subscribe to ISDN PRI service for an extended period under a term contract which allows a customer to select a 12, 36, or 60 month contract.
- e. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.
- f. During the term commitment period, the customer may add ISDN PRI services at the same monthly rate specified in the customer's original term commitment.
- g. Upon fulfilling the term contract period, if a customer does not elect a new Term contract and does not request discontinuance of service, service will be continued at the month-to-month rates then currently in effect. If the customer elects a new contract term, the rates and options in effect at that time would apply. No installation charges, however, will apply for service continuance whether under a month-to-month or term contract basis.
- h. With the written permission of the Company, the obligation to pay the term contract charges for ISDN PRI service may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer until the term contract is fulfilled. Service installation charges for ISDN PRI will not apply for this transference, however, other charges outlined in this *Local Terms of Service* may apply. A subsequent activity charge for ISDN PRI will apply if any changes are made to the configuration of the current ISDN PRI service.

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INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. Terms and Conditions (Cont'd)

5. Contract Periods (Cont'd)

- i. During a term contract period, a customer may convert to a new term contract of the same or different length if the expiration date for the new contract is beyond the expiration date or the current contract. The new term contract becomes effective upon execution. Customers may also change from a month-to-month arrangement to a term contract. No credit for months under the previous term contract or under the month-to-month plan may be transferred to the new term contract. The customer incurs no liability for the remaining months of the prior term contract since the change is not considered a termination of service. The prices applicable for the new term contract are those currently in effect at the time of transfer. No installation charges will apply for a contract change.

6. Cancellation, Moves, & Early Termination Charges

- a. In the event a customer cancels their order for ISDN PRI service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.
- b. In the event ISDN PRI service is terminated by the customer prior to completion of the contract period, the customer shall be liable for early termination charges equal to all (100%) charges of the first year and one-half (50%) of any remaining term after year one. In addition to the termination charge, the customer shall also be liable for any unpaid and deferred system and line installation charges.
- c. Termination charges are not applicable to changes in the physical location of the ISDN PRI service so long as the service originates in the same serving central office area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Nonrecurring charges for the re-design of the ISDN PRI service will apply. The customer will experience some down-time on the ISDN PRI service during the physical move of the transport element.
- d. Termination charges do apply to changes in the physical location of ISDN PRI when the new ISDN PRI service originates in a different serving central office area. The current ISDN PRI contract will be terminated and the ISDN PRI service provided at the new location will be treated as a new installation.
- e. At the option of the Company, and where technology, regulations, and availability permit, customers may elect to change the physical location of their ISDN PRI service to a different serving central office location, yet retain the ISDN PRI service out of the existing location by converting to Foreign Exchange service. Termination charges are not applicable when the customer retains the current term contract or converts to a new term contract with an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the ISDN PRI service will apply and the customer will experience some down-time during the physical move of the transport element.

INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

C. Terms and Conditions (Cont'd)

7. Service Substitution

- a. A customer may establish ISDN PRI services as a replacement to similar services whether or not those services are under a term contract at the time of substitution. In either case, specific non-recurring charges associated with service substitution will apply.
- b. If the services being replaced are under a term contract at the time of substitution, early termination charges will not be applied if the customer contracts for ISDN PRI service under an equal or longer term that commences upon the delivery of the ISDN PRI service.
- c. The following services qualify as substitute services for which the aforementioned conditions will apply. Each of these services is described elsewhere in this or other applicable Tariffs.

- (1) DTS (Digital Trunk Service) – including the DS-1 facility and the corresponding channel components.

8. Subsequent Activity Charge

The ISDN PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

9. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;
- b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
- c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or
- d. Upon a violation of any of the regulations governing the furnishing of this service.

INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

D. Standard Features

The following features, where from a specific central office, are offered to the customer as part of the ISDN PRI service at no additional charge.

1. Caller Number Identification

Allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.

2. Caller Name Delivery

Allows ISDN Calling Name Identification with call control to send calling party information to ISDN Class II equipment.

3. Call-By-Call Service Selection

Provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, **DOD**, and local switched access lines; nor do services require a dedicated "B" channel. (C)

4. Clear Channel Capability

Is a characteristic of the transmission paths on the "B" channels for ISDN PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.

5. "D" Channel Backup

Provides a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ISDN PRI's share a single "D" channel. A predetermined channel on another ISDN PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.

6. "D" Channel Control of Multiple ISDN PRI lines / NFAS

Provides the capability for a single "D" channel to provide the signaling and control information for up to 20 ISDN PRI's. This arrangement allows the twenty-fourth channel on one or more ISDN PRI's to be available for incoming or outgoing voice and circuit switched data. This feature is also known as Non-Facility Associated Signaling (NFAS).

INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

D. Standard Features (Cont'd)

7. Dedicated Trunk Groups

Allow all 23 "B" channels (24 for subsequent trunk groups where technology permits) to be used as stand-alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice and circuit switched data.

8. Digital Voice Transmission

All voice calls are terminated using digital signaling.

9. Direct Inward Dialing (DID)

Permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ISDN PRI will out-pulse digits to the CPE which can further process the calls as desired. Additional charges found elsewhere in this *Local Terms of Service* will apply for the DID blocks of numbers.

10. Equal Access

Allows the customer to pre-select an inter-exchange carrier for each trunk group enabled for circuit switched data and voice services.

11. PBX Station ID Capability

Allows the station user's number (calling party) to be transmitted over the ISDN PRI "D" channel from DID equipped CPE PBXs that use the ISDN PRI service. This number is provided by the originating station and must have an associated DID telephone number working in the central office.

12. Unlimited Local Usage

Allows ISDN PRI customers to pay a flat rated monthly charge for usage. This applies only to Local Service Areas as defined in this *Local Terms of Service*. It does not apply to calls outside the local area which require additional charges nor can it be combined with other service packages.

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INTEGRATED SERVICES DIGITAL NETWORK

12.3 PRIMARY RATE INTERFACE (PRI) (Cont'd)

E. Application of Charges and Rates

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.
2. Circuit Switched Voice calls will be subject to Long Distance Message Telecommunications Service charges, if applicable.
3. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges.
4. This service is only provided where the software has been installed in the switch where the service has been requested.

F. Charges and Rates

| | | <u>Install Charge</u> |
|----|--|--|
| 1. | Non-recurring Charges | |
| a. | ISDN PRI Arrangements, each ⁽¹⁾ | \$1,200.00 |
| b. | Substitutional Service Installation ⁽¹⁾ | 600.00 |
| c. | Subsequent Activity Charge (SAC) | 200.00 |
| 2. | Monthly Charges | |
| | | <u>ISDN PRI Arrangements ⁽²⁾</u> <u>each</u> |
| a. | Month to Month | \$1,070.00 |
| b. | 12 Month Contract | 1,025.00 |
| c. | 36 Month Contract | 975.00 |
| d. | 60 Month Contract | 950.00 |
| | | <u>Transport, each</u> <u>mile over 3 miles</u> |
| a. | Month to Month | \$85.00 |
| b. | 12 Month Contract | 85.00 |
| c. | 36 Month Contract | 85.00 |
| d. | 60 Month Contract | 85.00 |

⁽¹⁾ A customer establishing ISDN PRI as a replacement for Digital Trunk Service (DTS), may pay the Substitutional Service Installation Charge rather than the standard installation charge for ISDN PRI Service.

⁽²⁾ If DID is required, additional charges in the DID Service Section for numbers will apply.

INTEGRATED SERVICES DIGITAL NETWORK

12.4 INDIVIDUAL CASE ISDN

A. General

Customers requiring ISDN features not offered by the Tariff will be considered on an individual case basis. Customers who want to migrate to Single Line ISDN Service or Primary Rate Service, can do so without any penalties. However, this will result in changes to the existing service based on different technical standards and features.

- B. Network Access Registers are required to provide connections with other switching arrangements and the exchange and toll network, and are subject to charges and applications as specified in Section 5.3.6.
- C. The contract period offered will be negotiable between the Company and the customer.
- D. The Termination Liability/Waiver Policy, set forth in 2.2.6.A., applies.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS)

A. General Description

Digital Trunk Service - Channel Service (DTS-CS) provides digital local exchange service, and is an alternative to analog trunks. The service provides a digital facility (1.544 Mbps) between the customer's customer premise equipment and the central office where it is multiplexed to interface and provide 24 voice grade channels. DTS-CS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

B. Definitions

1. DTS-CS Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface 24 channels into the central office switch.
2. In-only Trunk - One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.
3. In-only Trunk with Direct-Inward Dialing (DID) - In-only trunk with DID feature. Requires a DID trunk circuit termination.
4. Out-only Trunk - One-way trunk which allows only traffic originating in the customer's CPE to be transmitted to the central office switch.
5. Two-Way Trunk - Trunk which allows for traffic to be transmitted from either the central office of the customer's CPE.
6. Two-Way Trunk with DID and Answer Supervision - Two-Way trunk with DID and answer supervision features. Requires a DID trunk circuit termination.

C Terms and Conditions

1. Provisioning of Service
 - a. DTS-CS is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service. The availability, functionality and capabilities of DTS-CS features may vary by serving Central Office.
 - b. Each DTS-CS facility includes 24 channels for the transport of trunks connecting customer provided equipment. The customer is billed a monthly rate for all 24 channels regardless of the number that may be utilized at a point in time. Each trunk may be configured as either: in-only trunk, out-only trunk, two-way trunk, in only trunk with DID, two-way trunk with DID and Answer Supervision. If DID and/or Answer Supervision are required, additional charges from the DID Service will apply.

MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

C Terms and Conditions (Cont'd)

1. Provisioning of Service (Cont'd)

c. **Reserved**

(C)(D)

(D)

- d. Each DTS-CS trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this *Local Terms of Service*.
- e. Any services in addition to DTS-CS services must be subscribed to under separate sections of this *Local Terms of Service*. Regulations, rates and charges, as described elsewhere in this *Local Terms of Service* apply as appropriate.
- f. DTS-CS supports trunk side features. The following services will not be provided within the DTS-CS facility:
- Access Lines
 - Feature Groups A, B, C, or D
 - Other private line/access services
 - Datapath, DialLAN Service, Switched 56 Service
 - Joint User service
 - Foreign Exchange Service
 - Identified Outward Dialing
- g. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.
- h. Line Power option is not available with DTS-CS.
- i. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found elsewhere in this *Local Terms of Service*.
- j. For DTS-CS facilities requiring loops greater than three miles in length, a DTS-CS loop transport rate applies per facility.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

C Terms and Conditions (Cont'd)

2. Reselling and Government Entities

- a. Except as specified for Government Entity, DTS-CS shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.
- b. Any Government Entity may authorize any other government entity to use its DTS-CS. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

3. Equipment Interface Specifications

All customer-provided equipment (CPE) used to interface with DTS-CS is required to conform with Technical Reference Specifications as used by the Company.

4. Contract Periods

- a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.
- b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment or for unusual construction necessary to meet specific demands for service.
- c. DTS-CS is offered on a month-to-month basis. The provision of DTS-CS service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company-initiated price adjustments.
- d. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.
- e. During the term commitment period, the customer may add or change DTS-CS channels and/or additional DTS-CS services at the same monthly rate specified in the customer's original term commitment. All trunks on the same DTS-CS facility are considered to be under the same term contract period.

MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

C Terms and Conditions (Cont'd)

5. Cancellation, Moves, & Early Termination Charges

- a. In the event a customer cancels their order for DTS-CS service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.
- b. Termination charges are not applicable to changes in the physical location of the DTS-CS service so long as the service originates in the same serving central office area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the DTS-CS service will apply. The customer will experience some down-time on the DTS-CS service during the physical move of the transport element.
- c. Termination charges do apply to changes in the physical location of DTS-CS when the new DTS-CS service originates in a different serving central office area. The current DTS-CS contract will be terminated and the DTS-CS service provided at the new location will be treated as a new installation.

6. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

- a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;
- b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;
- c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or
- d. Upon a violation of any of the regulations governing the furnishing of this service.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

D. Standard Features

The following features, where from a specific central office, are offered to the customer as part of the DTS-CS service at no additional charge.

1. Digital Voice Transmission

All voice calls are terminated using digital signaling.

2. Unlimited Local Usage

Allows DTS-CS customers to pay a flat rated monthly charge for usage on circuit switched voice and circuit-switched data traffic rather than Local Usage Charges. This applies only to Local Service Areas as defined in this *Local Terms of Service*.

3. Clear Channel Capability

Allows DTS-CS customers to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

E. Application of Charges and Rates

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's *Local Terms of Service*.

2. This service is only provided where the software has been installed in the switch where the service has been requested.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

F. Rates and Charges

| | <u>Monthly Rate</u> | <u>Nonrecurring Charge</u> |
|--|---------------------|----------------------------|
| 1. DTS-CS Facility and common equipment | | |
| - DTS-CS loop transport, per facility Each mile over 3 miles | \$85.00 | |
| Stand alone DTS-CS facility and common equipment, per twenty-four channel facility | | |
| - All basic trunks or a combination of basic and advanced trunks | 85.00 | \$500.00 |
| - All advanced trunks | 85.00 | 500.00 |
| DTS-CS facility and common equipment provisioned on DS3 Service, per DTS-CS facility activated | | |
| - All advanced trunks | 85.00 | 500.00 |

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.1 DIGITAL TRUNK SERVICE - CHANNEL SERVICE (DTS-CS) (Cont'd)

F. Rates and Charges (Cont'd)

2. Basic trunks with flat usage, each

- In-only trunk ⁽¹⁾
- Out-only trunk
- Two-way trunk ⁽¹⁾
- In-Only DID trunk ⁽²⁾
- Two-way trunk w/ DID & Answer Supervision ⁽²⁾

| Submarket (Company Use Only) | Exchange | Monthly Rate | Nonrecurring Charge |
|--|---|-----------------|------------------------|
| 001 004 017 025 037 045 061 063 068,069 071,072 073 076 080 086 | Almira Ashford Coulee City Eureka Harrington Lind Odessa Pacific Beach Raymond Ritzville Royal City South Bend Starbuck Wilbur | \$20.00 | \$31.20 |
| 008 019 021,022 038,043 055 060 065 082 087 089 | Cathlamet Curtis Edwall-Tyler Lake Quinault ⁽³⁾ Nespelem Ocosta Pe Ell Vader Wilson Creek Yacolt | 21.00 | 31.20 |
| 079 | Sprague | 23.00 | 31.20 |

⁽¹⁾ Hunting, from 5.2.10.C, is available at current rates.

⁽²⁾ Requires a DID trunk circuit termination. See Section 5, Direct-Inward Dialing (DID) Service, for terms and conditions, rates and charges applicable to DID Service.

⁽³⁾ Lake Quinault includes Humptulips.

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MISCELLANEOUS SWITCHED DIGITAL SERVICE OFFERINGS

13.2 SWITCHED 56 SERVICE

A. Description

Switched 56 is a single party switched service which is capable of carrying continuous stream digital data at the rate of 56 kilobits per second. This service provides for switched data communications only between locations connected to the Switched 56 network. Switched 56 customers are able to access the interLATA network via Feature Group D connections.

B. Terms and Conditions

1. Switched 56 is furnished only in central office areas where adequate facilities are available. Central offices will be equipped for this service at the discretion of the Company.
2. This service will be provided via four-wire facilities only.
3. Private Line (Digital I) rates will apply for the transport facilities between a remote central office outside the free calling area of Switched 56 and the central office in which the Switched 56 equipment is located.
4. Switched 56 billing will appear as a sub-entry in the "Miscellaneous" section of the monthly bill.
5. This service requires the use of an on premises channel service unit to encode data and provide circuit testing capabilities. This equipment must conform with AT&T Publication 41458 performance requirements. The customer may elect to purchase or lease this equipment from a variety of terminal equipment vendors.

C. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|----------------------------|
| 1. Per line, including one hour of usage | \$199.00 | \$75.00 |
| 2. Digital I mileage ⁽¹⁾ (1) | | <u>Rate Per Minute</u> |
| 3. Additional usage ⁽²⁾ | \$0.10 | |

(1) See the P **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1 for Digital I Service. (T)
(Z)

(2) Applicable to usage in excess of the one hour allowance included in the basic rate.

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DIGITREX-TYPE SERVICES

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DIGITREX-TYPE SERVICES

14.1 SERVICE DESCRIPTION

A. Customized Call Management Services (CDCN)

CDCN provides optional features to two or more exchange access lines, and allows a multiline customer to integrate separate lines into a single communication system.

CDCN can be provided to business exchange access lines in the category of **B1/Key Trunks** flat, **PBX** and basic measured.

The following standard features are included in the basic CDCN package:

- Call Transfer
- CounselLine
- Three Way Calling
- Touch-Tone

Touch-Tone dialing is required for operation and is part of the basic package offering.

The following optional features are available to the CDCN customer:

- | | |
|--------------------------------|---|
| - 800 Service Call Transfer | - Last Call Return |
| - Call Forwarding-Busy Line | - Priority Call |
| - Call Forwarding-Don't Answer | - Programmable Call Forwarding-Busy Line |
| - Call Forwarding-Variable | - Programmable Call Forwarding-Don't Answer |
| - Call Pick-Up - Per Line | - Selective Call Forwarding |
| - Call Rejection | - Six-Way Conference |
| - Call Waiting | - Speed Calling 6 - Per Line |
| - Continuous Redial | - Speed Calling 30 - Per Line |
| - Distinctive Ring | - Speed Calling 30 - Shared |
| - Intercom 6 - Per System | |
| - Intercom 30 - Per System | |

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Add-On

See Three Way Calling.

Additional Listed Number Trunk Group

This feature provides more than one listed number trunk group in a system for identification of incoming listed number calls.

Attendant Access Line

Allows a system to designate one or several terminals as an attendant with attendant features. The Attendant Access Line includes Touch-Tone, Intercom Dialing, DID/DOD, Station Toll Billing and the Attendant Call Transfer features.

Attendant Call Through Test

Provides an arrangement, which allows a 51A Console attendant to select certain tie line trunks and verify the operational status of any one of these trunks by making a test call.

Attendant Call Transfer

The attendant of a system can transfer any incoming or intra-system call to another line in the system.

Add-On

See Three Way Calling.

Additional Listed Number Trunk Group

This feature provides more than one listed number trunk group in a system for identification of incoming listed number calls.

Attendant Access Line

Allows a system to designate one or several terminals as an attendant with attendant features. The Attendant Access Line includes Touch-Tone, Intercom Dialing, DID/DOD, Station Toll Billing and the Attendant Call Transfer features.

Attendant Call Through Test

Provides an arrangement, which allows a 51A Console attendant to select certain tie line trunks and verify the operational status of any one of these trunks by making a test call.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Attendant Call Transfer

The attendant of a system can transfer any incoming or intra-system call to another line in the system.

Attendant Set Interface

The Attendant Set Interface enables a group of DMS 100 lines to be served by a single attendant position. The Attendant Set Interface is available only in the DMS 100 central office.

Automatic Call Back Calling

Provides an arrangement that permits a station line user, when attempting an Intercom call to a busy station line, to be automatically connected to that line when both the called and the calling lines are subsequently idle. Both the calling and the called stations are permitted only one request at a time. Once requested, Automatic Call Back Calling will remain active for a period not to exceed thirty minutes unless deactivated by the calling station line.

Attendant Set Interface

The Attendant Set Interface enables a group of DMS 100 lines to be served by a single attendant position. The Attendant Set Interface is available only in the DMS 100 central office.

Automatic Call Back Calling

Provides an arrangement that permits a station line user, when attempting an Intercom call to a busy station line, to be automatically connected to that line when both the called and the calling lines are subsequently idle. Both the calling and the called stations are permitted only one request at a time. Once requested, Automatic Call Back Calling will remain active for a period not to exceed thirty minutes unless deactivated by the calling station line.

Automatic Call Transfer

Provides an arrangement where calls placed to one telephone number are automatically transferred to another telephone number within the same central office control group. This feature may only be applied to a customer's Listed Directory Number.

Automatic Line

Provides an automatic connection between a calling station that goes off-hook and a predetermined location either within or outside the system. Activation is by going off-hook. The calling station does not receive dial tone. Automatic Line is often called a Hotline. The Automatic Line is available only in the DMS 100 central office.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Automatic Route Selection - Basic (ARS-B)

Provides automatic selection of preferred private routes subscribed to by the customer for the completion of Direct Distance Dialed calls to points outside the local calling area by dialing an access code. If all the lines in the initial route selected are busy, the call will advance to other routes as determined by the customer's preprogrammed choices. The final completing route may be the MTS Network or overflow to tone, but not to both, if all routes are busy.

Access Code

A one-, two-, or three-digit code, dialed by the station user, which causes the ARS feature to automatically scan the digits and select a first choice completing route, when available, or subsequent route if the first-choice route is not available. Access to route patterns can be arranged through separate access codes so that calls to the same point made by different groups of customer stations could be processed through different patterns. A separate common equipment and patterns and facilities will be required for each group of such stations.

Facility

Foreign Exchange, CCSA, and Non-senderized, Non-Tandem Tie Lines compatible with ARS and numbering consistent with the MTS Network. Tandem Tie Lines or Tandem Tie Line Groups may not be included as routes in patterns. (C)

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Automatic Route Selection - Basic (ARS-B)

Overflow

A distinctive tone (120 ipm busy signal) a call receives when all routes in a pattern are unavailable.

Pattern

A group of routes arranged to be selected in sequence, specified by the subscriber, with a maximum of 10 routes in a pattern. The same pattern may be accessed by both the three and six-digit translation.

Route

One or more facilities of the same type used to complete a ten-digit off-network call to a public network telephone number.

Six-digit Translation

Provides screening of NPA codes and central office codes to determine proper call routing where calls are limited to specific central office designations within an NPA.

Three-digit Translation

Provides screening of only Number Plan Area (NPA) codes to determine proper call routing.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Call Park

The Call Park feature allows a station to hold one call against its own telephone number. The held call may then be retrieved from any station by first requesting a Call Park retrieve and then dialing the telephone number against which the call is held. Once a call has been parked against a telephone number, the user is free to originate and receive calls on that number. The Call Park feature is available only in the DMS 100 central office.

Call Forwarding

The Call Forwarding and Call Waiting features are not permitted on the same line. Calls that are forwarded outside the local calling area will result in message toll charges from the called number to the forwarded number.

Busy Line

Automatically transfers incoming calls that encounter a busy condition to an alternative designated line. The number to which calls are transferred is specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

Don't Answer

Automatically transfers incoming calls that encounter a don't answer condition after a preselected number of rings (from 1 to 7) on the subscribing line to an alternate designated line. Because of technical constraints, the actual number of ring cycles may vary slightly from the preset values. The number to which the calls are transferred and the approximate number of ring cycles before a don't answer call is transferred are specified by the customer at the time the feature is ordered. Changes to the feature must be requested from the Company. In certain 5ESS central offices, this feature can be activated or deactivated by the customer. A preset (fixed) or customer programmable (variable) call forward number option is available.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Call Forwarding (Cont'd)

Over Private Facilities

A Digitrex line may establish the automatic routing of incoming calls to a specific dedicated facility which is terminated in that line user's system. The term Private Facility applies to Tie Lines arranged for senderized operation, and the local and toll message network. A recorded announcement is furnished to inform the caller that the call is being forwarded. (C)

Variable

Provides for the automatic transfer of incoming calls to another station inside or outside the system as selected by the station user. The station selected may be the attendant. The attendant or station user may establish the transfer by dialing a code. The quality of transmission for calls utilizing this feature may vary depending on the distance and routing involved.

Call Pickup

Permits a station user of a designated pick-up group to answer a call directed to another station in the group by dialing a code.

Call Rejection

This feature enables a business customer to reject call attempts from up to 15 numbers of calling parties by dialing a code and the telephone numbers of calls to be rejected. Any call attempts to the customer from these numbers will be prevented from terminating to the customer and will instead be connected to an announcement informing the caller that the call is not presently being accepted by the called party. A customer may also reject future calls from the most recent call received by dialing a code after completing the call.

Call Transfer

Call Transfer - Individual All Calls

Allows a station to transfer any call to another station in the system without the aid of an attendant. Also allows a station to hold any call, originate a call to another station inside or outside the system for consultation and add-on to the call for a three-party conference. One person on the final connection must still be within the system.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Call Waiting

The Call Waiting and Call Forwarding features are not permitted on the same line.

Originating

Permits a station user originating a call to direct a call waiting tone toward a busy called station within the same system, whether or not the called station is equipped for Call Waiting service.

Terminating

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that another incoming call is attempting to reach that number. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

Terminating Intragroup

Allows a station user who is engaged in a telephone conversation to be alerted via an audible tone that either an incoming call or an Intercom call is waiting. The station user may, by switchhook operation, hold the first call, answer the second, return to the first, or converse alternatively with both.

Conference Calling

The quality of transmission for call utilizing this feature may vary depending on the distance and the routing involved.

Attendant Dial Controlled

Establishes and controls a conference connection at the attendant's position. Up to five conferees plus the attendant may be connected.

Station Dial Controlled

Establishes and controls a conference connection by the station user. Up to five conferees plus the originating station may be connected.

Counseline

A station user can place any established call on hold by flashing the switchhook and dialing a code. This frees the line to originate another call, or use the Call Pickup feature.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Continuous Redial

This feature allows a business customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A tone alerts the customer when the called number becomes available.

Custom Restriction

Allows a station line to be optioned so that calls may be initiated and received only from within the system.

Data Call Protection

The Data Call Protection feature allows a customer to have the No. Double-Connect option assigned to individual lines within a customer group. This option protects the data calls from interruption. When this option is assigned to a line, connection of test or busy verification circuits to the line will not be allowed while the line is busy. The Data Call Protection feature is available only in the DMS 100 central office.

Data Set Interface

The Data Set Interface enables data units to be used in conjunction with the DMS 100 switch. This interface requires the use of a unique data "card" in the central office. The Telephone Company warrants that the Data Set Interface will function satisfactorily, provided the service loop is no longer than 1.5 airline miles or 8,000 cable feet from the serving central office. The Data Set Interface is available only in the DMS 100 central office.

Deny Terminating

Allows a line to be restricted from call originated outside of the system. Lines equipped with this feature have unrestricted outgoing call capability.

Deny Terminating - Semi-Restricted

Same as Deny Terminating except allows the attendant to transfer a call from the outside to the restricted station line.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Dial Call Waiting

A station line equipped with Dial Call Waiting may optionally provide, by dialing a preset code, an audible Call Waiting tone to a called station line in use in the same system.

Dial 9 Restriction

Will block all call attempts to originate a Dial 9 type call and send the call to reorder tone. Direct Inward Dial (DID)

Allows an incoming call from the exchange or toll network to reach a specific station line without attendant assistance.

Direct Outward Dial (DOD)

Allows a station user the capability of Direct-Outward-Dial calls to the exchange or toll network on a "dial 9" basis.

Directed Call Pickup

Permits any station, by dialing a code, to pick up a call directed toward another station, provided the call telephone permits call pickup.

Barge-In

Permits the dialing of a code from any station to pick up a call which has been answered or is ringing at another telephone, provided the called telephone permits dial pickup. If the called station has been answered, a Three Way call is established.

Non Barge-In

Eliminates the establishment of the Three Way call. Busy tone is provided if the called station has been answered.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Distinctive Ringing/Call Waiting Tone

Allows the customer to distinguish between incoming and Intercom calls by providing distinctive ringing patterns. Station lines equipped for distinctive ringing which are also assigned the Call Waiting feature will receive distinctive tones on incoming and Intercom calls which are waiting. Distinctive Ringing and Call Waiting Tone enables a station user to distinguish up to three types of incoming calls:

- Type A - Intra-system
- Type B - DID, Attendant completed, Tie Lines

Electronic Set Service

Electronic Set Service permits the use of special electronic telephone sets with the DMS 100 digital switch. This service utilizes a unique line "card" to provide communications control for the electronic telephone sets. Each electronic set must have a primary directory number associated with it. The Company will provide service to electronic telephone sets up to a route limit of 1.5 airline miles or 8,000 cable feet from the serving central office. The Electronic Set Service is available only in the DMS 100 central office.

Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic set is called a Multiple Appearance Directory Number (MADN), and may appear on up to 32 separate sets. A maximum of 30 parties are permitted on a single MADN call.

Private Business Number (PBN)

A Private Business Number (PBN) allows the appearance of a "Plain Old Telephone Number (POTS)" as one of the directory numbers on an electronic set. The PBN may not be the primary directory number, nor may it be a number of a MADN group.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Electronic Tandem Switching (ETS)

Provides specialized routing and recording of calls over a private tie line network.

Deluxe Queueing

Deluxe Queueing permits station users to be placed in a queue whenever the first choice route for completing a particular call is already in use. Calls held in queue beyond a predetermined time limit will be removed from the queue and be routed, at the option of the customer, via either subsequent route choices or to overflow tone. Two Queueing arrangements are available:

Off-hook Queue

When a call cannot be completed over the first choice route, the calling station remains off-hook and is held in queue until a facility becomes available.

Ring-back Queue

When a call cannot be completed over the first choice route, the calling station goes on-hook and is called back when a facility becomes available.

Station Message Detail Recording to Premises (SMDR-P)

SMDR-P provides a record, on compatible equipment located at the customer's premises, of call originating from within the system to locations outside the same system. Facility groups may also be designated as requiring originating and/or terminating records.

Account Codes

Account Codes are an SMDR-P option which permits a station user to dial a series of digits (code) which will appear in the SMDR-P record for that particular call. The Account Code can be used by the customer for account or project identification. Adding an Account Code to a call, where arrangements have been made to provide this capability, is at the discretion of the station user. Each customer's Account Codes must contain the same number of digits, not to exceed eight, and must not conflict with on-network code assignments.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Facility Terminations

Allows the subscriber to connect dial-type Tie Lines, Private lines, Private Switched Network Access Lines, Other Common Carrier (OCC) private communication services or similar services, from the Digitrex-type switching equipment to another PBX, Digitrex-type system, or similar system. Similar system is construed to mean any multifunctional system or hybrid key system classified as multifunctional, in addition to any PBX or Digitrex-type system, including: Automatic Call Distributing Systems, adjunct switching systems, facility concentrators, etc. The system may be Company provided, customer provided, or OCC provided and may be located on either the same or different premises as the Digitrex-type system. Private line is construed to mean any intrastate (intrabuilding, intraexchange, interexchange, etc.) or interstate service that directly connects the Digitrex-type service to another PBX, Digitrex-type system, or private network switch or similar system. In addition, these circuits may be used as miscellaneous equipment terminations.

Autovon Dial Access Line

This equipment is used for the termination of military Autovon circuits.

Basic Private Line Termination

This termination provides connection for a category of private lines that includes but is not limited to one-way (in or out) dial tie lines, two-way dial tie lines, dial repeating tie lines, tandem tie lines, private switched network access lines, Enhanced Private Switched Communication Service release link trunks and OCC services. This termination is used for connection to services that operate on a cut-through, call-originating basis.

Basic Senderized Private Line Termination

This termination is used for connection to Company provided dial private line (or similar) services or OCC provided services that operate on a senderized call originating basis.

Digital Facility Interface

This termination provides a digital interface for a high capacity (1.544 mb/s) facility, which terminates on a customer's Digitrex-type system. The hi-cap facility can be used to connect a Digitrex-type system to a Digitrex-type system, a Digitrex-type system to a PBX/Key System, or a Digitrex-type system to an Interexchange Carrier. Tandem capability is available only where facilities and operating conditions permit. This service is not provided on D4 Channel Banks.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Facility Terminations (Cont'd)

Miscellaneous Trunk Termination

This termination is used for the terminations of Foreign Exchange **lines, code** call systems, dictation terminals and loudspeaker paging systems. (C)

Network Access Trunk

This trunk is used to connect a Digitrex-type system to another switched services vehicle and to provide Digitrex-type Custom Calling features.

Toll Access Trunk

Provides manual access to toll operators. This service prohibits Dial 9 Access.

Group Intercom

The Group Intercom (GIC) feature enables a customer to terminate, using abbreviated dialing, on a member of a predesignated group. An Intercom Group can have a maximum size of 10 members, 100 members, 1,000 members or 10,000 members. The GIC group size governs the number of digits in the dialing plan. The Group Intercom feature is available only in the DMS 100 central office.

Hunting

Hunting arrangements available are defined in the Hunting Section, Section 46.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Intercept And Telephone Number Reuse

Allows the system to disconnect individual lines and provide various forms of intercept for them. These include:

Attendant Intercept

Provides Intercept Service to the attendant.

Machine Intercept - Common Announcement

Provides Intercept Service to a common announcement.

Machine Intercept - Dedicated Announcement

Provides Intercept Service to a dedicated announcement.

Selected Line to Attendant

Provides Intercept Service to the attendant. Only available on a 51A Data Link Console.

Selected Number to Subscriber Premises

This option uses the disconnected telephone number as a DID number which is outpulsed to the subscriber's premises and provides one-way intercom calling.

Selected Number to Terminal

Establishes a Multi-Line Hunt Group (MLHG) with a variable amount of lines terminating on the subscriber's premises. Once the MLHG is established, any disconnected number may be routed to the terminals of the MLHG.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Intercom Dialing

Digitrex-CF1G Service

A DCF1-Six Pack line can dial up to five other lines in the same DCF1 group by dialing an access code followed by a single digit. A DCF1-Bell Pack line can dial up to twenty-nine other lines in the same DCF1 group by dialing an access code followed by two digits. A customer utilizing a measured type of line will not be billed a measured rate for Intercom calls originating from a DCF1 line.

Digitrex-CF2, Digitrex-CF3G, Digitrex-CF4G, Digitrex-CNG, Digitrex-CNX, and Group Use

A user can dial other lines on the system on a two-digit, three-digit, or four-digit basis. A customer utilizing a measured type of line will not be billed a measured rate for Intercom calls originating within the system.

Customized Call Management Services - Intercom 6 Number

A user of Intercom 6 Number service can dial up to five other lines in the same package by dialing an access code and a single digit. Two user stations with the same line number cannot access each other using the Intercom feature.

Customized Call Management Services - Intercom 30 Number

A user of the Intercom 30 Number service can dial up to twenty-nine other lines in the same package by dialing an access code followed by two digits. Two user stations with the same line number cannot access each other utilizing the Intercom features.

Last Call Return

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

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Multiple Systems

Allows various systems to be selectively connected together for purposes of abbreviated dialing between systems (number range coordination is required) and joint facility access (Joint User considerations apply). When so connected, separate bills will still be rendered to the individual customers-specified lead telephone number.

Priority Call

This feature allows a business customer to assign a maximum of 15 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list.

Programmable Call Forwarding-Busy Line

This feature allows a CDCN customer to have incoming calls forwarded to another number when the called number is busy. The CDCN customer can activate and deactivate the forwarding feature by dialing a code. The CDCN customer can also establish or change the number to which calls will be forwarded.

Programmable Call Forwarding-Don't Answer

This feature allows a CDCN customer to have incoming calls forwarded to another number if the customer does not answer after a preset number of ringing cycles. The CDCN customer can activate and deactivate the forwarding feature by dialing a code and can establish or change the number to which calls will be forwarded. Customers may also change the number of ring cycles.

Reminder Ring

Provides for a distinctive ringing signal to be furnished to a Call Forwarding - Variable or Call Forwarding Over Private Facilities equipped main station line at the time a call is forwarded.

Selective Call Forwarding

This feature allows a business customer to specify a special list of a maximum of 15 telephone numbers. Incoming calls placed to the customer from telephone numbers on that list will automatically be forwarded to a predefined telephone number. All other calls will be handled normally.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Simplified Message Desk Interface (SMDI)

Provides information regarding the nature of an incoming call to a Message Desk location via a data link between the central office and the customer's premises-located message desk terminal equipment. Call information forwarded to the Message Desk location includes the identity of the station from which the call was forwarded (if the call is intra-office), the originating caller's telephone number, and whether the call was forwarded because the called number was busy or not answered. SMDI is for use with voice messaging service only.

Non-published information may be provided in conformance with a non-disclosure agreement prohibiting the display, storage, or disclosure of non-published information relating to calling numbers outside a customer's Digitrex-type system. The non-disclosure agreement will be signed annually.

Single Digit Feature Access Code

Allows access to certain line features by pressing a single digit on a Touch-Tone dial. Attendant service will be required with this feature. Dialing Digits are assigned to specific functions as follows:

| <u>Digit</u> | <u>Function</u> | <u>Digit</u> | <u>Function</u> |
|--------------|------------------|--------------|----------------------------|
| 1 | Call Hold | 9 | Message Network Calling |
| 2 | Call Pickup | 0 | Attendant |
| 7 | Intercom Calling | * | Call-Forwarding-Deactivate |
| 8 | Network Calling | # | Call Forwarding-Activate |

(The remaining Digits are optionally assignable.)

Six-Way Conferencing

This feature permits the Customized Call Management Services (CDCN) customer to establish a Conference Call with up to six conferees, including the originator. Conferees may be inside or outside the CDCN system. This feature is available where technically feasible.

Source Billing Of Attendant Calls

This feature allows the attendant's billing directory number to be replaced with the source party's billing directory number in all automatic message accounting records which result from a Digitrex attendant extending a call. This change in billing directory number occurs only if the source party belongs to the same system as the attendant. It will not occur if the source party completes the dialing after the attendant selects the trunk facility on outgoing calls.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Speed Calling

A maximum of 127 lines can be equipped for Speed Calling per common block.

Basic

An arrangement which allows the attendant or station user to originate calls by dialing abbreviated codes which have been assigned to frequently called numbers. Changes, additions, or deletions to the line must be made by the Company. Available in Six- and Thirty-code list sizes. Speed Calling - Basic is not available to new subscribers. Digitrex systems may be equipped for either Basic or Enhanced Speed Calling, but not in combination.

Digitrex-CF1G - Bell Pack

Allows a user of a Bell Pack line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to a preprogrammed numbers. Each line in the system can have its own, customer programmable, six-number list but cannot share its list with another line in the system. A 30-number Speed Calling option is also available. However, Intercom Dialing and 30-Number Speed Calling may not be combined on the same system. All lines in the system share access to the 30-number list, with one customer specified line having the ability to reprogram the list.

Digitrex-CF1G - Six Pack

Allows a user of a Six Pack line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to thirty preprogrammed numbers. The DCF1 Six Pack can only subscribe to one 30-number Speed Calling list and all lines in the group share access to that list. One customer specified line has the ability to reprogram the list.

Customized Call Management Services - Speed Calling 6 Number

Allows a user of a Digitrex-CNG I line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by one digit, a customer can dial up to six preprogrammed numbers. Speed Calling 6 and Intercom 6 cannot be combined on the same line.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Speed Calling (Cont'd)

Customized Call Management Services - Speed Calling 30 Number

Allows a user of a Digitrex-CNG I line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code and two digits, a customer can dial up to thirty preprogrammed numbers. A customer has the option of having a thirty number list per line or all lines in the Digitrex-CNG I group share the same list which can be reprogrammed from a customer specified line. Speed Calling 30 and Intercom 30 cannot be combined on the same line.

Customized Call Management Services - Speed Calling 30 Number

- Shared

Allows a user of a Digitrex-CNG I line to abbreviate dialing patterns for frequently called and emergency numbers. By dialing an access code followed by two digits, a customer can dial up to thirty preprogrammed numbers. All lines in a Digitrex-CNG I group share the same list, which can be reprogrammed from a customer specific line. Speed Calling 30 and Intercom 30 cannot be combined on the same line.

Speed Calling - Enhanced (Customer Changeable)

An arrangement which allows the attendant or station user to originate calls by dialing abbreviated codes which have been assigned to frequently called numbers. The customer may change a speed calling list by dialing an access code. Customers may share speed call lists, but only the first line (maximum 127 lines per common block) using the list has the ability to change it. Available in Six- and Thirty-code list sizes. Digitrex systems may be equipped for either basic or enhanced Speed Calling, but not in combination.

Split Service

Permits segregation of station lines for a customer into separate groups (maximum of 25 per system) thereby enabling each group to have a different set of common features. This service can also be used to provide additional Night Numbers and Console Groups.

Station Call Through Test

Allows the customer to access senderized two-way tie lines, two-way Foreign Exchange lines, one-way outgoing trunks, two-way automatic trunks and non-senderized two-way tie lines, and verify the correct operation of these facilities by making a test call from a Digitrex telephone set. A Touch-Tone telephone set and Attendant Access Line must be provided in conjunction with Station Call Through Test.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Station Call Transfer

See Call Transfer.

Station Message Detail Recording - Basic (SMDR-B)

An arrangement to provide a record by station number of originating intercity calls. Station message details include the calling station number, called number, date, time-of-day, length of call and the type of facility used. For calls placed on Message Toll Service (MTS) facilities, the charge incurred is included. Station message details may be provided on calls placed **over CCSA and** MTS facilities but will not include Intercom calls or tie line calls originated by station users. If the customer has ARS Service, SMDR-B can also provide details on FEX and FGA facilities for those calls routed through ARS. Station message details will be provided on magnetic tape. (C)

Station detail is not represented to be a provision of billing detail. The Company assumes no responsibility for reconciling differences between the SMDR and the subscriber's bill.

Station Message Detail Recording To Premises (SMDR-P)

See Electronic Tandem Switching (ETS).

Station Toll Billing

Each Digitrex-type line will receive a billing record of all toll calls.

Three Way Calling

The station user can hold an in-progress call and complete a second call while maintaining privacy from the first call. In addition, the station user may choose to add on the previously held call into a three-way conference. The quality of transmission may vary when calls are forwarded or connected via Three Way Calling depending on the distance and routing involved.

Toll Restriction

This feature prevents toll calls from being placed over a Digitrex station line. Callers will hear a busy tone, all trunks busy tone or any other distinct signal that will indicate that the call cannot be completed.

DIGITREX-TYPE SERVICES

14.2 FEATURES DESCRIPTION (Cont'd)

A. Refer to Service Description for availability on each Digitrex-type Service (Cont'd)

Toll Restriction Enhanced

This feature prevents toll calls from being placed over a Digitrex station line when dialing 9+1, but allows calls when 9+0 is dialed.

Touch-Tone

Touch-Tone signaling is included as part of the Digitrex-type line. Although telephone sets not equipped with tone signaling may terminate in the system, no guarantee of feature capability will be made in respect to those sets. Touch-Tone provides access codes for features using * and # buttons.

Trunk Answer Any Station

Will allow any line in the trunk answer group to be picked up by any other line of the system.

Uniform Call Distribution

Provides a hunting arrangement, which evenly distributes incoming calls to answering positions. Optional features available on a UCD system are:

Digitrex-type Optional Features

The optional features of Speed Calling, and Call Pickup and Hold are available on UCD station lines. If the UCD is equipped, each station line in the UCD system must be so equipped.

Delay Announcements

Provides announcements, to incoming callers waiting in queue slots, of the reason for delay.

Make Busy

To prevent incoming calls to an unattended station or group of stations by use of a key. This feature may be arranged by a station or group of stations or both.

Queueing

The capability of having incoming calls waiting in queue slots until a station is available to take the call. A visual or audible indication is available to alert the customer of the amount of time a call has been waiting in a queue slot. This is available through the Calls Waiting Indication per Unique Timing State is preselected by the customer in timing states set up on waiting period divisible by six seconds.

DIGITREX-TYPE SERVICES

(D)

(D)

14.3 TERMS AND CONDITIONS OF SERVICE

A. General

1. The Digitrex-type features available, their operation, and their interaction with other features, may differ dependent upon the type of central office equipment providing service. Digitrex-type Services require special central office equipment and are not provided in all central offices. The Company may furnish Digitrex-type Services where there is available central office equipment with the proper program updates, as determined by the Company.

B. Digitrex-CF1G

1. Digitrex-CF1G is grandfathered to existing business customers effective February 2, 1990. Service that is moved, changed or disconnected is no longer considered grandfathered.
2. A DCF1 system may be served by Foreign Exchange lines, provided that those lines all originate in the same central office entity.
3. DCF1 is not available on trunks, remote switching systems (RSS), Digitrex systems, payphone services or multi-party service.
4. All access lines terminating in a system must be served by the same central office entity.
5. Exchange access lines for the same customer terminating in different locations served by a single central office entity may be arranged within the same system. For lines terminating at a secondary location in a different central office, an interoffice mileage charge will apply.
6. Digitrex-CF1G standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in Schedule 30, and Section 2: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.

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DIGITREX-TYPE SERVICES

14.3 TERMS AND CONDITIONS OF SERVICE (Cont'd)

B. Digitrex-CF1G (Cont'd)

7. Features from other *Local Terms of Service* sections are not available on DCF1.
8. When a DCF1 system contains both residence and business lines, Hunting and Call

Forwarding-Busy Line features are not permitted between the business and residence lines. If a telephone number change is required to combine a residence line and a business line in one system, no change of telephone number charge is applicable.

C. Digitrex-CF2

1. A customer may choose to combine access lines terminating at different locations into a single DCF2.
2. The DCF2 is not available on trunks, remote switching systems (RSS), Digitrex service, payphone services or multi-party service.
3. Digitrex-CF2 standard and optional features cannot be used in conjunction with the following Custom Calling features, as defined in Schedule 30, and Section 2: Call Waiting, Call Forwarding-Variable, Three-Way Calling, Speed Call 8 and Speed Call 30.
4. The customer may elect to subscribe to DCF2 service on a month-to-month basis or under a Term Pricing Agreement which ensures exemption from Company initiated rate increases on those items covered under the Agreement. The customer may choose a 3- 4-, or 5-year agreement period. An agreement assures rate stability for the agreement period on the Common Equipment and Softpak monthly rates, as well as all DCF2 Optional Line and Group Features excluding Call Forwarding - Busy Line. In addition, a 5% discount is applicable to all DCF2 Optional Line and Group Features. In exchange for the Telephone Company's guarantee of stabilized rates, the customer must agree to retain DCF2 service for the entire agreement period. The Termination Liability/Waiver Policy, as set forth in Section 2, applies to the Term Pricing Agreement. If the customer disconnects before the agreement period expires, a termination charge will apply.

The termination amount will be calculated as specified in the Termination Liability/Waiver Policy, set forth in Section 2.

Cancellation of Service - Should the customer terminate this Agreement, prior to the commencement of service, the customer shall reimburse the Company for non-recoverable expenses incurred.

5. Subscriber "location"
 - a. Subscriber primary location is that subscriber location within the area of their current serving central office designated on the customer's billing record. Any subsequent changes to the primary location are subject to the conditions specified in this schedule.
 - b. Subscriber secondary location is a subscriber location other than the primary location served by one or more basic access lines of the Digitrex-CF2 system.

DIGITREX-TYPE SERVICES

14.3 TERMS AND CONDITIONS OF SERVICE (Cont'd)

C. Digitrex-CF2 (Cont'd)

6. Mileage

The following conditions apply to lines or trunks terminating or originating in different exchanges or central offices.

- a. Feature Group A (FGA) cannot be used as a basic Digitrex-CF2 access line. It can, however, be arranged for use as a Foreign Exchange (FEX). See below, 5.
 - b.
- b. A trunk from another exchange can be connected to the Digitrex-CF2 system. It would be accessed by a 1XX code by the Digitrex-CF2 user and by a seven digit telephone number in the originating exchange. The following charges would apply:
 - (1) Trunk charges from Schedule 6, Foreign Exchange 7 Service, or WN U-8, Section 6, Access Service (FGA), apply.
 - (2) Interexchange mileage charges apply as specified in Schedule 6, Foreign Exchange Service, in addition to the FEX charges above.
 - (3) For each FEX or FGA terminated, a Miscellaneous Trunk Termination charge applies. This charge includes the access code used to access the FEX or FGA on an outgoing call. If the FEX or FGA is used on an incoming basis, the terminating line is included in the Miscellaneous Trunk termination charge.
 - (4) If features are required on the line, additional feature charges apply.
- c. A Digitrex-CF2 line with a telephone number access on the Digitrex-CF2 system that terminates in a set in another exchange has the following charges.
 - (1) Line charges specified in Schedule 6, Foreign Exchange Service, apply.
 - (2) Interexchange mileage charges apply from Schedule 6, Foreign Exchange Service, in addition to the above.
 - (3) If features are required on the line, additional feature charges apply.
- d. A Digitrex-CF2 line with telephone number access on the Digitrex-CF2 system that terminates in a set in another central office in the same exchange has the following charges:
 - (1) Digitrex-CF2 station line charges as specified in Schedule 1, Exchange Access Lines, apply.
 - (2) Interoffice mileage charges apply from Schedule 7, Mileage Rates, in addition to the above.
 - (3) If features are required on the line, additional feature charges apply.

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DIGITREX-TYPE SERVICES

14.3 TERMS AND CONDITIONS OF SERVICE (Cont'd)

C. Digitrex-CF2 (Cont'd)

6. Mileage (Cont'd)

e. A Digitrex-CF2 line with a telephone number access on the Digitrex-CF2 system that terminates in a set in another LATA or in another State has the following charges:

- (1) Line charges as specified in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
(Z)
- (2) Basic Private Line termination charges apply for each private line terminated.
- (3) If features are required on the line, additional feature charges apply.

⁽¹⁾ End User Common Line (EUCL) charges as legislated by the Federal Communications Commission (F.C.C.) are not included in the Term Pricing Agreement, and are subject to change at any time.

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DIGITREX-TYPE SERVICES

14.4 RATES

A. Digitrex-CF1G

The rates and charges following are for Digitrex-CF1G (DCF1) only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

Digitrex-CF1G is grandfathered to existing business customers' effective February 2, 1990. Service that is moved, changed or disconnected is no longer considered grandfathered.

| | <u>Nonrecurring Charge</u> | <u>Residence Rate Per Month</u> | <u>Business Rate Per Month</u> |
|---|--------------------------------|---|--|
| 1. DCF1-Six Pack | | | |
| a. DCF1-Six Pack, first exchange line terminating | \$11.00 | \$5.00 | \$8.00 |
| b. DCF1-Six Pack, each additional line terminating | 11.00 | 4.00 | 7.00 |
| c. DCF1 Speed Calling - 30 number list | | | |
| (1) per list | 11.00 | 5.25 | 5.55 |
| (2) per line sharing list | -- | -- | -- |
| 2. DCF1-Bell Pack | | | |
| a. DCF1-Bell Pack, first exchange line terminating | \$90.00 | -- | \$8.50 |
| b. DCF1-Bell Pack, each additional line terminating | 3.25 | -- | 7.50 |
| c. DCF1 Speed Calling - 6 number list | | | |
| (1) per list | 3.25 | -- | 4.00 |
| d. DCF1 Speed Calling - 30 number list | | | |
| (1) per list | -- | -- | -- |
| (2) per line sharing list | -- | -- | -- |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

A. Digitrex-CF1G (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Residence Rate Per Month</u> | <u>Business Rate Per Month</u> |
|--|--------------------------------|-------------------------------------|------------------------------------|
| 3. Call Waiting – per line arranged | \$3.25 | \$2.15 | \$2.15 |
| 4. Call Forwarding – Variable per line arranged | 3.25 | 1.25 | 1.25 |
| 5. Call Forwarding – Busy Line per Line arranged – Incoming Only | \$3.25/11.00 | 0.20 | 2.00 |
| All Calls | 3.25/11.00 | 0.20 | 2.00 |
| 6. Call Forwarding – Don't Answer per line arranged | 3.25 3.25 | 2.45 1.25 | 2.45 1.25 |
| 7. Distinctive Ringing – per line arranged | 3.25 | 1.00 | 1.00 |
| 8. Call Pickup Basic – per line arranged | 3.25 | 1.00 | 1.00 |
| a. Directed, Barge In | 3.25 | 1.00 | 1.00 |
| b. Directed, Non-Barge In | 3.25 | 1.00 | 1.00 |
| 9. 800 Service – per line arranged | | | |
| a. Call Transfer Series | 20.00 | -- | 2.00 |
| b. 800 Service Call Transfer, Multiline | 20.00 | -- | 1.75 |

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14.4 RATES (Cont'd)

B. Digitrex-CF2

The rates and charges following are for Digitrex-CF2 (DCF2) only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

| | <u>Nonrecurring Charge</u> | <u>REGULAR Rate Per Month</u> | <u>TERM PRICING AGREEMENT Rate Per Month</u> |
|--|--------------------------------|-----------------------------------|--|
| 1. Common Equipment, Per system | \$350.00 | \$60.00 | \$20.00 |
| 2. Basic Packages | | | |
| a. Softpak I, per line | 3.25 | 4.25 | 3.25 |
| b. Softpak II, per line | 3.25 | 4.25 | 3.25 |
| c. Softpak III, per line | 3.25 | 6.25 | 5.25 |
| 3. Miscellaneous Charges | | | |
| a. Change in System code, Per system | 15.00 | -- | -- |
| b. Change in Line Code, Per line | 15.00 | -- | -- |
| 4. Optional Features See Features, IV.H | | | |

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14.4 RATES (Cont'd)

C. Features

Unless otherwise noted, the optional line, group and attendant features following may be used with Digitrex-CF2.

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| 1. Optional Line Features | | |
| a. Call Forwarding | | |
| (1) Call Forwarding - Don't Answer, Fixed, each station line equipped | | |
| (a) Calls incoming to the system | \$ 6.75 | \$ 2.45 |
| (b) Calls incoming to and originating in the system | 5.75 | 1.25 |
| (2) Call Forwarding - Don't Answer, Customer Programmable, ⁽¹⁾ each station line equipped | | |
| (a) To a preset (fixed) call forward number | | |
| (i) Calls incoming to the system | 25.00 | 3.45 |
| (ii) Calls incoming to and originating in the system | 25.00 | 2.25 |
| (b) To a customer programmable (variable) call forward number | | |
| (i) Calls incoming to the system | 20.00 | 3.45 |
| (ii) Calls incoming to and originating in the system | 20.00 | 2.25 |

⁽¹⁾ Available in 5ESS central offices only with the appropriate package.

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

a. Call Forwarding - (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|--------------------------------|---------------------------|
| (3) Call Forwarding-Busy Line, Fixed, each station line equipped Busy Line, fixed, each station line equipped | | |
| (a) Calls incoming to the system | | |
| (i) DCF2 | \$11.00 | \$ 2.00 |
| (b) Calls incoming to and originating in the system | | |
| (i) DCF2 | 11.00 | 2.00 |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

a. Call Forwarding (Cont'd)

(4) Call Forwarding- Busy Line, Customer Programmable ⁽¹⁾

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| (a) To a preset (fixed) call forward number- | | |
| Calls incoming to and originating in the system Digitrex, Group Use, DCF3, Digitrex -CNG | \$25.00 | \$1.10 |
| - DCF2 | 25.00 | 2.00 |
| (5) Call Forwarding-Variable, each station line equipped ⁽¹⁾ | | |
| (a) DCF2 | 4.25 | 1.05 |

⁽¹⁾ Presently only available in 5ESS central offices with the appropriate software package.

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

a. Call Forwarding (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| (6) Call Forwarding Over Private Facilities (not available with DCF2) | | |
| (a) Common equipment, per system equipped | \$100.00 | \$100.00 |
| (b) Each station line equipped | | |

NOTE: A Service Establishment Charge is applicable on a one-time basis in addition to the nonrecurring charge above.

| | <u>Service Establishment Charge</u> | |
|---|-------------------------------------|-----------------------|
| Call Forwarding Over Private Facilities, common equipment | \$400.00 | |
| b. Call Waiting | | |
| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
| (1) Call Waiting -Originating, each station line equipped | \$3.25 | \$2.15 |
| (2) Call Waiting -Terminating, each station line equipped | | |
| (a) DCF2 | 3.25 | 2.15 |
| (3) Call Waiting - Terminating, Intragroup each station line equipped (not available with DCF2) | 3.25 | 2.15 |
| (4) Dial Call Waiting - each station line equipped | 3.25 | 2.15 |

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

c. Call Transfer

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| (1) 800 Service Call Transfer | | |
| (a) Series, per station line equipped | \$20.00 | \$ 2.00 |
| (b) Multiline, per station line equipped | 20.00 | 1.75 |

d. Automatic Call Back

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|----------------------------------|----------------------------|-----------------------|
| (1) Common Equipment, per system | \$40.00 | \$34.00 |
| (2) Per station line equipped | | |
| (a) DCF2 | 2.20 | 0.80 |

NOTE: A service establishment charge is applicable on a one-time basis in addition to the nonrecurring charge above.

| | <u>Service Establishment Charge</u> |
|---------------------------------------|-------------------------------------|
| Automatic Call Back, common equipment | \$440.00 |

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

e. Speed Calling – Basic Automatic Call Back
(not available with DCF2,)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| (1) Six code capacity, each station line or attendant position arranged | \$3.25 | \$1.75 |
| (2) Thirty code capacity, each station line or attendant position arranged | 3.25 | 2.50 |
| (3) Changes, additions or deletions of one or more numbers of the Speed Calling list on the same order, each order | 5.00 | -- |

NOTE: Speed Calling - Basic is available only to subscribers having such service at a location prior to December 11, 1981.

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

f. Speed Calling – Enhanced

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| (1) Six Code individual list | | |
| (a) Six Code list, per list | | |
| (i) DCF2 | \$ 3.25 | \$ 2.75 |
| (2) Thirty Code group list | | |
| (a) First line using the Thirty Code list, per line | | |
| (i) DCF2 | 3.25 | 5.00 |
| (b) Each additional line using the Thirty Code list, per line | 3.25 | 1.00 |

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

g. Distinctive Ringing and Call Waiting Tone Speed Calling – Enhanced

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|-------------------------------------|-----------------------|
| (1) Common equipment for either or both Class B ringing/tone, per system | \$50.00 | \$30.00 |
| (2) Class B ringing/tone, per main station line equipped | 3.25 | 1.25 |
| | <u>Service Establishment Charge</u> | |
| Distinctive Ringing and Call Waiting Tone, common equipment ⁽¹⁾ | \$125.00 | |

h. Call Pickup

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---------------------------------------|----------------------------|-----------------------|
| (1) Basic, per line | \$ 3.25 | \$1.00 |
| (2) Directed - Barge In, per line | 3.25 | 1.00 |
| (3) Directed - Non-Barge In, per line | 3.25 | 1.00 |

⁽¹⁾ A service establishment charge is applicable on a one-time basis in addition to the nonrecurring charge above.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| i. Call Pickup and Call Hold (not available with DCF2) | | |
| (1) Call Pickup and Call Hold, per line | \$ 4.25 | \$ 1.25 |
| j. Dial 9 Restriction, per line | 5.00 | 1.15 |
| k. Custom Restriction, per line | 9.50 | 1.15 |
| Deny Terminating, per line | 9.50 | 1.15 |
| l. Toll Restriction, per line (not available with DCF2) | 12.25 | 0.40 |
| m. Toll Restriction Enhanced | 12.25 | 0.40 |
| n. Automatic Call Transfer, each listed directory number | 20.00 | 2.50 |
| o. Reminder Ring (not available with DCF2) | | |
| (1) Furnished on Digitrex with the initial installation of Call Forwarding Variable or Call Forwarding Over Private Facilities | -- | -- |
| (2) Furnished on Digitrex subsequent to the initial installation of such optional service feature, per station line equipped | 1.00 | -- |
| p. Data Set Interface, each line ⁽¹⁾ | 80.00 | 2.00 |

⁽¹⁾ In addition, a standard access line is required.

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14.4 RATES (Cont'd)

C. Features (Cont'd)

1. Optional Line Features (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| q. Electronic Set Service ⁽¹⁾ | | |
| (1) Primary Directory | | |
| Assumes line rate from Number, each associated class of service | | |
| (2) Electronic Set Interface, each | \$ 5.70 | \$ 1.00 |
| (3) Electronic Set button programming, per button | 5.00 | -- |
| (4) Multiple Appearance of a Directory Number, each | 7.00 | 1.00 |
| (5) Private Business Number, each | 5.00 | 1.00 |
| (6) Adjunct Module, per module | 15.00 | 0.25 |
| r. Message Waiting Interface | | |
| (1) Message Waiting Audible Notification, per line | 18.00 | 1.00 |
| (2) Message Waiting –Visual Notification, per line | 27.00 | 2.50 |
| s. Call Park ⁽²⁾ | | |
| (1) Call Park, per line | 6.35 | 0.75 |
| (2) Change Call Park Recall Time-Out Timer | 6.35 | -- |
| t. Automatic Line, each ⁽³⁾ | 9.35 | 0.50 |
| u. Data Call Protection, each line assigned | 7.60 | 1.25 |
| v. Group Intercom, per line | 9.50 | 2.10 |

⁽¹⁾ Button programming charge is applicable to both primary and extension electronic sets.

⁽²⁾ Three Way Calling/Call Transfer must be assigned to the station in order to activate the Call Park store function.

⁽³⁾ In addition, a standard access line is required.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features

| | | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|-----|---|--------------------------------|---------------------------|
| a. | Automatic Route Selection -Basic (not available with Group Use) | | |
| (1) | Common Equipment, per system | \$1,000.00 | \$125.00 |
| (2) | Each facility terminated in patterns ⁽¹⁾ | 4.75 | 4.00 |
| (3) | Route Selection Patterns with 3 digit translation | | |
| | - With final route to Message Toll Service Network, each pattern | 100.00 | 10.00 |
| (4) | Route Selection Patterns with 6 digit translation | | |
| | - With final route to Message Toll Service Network, each pattern | 500.00 | 20.00 |

⁽¹⁾ A single monthly rate applies per facility regardless of the number of patterns making use of that facility.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

a. Automatic Route Selection -Basic (Cont'd)

(5) Additions and Changes

| | <u>Nonrecurring Charge</u> |
|---|--------------------------------|
| (a) Changes in existing patterns, each pattern | |
| First change on an order | \$50.00 |
| Each additional change on the same order | 2.00 |
| (b) Changes in 3 or 6 digit translation codes, each | |
| First change on an order | 50.00 |
| Each additional change on the same order | 2.00 |

NOTE: Total charge is not to exceed the charge for the initial establishment of a pattern.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

b. Facility Termination (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| (1) Basic Private Line Termination, per trunk | \$48.00 | \$70.00 |
| (2) Basic Senderized Private Line Termination, per trunk | 48.00 | 75.00 |
| (3) Miscellaneous Trunk Termination ⁽¹⁾ | | |
| - Paging | | |
| - FEX, per trunk | 48.00 | 70.00 |
| (4) Network Access trunk, per trunk, DCF2 | 48.00 | 51.60 |
| (5) Toll Access Trunk | 48.00 | 51.60 |
| (6) Autovon Access Line, with or without multi-level precedence or preemption capabilities, each | 48.00 | 70.00 |
| (7) Digital Facility Interface ⁽¹⁾ | | |
| (a) Common Equipment One required per 24 circuit connections | 600.00 | 220.00 |
| (b) Circuit Connections, each circuit | 16.00 | 21.00 |

c. Multiple System Features

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| Interblock Abbreviated Dialing for each system arranged to be reached with abbreviated dialing | \$15.00 | \$10.00 |

⁽¹⁾ The rates and charges for the Digital Facility Interface are in addition to the rates and charges applicable for the appropriate high capacity facility.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

Regardless of the type of intercept selected, no disconnected Digitrex-type Service number will be routed to the Company Intercept Operator.

d. Intercept and Telephone Number Reuse

- (1) Attendant Intercept ⁽¹⁾
 These charges are included as part of the existing Attendant line charges.
- (2) Machine Intercept - Common Announcement ⁽¹⁾
 These charges are included as part of the existing station line charges.
- (3) Machine Intercept - Dedicated Announcement

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|----------------------------|-----------------------|
| (a) One announcement channel and one announcement trunk | \$220.00 | \$100.00 |
| (b) Additional trunk, DCF2 ⁽¹⁾ | -- | 12.00 |
| (c) Subsequent trunk additions to existing machine dedicated announcements: | | |
| (i) First trunk | -- | 12.00 |
| (ii) Additional trunk, DCF2 | -- | 12.00 |
| (4) Selected Line to Attendant (not available with DCF2) | | |
| (a) Intercepted Digitrex Line, each | 20.00 | 1.00 |

NOTE: This option can only be used in conjunction with Intercept option (2) or (3). In addition, it is only available on a 51A Data Link Console.

⁽¹⁾ For options (1) or (2), only one option can be used per customer.

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14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

d. Intercept and Telephone Number Reuse (Cont'd)

(5) Selected Number to Terminal

This service will establish a Multi-Line Hunt Group (MLHG) in the system with a variable amount of lines terminating on the customer's premises. Access Lines are required in addition for each line of the Multi-Line Hunt Group. An Access Line is not required for each intercepted number. Once the MLHG is established, any system number may be routed to the terminals of the MLHG by changing the number to the lead number of the MLHG. An MLHG may have more than one number assigned as the lead number. The customer will determine the length of time the number is intercepted after which it will be changed to standard intercept at no charge to the customer.

| Elements | Nonrecurring Charge | Rate Per Month |
|---------------------------------------|------------------------|-------------------|
| (a) Each Group of Intercept Terminals | \$20.00 | \$20.00 |
| (b) Each Terminal | -- | 5.00 |
| (c) Each Number Intercepted | 20.00 | 1.00 |

(6) Selected Number to Customer Premises

This option uses the system telephone number as a DID number which is outpulsed to the customer's premises and provides one way intercom calling from the system to the customer's telephone equipment. In addition to the charges shown below, DID number and trunk termination charges apply as specified within this *Local Terms of Service*.

| | Nonrecurring Charge | Rate Per Month |
|-----------------------|------------------------|-------------------|
| (a) Per Number Charge | \$10.00 | \$3.50 |

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14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

e. Multiple Position Hunt

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|----------------------------|-----------------------|
| (1) Each Console | \$100.00 | \$15.00 |
| (2) Each Loop | 20.00 | 1.00 |
| (3) Each Queue Slot | 50.00 1 | 5.00 |
| f. Trunk Answer Any Station, per line in TAAS Group | 4.75 | 0.50 |

NOTE: A Service Establishment Charge is applicable on a one-time basis in addition to the nonrecurring charge above.

| | <u>Service Establishment Charge</u> |
|--------------------------|-------------------------------------|
| Trunk Answer Any Station | \$75.00 |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

g. Station Message Detail Recording - Basic

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| (1) Common equipment, per serving Central Office | \$2,000.00 | \$100.00 |
| (2) Each private facility (Private Line) group included in the arrangement | 100.00 | 10.00 |
| (3) Tie Line | 4.75 | 10.00 |
| (4) Carrier access line | 4.75 | 10.00 |
| (5) Each foreign exchange line | 4.75 | 5.00 |
| (6) Message detail charges, each message | -- | 0.02 |
| (7) Directory Assistance Line Summary | | |
| - per account | * | -- |
| - per summary | -- | 0.02 |

(C)

NOTE 1: * See Section 10, Supplemental Billing Service.

NOTE 2: Special test tapes, program reruns, or program modifications requested by the subscriber will be provided only if facilities and operating conditions permit and at estimated costs.

(8) SMDR Service Establishment Charges

The Service Establishment Charge is applicable only at the time the switching equipment is arranged to provide Station Message Detail Recording on either the initial Tie Line, Carrier access line or Foreign Exchange Line for each customer and is applicable to each switching equipment so arranged.

| | <u>Service Establishment Charge</u> |
|-----------------------|-------------------------------------|
| Tie Line | \$1,000.00 |
| Carrier | 1,000.00 |
| Foreign Exchange Line | 1,000.00 |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

h. Electronic Tandem Switching Features (ETS)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|-------------------------------------|-----------------------|
| (1) Deluxe Queuing | | |
| (a) Common equipment | \$ 820.00 | \$110.00 |
| - Ring-back queue slots, each | 4.75 | 11.00 |
| (2) Station Message Detail Recording - Premises (SMDR-P) ⁽¹⁾ | | |
| (a) Central office equipment | | |
| (i) Common equipment, each | 1,000.00 | 710.00 |
| | <u>Service Establishment Charge</u> | |
| (3) Station Message Detail Recording -Premise | \$2,625.00 | |
| (a) Per facility terminated in ARS-D or UN/AAR patterns when the system is equipped for originating records, each ⁽²⁾ | 7.25 | 5.35 |
| (b) Per tie line facility equipped for terminating records, each | 7.25 | 0.50 |

⁽¹⁾ A Service Establishment Charge is applicable on a one-time basis in addition to the nonrecurring charge above.

⁽²⁾ Applies to each facility terminated in ARS-D or UN/AAR patterns whether or not an originating record is provided to the customer.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

i. Conference

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| (1) Station Line or Attendant Line with Access to Pooled Conference Trunks, per line | | |
| (a) DCF2 | \$ 3.25 | \$ 5.00 |

j. Uniform Call Distribution

| | | |
|---|-------|-------|
| (1) UCD per hunt group ⁽¹⁾ | 32.00 | -- |
| (2) Each station line in the hunt group | 8.75 | 0.40 |
| (3) Queueing ⁽²⁾ | | |
| (a) Common Equipment | 85.00 | 6.00 |
| (b) Each queue slot ⁽³⁾ | 4.75 | 10.00 |

(1) Limit of one hunt group per UCD system.

(2) If a UCD system is equipped for Queueing, each station line must be so arranged.

(3) At least one queue slot is required per Foreign Exchange and 800 Service line served from a different central office.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

j. Uniform Call Distribution (UCD)

(3) Queueing (Cont'd)

(c) Line Additive for Incoming Call Queueing

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|----------------------------|-----------------------|
| (i) Exchange Access Additive per station line in queue | \$ 4.75 | \$37.00 |
| (ii) Intercom Additive per station line in queue | 4.75 | 23.00 |

In a UCD system equipped for queueing, charge for:

- Station Line
- Queueing arrangement for each station line
- Line additive - Exchange access per station line in queue
- Intercom additive per station line in queue

If station line is restricted to intercom only, charge for:

- Station Line
- Queueing arrangement per station line
- Line additive for incoming call Queueing per station

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|----------------------------|-----------------------|
| (d) Calls Waiting Indication Per Unique Timing State ⁽¹⁾ | \$85.00 | \$4.30 |

⁽¹⁾ In addition, for each Unique Timing State, apply rates for a Type 1001 Intra-exchange, half-duplex channel from the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. Limit of three (3) Unique Timing States per UCD System. (T) (Z)

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

j. Uniform Call Distribution (UCD) (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|----------------------------|-----------------------|
| (4) Make Busy Arrangements ⁽¹⁾ | | |
| (a) Per group of station lines | \$ 85.00 | \$ 1.70 |
| (b) Per station line | 85.00 | 1.70 |
| (5) Delay Announcements ⁽²⁾ | | |
| (a) Per Announcement Channel | 85.00 | 50.00 |
| (b) Per Announcement Access Trunk | 19.75 | 9.80 |
| (c) Per station line | 4.75 | 1.40 |

k. Single Digit Feature Access Plan
 (not available with Group Use)

| | | |
|---|----------|---|
| (1) Single Digit Feature Access, per Common Block | 1,000.00 | – |
|---|----------|---|

⁽¹⁾ In addition, apply rates for a Type 1001 Intraexchange, half-duplex channel from the Private Line Transport Services Catalog No. 2

⁽²⁾ Limit of one Announcement Channel per UCD system.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

2. Optional Group Features (Cont'd)

I. Split Service (not available on DCF2)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|------------------------------------|---------------------------|
| (1) First common block | Included in Basic Digitrex Service | |
| (2) Each additional common block (excluding common block required for dormitory service) | \$ 350.00 | \$ 40.00 |
| m. Simplified Message Desk Interface ^(1, 2) | | |
| (1) Common Equipment | 2,100.00 | 130.00 |
| (2) Input/Output channel, each | 3.25 | 230.00 |
| (3) Message Desk, each | 3.25 | 0.60 |
| (4) Per system line equipped | 11.00 | 0.15 |

⁽¹⁾ A 1200-baud Private Line from the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line (T) Transport Services Catalog No. 1, and a customer provided message desk modem and terminal (Z) equipment hardware will also be required.

⁽²⁾ An audible message waiting tone is available upon request at no additional charge.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

3. Attendant Features

a. Digitrex Attendant

(1) Cordless, standard type (51A)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|--|--------------------------------|---------------------------|
| Central Office data link equipment, each | \$2,115.00 | \$265.00 |

(2) Central Office Equipment 50B Console

(a) Attendant Access Line See Section 109
for rates

(b) Circuit Group Busy Indication ⁽¹⁾
Common equipment, per circuit group \$65.00 \$ 9.00

⁽¹⁾ In addition, charges and rates apply as specified for a 1000 Series Control Channel from the CenturyTel of Washington, Inc. d/b/a CenturyLink Private Line Transport Services Catalog No. 1. (Z)

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

3. Attendant Features (Cont'd)

a. Digitrex Attendant (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Rate Per Month</u> |
|---|----------------------------|-----------------------|
| (3) Attendant Call Through Test Per Digitrex System equipped | \$100.00 | \$ 50.00 |

b. Digitrex-CF2 Attendant

| | | |
|---------------------------|---|--|
| (1) Attendant Access Line | See Section 10, Digitrex-type Services, for rates | |
|---------------------------|---|--|

c. Group Use Attendant

| | | |
|---|------------|----------|
| (1) Central Office data link equipment, each | \$2,115.00 | \$265.00 |
|---|------------|----------|

d. Digital Service

| | | |
|--|--------|-------|
| (1) Attendant Set Interface | | |
| (a) Attendant Interface | 435.00 | 40.00 |
| (b) Attendant console button programming charge | 6.00 | -- |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

4. Optional Feature Tapered Rates
 (not available on DCF2) (Cont'd)

| | | <u>Rates Per Month *</u> | | | |
|--|----------------------------|---------------------------------------|---------------------------------------|--|---|
| | <u>Nonrecurring Charge</u> | <u>First 25 Lines Equipped (1-25)</u> | <u>Next 50 Lines Equipped (26-75)</u> | <u>Next 75 Lines Equipped (76-150)</u> | <u>Over 150 Lines Equipped (151 & Over)</u> |
| a. Speed Calling | | | | | |
| (1) Six code, per line equipped | \$3.25 | \$2.75 | \$2.30 | \$1.85 | \$1.40 |
| (2) Thirty code, per line equipped | 3.25 | 5.00 | 4.20 | 3.40 | 2.50 |
| (a) Each add'l line equipped using list, per line equipped | 3.25 | 1.00 | 0.85 | 0.70 | 0.50 |

* Rate tapers are based upon the number of lines equipped with the specific features at a location.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

C. Features (Cont'd)

4. Optional Feature Tapered Rates
(not available on DCF2) (Cont'd)

| | | <u>Rates Per Month *</u> | | | | |
|-----------------------------------|---------------------------------|----------------------------|---------------------------------------|---------------------------------------|--|---|
| | | <u>Nonrecurring Charge</u> | <u>First 25 Lines Equipped (1-25)</u> | <u>Next 50 Lines Equipped (26-75)</u> | <u>Next 75 Lines Equipped (76-150)</u> | <u>Over 150 Lines Equipped (151 & Over)</u> |
| b. Call Forwarding | | | | | | |
| (1) | Busy Line, equipped | \$4.25 | \$ 0.10 | \$ 0.10 | \$ 0.05 | \$ 0.05 |
| (2) | Don't Answer, per line equipped | 5.75 | 1.25 | 1.00 | 0.75 | 0.55 |
| (3) | Variable, per line equipped | 4.25 | 1.05 | 0.85 | 0.70 | 0.60 |
| c. Call Pickup, per line equipped | | | | | | |
| | | 3.25 | 1.00 | 0.85 | 0.70 | 0.50 |
| d. Call Waiting | | | | | | |
| (1) | Originating, per line equipped | 3.25 | 2.15 | 1.80 | 1.45 | 1.10 |

* Rate tapers are based upon the number of lines equipped with the specific features at a location.

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

D. Customized Call Management Services (CDCN)

The rates following are for CDCN only and are in addition to the applicable service charges, monthly rates and nonrecurring charges for access lines and other services or equipment with which they are associated.

1. Monthly Rates

| | Monthly Rate <u>Business</u> |
|---|---------------------------------|
| a. Basic Package, per exchange access line, including Call Hold, Call Transfer, Three-Way Calling, Touch-Tone, per line | \$5.00 |
| b. Optional Features | |
| - 800 Service, per line arranged | |
| - Call Transfer Series | 2.00 |
| - 800 Service Call Transfer, Multiline | 1.75 |
| - Call Forwarding-Busy Line, per line arranged | |
| - Incoming only | 2.00 |
| - All Calls | 2.00 |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

D. Customized Call Management Services (CDCN) (Cont'd)

1. Monthly Rates (Cont'd)

b. Optional Features (Cont'd)

| | <u>Monthly Rate Business</u> |
|--|----------------------------------|
| - Call Forwarding- Don't Answer, per line arranged | |
| - Incoming only | \$2.45 |
| - All Calls | 1.25 |
| - Call Forwarding- Variable, per line arranged | 1.25 |
| - Call Pickup Basic, per line arranged | 1.00 |
| - Call Rejection, per line | 3.50 |
| - Call Waiting, per line arranged | 2.00 |

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DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

D. Customized Call Management Services (CDCN) (Cont'd)

1. Monthly Rates (Cont'd)

b. Optional Features (Cont'd)

| | <u>Monthly Rate</u> <u>Business</u> |
|---|--|
| - Continuous Redial, per line | \$2.50 |
| - Distinctive Ringing, per line arranged | 1.00 |
| - Intercom 6 Number- per system | 3.00 |
| - Intercom 30 Number - per system | 6.00 |
| - Last Call Return, per line | 2.50 |
| - Priority Call, per line | 2.50 |
| - Programmable Call Forwarding, - Busy Line, per line | 4.50 |
| - Programmable Call Forwarding, - Don't Answer, per line | 3.50 |
| - Selective Call Forwarding, per line | 2.50 |
| - Six-Way Conferencing | 5.00 |
| - Speed Calling 6 Number, per line | 2.00 |
| - Speed Calling 30 Number, per line | 2.50 |
| - Speed Calling 30 Number-Shared, first line | 6.00 |
| - each additional user | 1.00 |

DIGITREX-TYPE SERVICES

14.4 RATES (Cont'd)

D. Customized Call Management Services (CDCN) (Cont'd)

2. Nonrecurring Charges

a. One nonrecurring charge applies per line, per customer request to:

- (1) Establish Standard Feature Package.
- (2) Establish optional feature(s) and miscellaneous line terminating arrangements unless adding at the time the Standard Feature Package is established.
- (3) Change optional feature(s) in an existing arrangement.

Nonrecurring Charge
Business

- per line

\$11.00

b. The nonrecurring charge will not apply:

- (1) To discontinue all optional features
- (2) To discontinue one or more features when the remaining features stay the same.

c. There is no minimum period of service for CDCN.

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DIGITREX- CNG MANAGEMENT SYSTEM

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DIGITREX- CNG MANAGEMENT SYSTEM

15.1 DESCRIPTION

A Service

Digitrex-CNG Management System (DCN)

DCN is a computer software program that provides the customer access to their data base for the purpose of general data base inquiry; the ability to move, add, delete and change features; the ability to move and change lines; and the generation of Basic Management Reports. DCN is available to customers with Integrated Service Digital Network (ISDN) systems served by a 1AESS, 1ESS, DMS100 or 5ESS central office.

B. Features

1. Standard

- a. Inquiry - The ability to immediately access a data base to review the status of the lines and features of the customer's system.
- b. Move, Add, Delete and Change - The ability to perform telephone number changes and to move, add delete or change most features of the system from customer provided equipment located on the customer's premise.
- c. Basic Management Reports - The ability to design and create management reports regarding the customer's system. These reports vary by switch type and may change with software updates.

DIGITREX- CNG MANAGEMENT SYSTEM

15.2 TERMS AND CONDITIONS OF SERVICE

- A. The Company will furnish and maintain DCN software for use by the customer.
- B. The customer must obtain and maintain a compatible computer terminal for use with DCN.

The computer terminal is Customer Premises Equipment (CPE), and therefore, will not be furnished by the Company. Also, an associated telephone line is required, which is in addition to the rates and charges for DCN.
- C. The customer can utilize inquiry anytime, 22 hours a day, seven days a week, from the DCN database. Management Reports can be required anytime, 22 hours a day, seven days a week. The Company reserves all rights to take the DCN computer down for maintenance or software updates as required. When possible, this will be done during off-peak hours and customers will be warned in advance. Move, add, delete and change requests are processed once a day unless the customer subscribes to Priority Service.
- D. The Company will process change requests, accumulated in the DCN throughout the day, during off-peak load hours. These requests will be processed overnight or at a customer specified future date. All normal and emergency central office functions have priority over customer requested change requests. The Company assumes no responsibility for change requests delayed by such priority functions.
- E. If requested, the Company will provide the customer a list of features able to be managed by DCN at initial installation based on the serving wire center technology. The Company reserves the right to upgrade or change the provisioning methodology of DCN at any time. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.
- F. The Company establishes limits on the number of lines that can be equipped with a feature, depending on the quantity of features purchased. Information will be provided through DCN as to what these limits are. The customer may add, move delete or change features through DCN within such limits. Additions above the subscribed limits of DCN will not be processed.
- G. New connects and disconnects of lines are not permitted through DCN.
- H. The customer assumes full responsibility for those features managed by DCN. The Company will not maintain a record of which features are on each line, but only a total count of the number of features purchased. For maintenance purposes, the Company will rely on remote access to the customer's DCN database. The customer's DCN operator must screen all end user trouble reports prior to reporting to the Company.

DIGITREX- CNG MANAGEMENT SYSTEM

15.2 TERMS AND CONDITIONS OF SERVICE (Cont'd)

- I. Since DCN software allows the customer to move and change telephone numbers (commonly known as "number swaps") within their system, the customer will be responsible for labeling the demarcation point when number swaps occur. All maintenance calls to the Company which do not prove to be on the Company side of the demarcation point will result in the application of maintenance of service charges, regardless of whether the demarcation point is accurately labeled.
- J. The customer is not allowed to move or change telephone numbers extended outside of the central office serving the customer's system.
- K. If requested, the Company will provide the customer a list of features able to be managed by DCN at initial installation based on the serving wire center technology. The Company reserves the right to upgrade or change the provisioning methodology of DCN at any time. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.
- L. The Company establishes limits on the number of lines that can be equipped with a feature, depending on the quantity of features purchased. Information will be provided through DCN as to what these limits are. The customer may add, move delete or change features through DCN within such limits. Additions above the subscribed limits of DCN will not be processed.
- M. New connects and disconnects of lines are not permitted through DCN.
- N. The customer assumes full responsibility for those features managed by DCN. The Company will not maintain a record of which features are on each line, but only a total count of the number of features purchased. For maintenance purposes, the Company will rely on remote access to the customer's DCN database. The customer's DCN operator must screen all end user trouble reports prior to reporting to the Company.

DIGITREX- CNG MANAGEMENT SYSTEM

15.3 RATES

A. Applications

1. Nonrecurring charges do not apply when the customer moves, adds, deletes or changes features through DCN, nor do they apply when the customer moves or changes lines through DCN.
2. Customers managing features with DCN must purchase such features in incremental blocks of 10 each. The total number of blocks of features purchased will be indicated on the customer's bill. The total number of features purchased will be within the limit established in the DCN.
3. Charges for features added through DCN carry the same recurring charge as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
4. The charge per line for DCN applies to all lines of the system, even though some lines may be designated as not changeable.
5. Initial training of the customer in the use of DCN is included at the time of initial installation.
6. If DCN is removed, the nonrecurring charge per feature will apply to reestablish the association between lines and features in the customer's record.
7. If the customer moves his system from one wire center to another, and telephone number changes are involved, a subsequent charge to reestablish the DCN data base will apply (see DCN Subsequent System Establishment charge identified in Section 5).

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DIGITREX- CNG MANAGEMENT SYSTEM

15.3 RATES (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| B. Rates | | |
| 1. System Provisioning | | |
| - Inquiry; Move, Add, Delete and Change; Basic Management Reports per line | N/A | \$0.75 |
| 2. System Establishment | | |
| - Initial | \$1,000.00 | N/A |
| - Subsequent | \$1,000.00 | N/A |

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DIGITREX – PLUS SERVICE

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DIGITREX – PLUS SERVICE

16.1 DESCRIPTION

- A. Digitrex Plus Service is a business communications system that consists of Digitrex Plus station lines served from the same central office switch in a wire center. All station lines must be assigned as a single system referred to as an individual customer group and billed as one system. Each station line is equipped with a common set of standard features as listed in B. following and may also be equipped with optional features listed in C. following.

Digitrex Plus station lines may have either non-restricted access to the public switched network (non-blocking) or restricted access (blocking) to the public switched network. Customers desiring restricted access must subscribe to Network Access Registers (NARS). Customers desiring non- restricted access must subscribe to Digitrex Plus usage charges as found within this Local Terms of Service.

A customer may have multiple service address locations served by one system however each service address will be treated as a separate and unique customer service address.

- B. Digitrex Plus standard features include the following features depending upon the technical availability of such feature in the serving central office switch:
- Audible Message Waiting
 - Automatic Call Back
 - Call Forwarding - Busy Line
 - Call Forwarding - Don't Answer
 - Call Forwarding - Variable
 - Call Hold
 - Call Park
 - Call Pickup - Call Waiting
 - Call Forwarding of Call Waiting Calls
 - Dial Originating
 - Originating
 - Terminating
 - Cancel Call Waiting

DIGITREX – PLUS SERVICE

16.1 DESCRIPTION (Cont'd)

B. Digitrex Plus standard features include the following features depending upon the technical availability of such feature in the serving central office switch: (Cont'd)

- Conference Calling
- Data Call Protection
- Direct Inward Dialing
- Direct Outward Dialing
- Distinctive Ringing/Distinctive Call Waiting Tone
- Executive Busy Override
- Hunting
- Individual Line Billing
- Intercept
- Intrasystem Calling
- Last Number Redial
- Line Restrictions
- Make Set Busy
- Network Speed Call
- Outgoing Trunk Queuing
- Speed Calling
- Three-Way Calling/Consultation Hold/Call Transfer
- Touch-Tone
- Trunk Answer Any Station (Night Service)

DIGITREX – PLUS SERVICE

16.1 DESCRIPTION (Cont'd)

C. Digitrex Plus optional features include the following features depending upon the technical availability of such feature in the serving central office switch:

- Account Codes
- Attendant Access Line Service
- Attendant Set Interface ⁽¹⁾
- Authorization Codes
- Automatic Route Selection (ARS)
 - Facility Restriction Level ⁽²⁾ Time of Day Control
 - Expensive Route Warning Tone
- Call Forwarding via Private Facilities
- Digitrex Management System (DCN)
- Direct Inward System Access (DISA) ⁽¹⁾
- Electronic Set Service ⁽¹⁾
 - Auto Answer Back
 - Automatic Dial
 - Automatic Line
 - Business Set Call Forward Per Key
 - Business Set Inspect Key
 - Call Forward Reason Display
 - Direct Station Station/Busy Lamp Field
 - Display Called Number
 - Display Calling Number
 - Executive Message Waiting Fast Transfer
 - Group Intercom
 - Group Intercom All Calls Message Center
 - Message Waiting Set
 - Originating/Terminating Line Select
 - Privacy Release
 - Query Time
 - Station Camp-on

⁽¹⁾ Available only from a DMS-100 Central Office.

⁽²⁾ Available only from a 5ESS Central Office.

DIGITREX – PLUS SERVICE

16.1 DESCRIPTION (Cont'd)

C. Digitrex Plus optional features include the following features depending upon the technical availability of such feature in serving central office switch: (Cont'd)

- Hot Line
- Loudspeaker Paging
- Message Waiting Visual
- Multiple Position Hunt
- Music on Hold ⁽¹⁾
- Music on Hold System ⁽²⁾
- Remote Access
- Station Message Detail Recording
- Time of Day NCOS (Network Class of Service) Update ⁽¹⁾
- Time of Day Routing ⁽¹⁾
- Trunk Verification From Designated Station ⁽¹⁾
- Uniform Call Distribution

⁽¹⁾ Available only from a DMS-100 Central Office.

⁽²⁾ Available only from a 5ESS Central Office.

DIGITREX – PLUS SERVICE

16.1 DESCRIPTION (Cont'd)

- D. Miscellaneous facility terminations are those lines and trunks which are not a basic part of the Digitrex Plus system, e.g., Voice Grade **Circuits, etc.**, but which require Digitrex Plus switching capabilities in order to be directly accessed by Digitrex Plus station lines in an abbreviated dialing pattern, e.g., 1XX code. (C)
- E. Split service common equipment is required when a Digitrex Plus customer desires to segregate Digitrex Plus station lines into a separate group of lines with unique and/or a different set of common system features but all the lines are still part of the same Digitrex Plus system.
- F. Digitrex Plus Service and features are provided up to the Company's side of the network demarcation point specified herein. The customer will be responsible for provision of all wire and/or cable facilities on the customer's side of the network demarcation point. Any such facilities installed by the Company on the customer's side of the network demarcation point will be provided on a time and materials basis.

DIGITREX – PLUS SERVICE

16.2 CONDITIONS

- A. Customers may interconnect their Digitrex Plus system to other switching systems (e.g., PBX, Digitrex Plus or to a Long Distance Carrier POP) through the use of Voice Grade Circuits found in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
(Z)
- B. Temporary suspension, either full or partial, of Digitrex Plus Service is not permitted. Seasonal disconnects are allowed providing all monthly rates and charges still apply.
- C. Where a Digitrex-type customer elects to convert to Digitrex Plus Service, nonrecurring charges do not apply to existing Digitrex type station lines, terminating facility arrangements, and optional service features converting to Digitrex Plus as long as the existing system continues to be served by the same central office switching equipment; there is no interruption of service; and there are no moves, changes or additions to the existing system and the customers contract length is equal to or longer than the existing contract.
- D. Customers will be responsible to furnish all premises wiring, terminal equipment and jacks used with the Digitrex Plus Service.
- E. The rates and charges specified for Digitrex Plus are in addition to the regular rates and charges for the services with which the Digitrex Plus may be associated, e.g., Wide, Area Telecommunications Service, Voice Grade Circuits, etc.
- F. One primary directory listing is furnished without charge for each Digitrex Plus system. Directory listings of station lines may be provided at the regular business additional listing rate as specified in Section 5.7 of the Exchange and Network Services Tariff.
- G. Intercept service will be provided on individual listed directory numbers only when a total Digitrex Plus disconnection occurs.
- H. Customers can use their existing telephone numbers as a Digitrex Plus station line number as long as the existing number and Digitrex Plus system are served by the same central office switch.
- I. Each customer will be required to sign an agreement for the furnishing of services on a rate stabilized basis. The agreement is subject to the terms of this Termination Liability/Waiver Policy as set forth in Section 2.

DIGITREX – PLUS SERVICE

16.2 CONDITIONS (Cont'd)

J. After the service date, if a customer removes, in whole or in part, main station lines to a level that is less than 60% of the initial number of main station lines, a termination charge shall apply. The termination charge will be calculated as specified in the Termination Liability/Waiver Policy as set forth in Section 2.

K. Nonrecurring charges can be spread over the life of the agreement at the present cost of money to the Company.

L. Multiple Customer Service Address Locations Multiple customer service address locations may be served by one Digitrex Plus System

The customer must designate one service address as the primary location. Each additional service address will be billed as the primary location, beginning with the 1-20 station line rate for each station line as described in III. RATES AND CHARGES GENERAL, following.

M. Digitrex Plus Service is not available on payphone services or multiparty service.

N. Digitrex Plus station lines located at a service address in different exchanges or central offices but are part of the same Digitrex Plus system are subject to rates and charges found in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1. (T)
(Z)

O. The quality of transmission for calls utilizing Call Forwarding or Conference Calling may vary depending on the distance and routing involved. For an enhanced quality of transmission, line conditioning is available at appropriate rates and charges as found in Section 5.4 of the Exchange and Network Services Tariff.

P. Digitrex Plus Service requires special central office equipment and is not provided in all central offices. The Company may furnish Digitrex Plus where there are available facilities and central office equipment, with the proper program updates, as determined by the Company.

Q. Digitrex Plus optional features will be furnished only where facilities and conditions permit.

R. Digitrex Plus telephone numbers may be sequential or nonsequential. Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Customers requesting that some individual numbers in an existing sequential block be removed from the block and assigned as individual numbers on another system will be charged a Block Compromise Charge as specified for Direct Inward Dialing Service, found in Section 5.3.4 of the Exchange and Network Services Tariff.

S. Customers may reserve additional telephone numbers for future use at the rates specified for Direct Inward Dialing Service.

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DIGITREX – PLUS SERVICE

16.3 RATES AND CHARGES – GENERAL

- A. Each Digitrex Plus station line is comprised of a Digitrex Plus Network Access Channel from Section 9.1.16 and a standard feature package, which includes Three-Way Calling, Consultation Hold, Call Transfer, and Intrasystem Calling. The remaining standard features as defined in I. DESCRIPTION B. of this Price List, may be selected on a line-by-line basis as determined jointly by the customer and the Company.
- B. Rates and charges for the Digitrex Plus station lines will be charged according to the number of station lines per customer service address location. Each different customer service address location will begin with the one to twenty station line charges. The station lines between twenty-one to fifty will have different rates and charges. Station lines for fifty-one and over will be charged according to the distance of the station line from the serving wire center, in quarter mile increments.
- C. The sum of the end user common line charge (EUCL), and the Standard Feature Package charge will remain the same during the rate stability term.

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DIGITREX – PLUS SERVICE

16.4 RATES AND CHARGES – COMMON SWITCHING ELEMENTS

A. Miscellaneous Nonrecurring Charges

Nonrecurring Charge

| | | |
|---|--------------------------------|-------------------------|
| Change from blocking to nonblocking system or Nonblocking to blocking system, per line | \$5.25 | |
| B. Common Equipment ⁽¹⁾ | | |
| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
| - Digitrex Plus common equipment, per system | \$125.00 | \$40.00 |
| - split service common equipment, each customer group | 125.00 | 40.00 |
| C. Additions or Changes for subsequent installation of one or more Standard or Optional Features to a station line | 6.25 | -- |

⁽¹⁾ The above charge is in addition to all other applicable charges for each main or extension station line.

DIGITREX – PLUS SERVICE

16.4 RATES AND CHARGES – COMMON SWITCHING ELEMENTS (Cont'd)

D. Standard Feature Package per service address location ⁽¹⁾ (Cont'd)

Month-to-Month Standard Feature Package, per main station line, extension station line, each

Monthly Rate

| | |
|--------------------------------|---------|
| 1-20 station line, each | \$11.00 |
| 21 - 50 station line, each | 11.00 |
| 51 and over station line, each | 11.00 |

Rate Stabilized Standard Feature Package, per main station line, extension station line, each

| | <u>12 to 35 Months</u> | <u>36 to 59 Months</u> | <u>60 Months</u> |
|--------------------------------|----------------------------|----------------------------|----------------------|
| 1-20 station line, each | \$6.95 | \$6.81 | \$6.68 |
| 21 - 50 station line, each | 3.64 | 3.51 | 3.37 |
| 51 and over station line, each | 1.44 | 1.30 | 1.17 |

DIGITREX – PLUS SERVICE

16.4 RATES AND CHARGES – COMMON SWITCHING ELEMENTS (Cont'd)

E. Miscellaneous Facility Arrangements ⁽¹⁾

Provides for termination of special facilities into the system.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| 1. Voice grade circuit, each | | |
| - per circuit group | \$160.00 | -- |
| - each facility in group, | 20.00 | \$27.00 |
| 2. Foreign exchange service/ foreign central office circuit | | |
| - per trunk group | 135.00 | -- |
| - each facility in group | 21.00 | 27.00 |
| 3. Miscellaneous trunk termination, Dial Dictation, | | |
| - per trunk group, each | 160.00 | -- |
| - each facility in group | 20.00 | 27.00 |

(D)
 (D)
 (D)
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 (T)

F. Digital Facility Interface

1. Description

This termination provides a digital voice grade circuit interface for a high capacity (1.544 Mbps) facility, which interconnects to other switching systems.

2. Regulations

The rates and charges for the digital facility interface are in addition to the rates and charges applicable for the appropriate high-capacity facility. All current rules and regulations, including Federal regulations apply to the application of the high-capacity facility.

Digital facility interface will only be offered to Digitrex Plus customers.

⁽¹⁾ Applies to termination charges only.

(D)
 (D)

DIGITREX – PLUS SERVICE

16.4 RATES AND CHARGES – COMMON SWITCHING ELEMENTS (Cont'd)

F. Digital Facility Interface (Cont'd)

2. Regulations (Cont'd)

| | Nonrecurring Charge ⁽¹⁾ | Monthly Rate |
|--|---------------------------------------|-----------------|
| a. Common equipment per ⁽²⁾ digital interface unit, per 1.544 Mbps facility | \$600.00 | \$180 .00 |
| b. Circuit connections ⁽²⁾ | | |
| (1) Digitrex Plus system to Digitrex Plus system, per circuit end | 16.00 | 11.50 |
| (2) Digitrex Plus to private branch exchange/key, per circuit | | |
| - Blocked Digitrex Plus | 16.00 | 11.50 |
| - Non-blocked Digitrex Plus | 16.00 | 26.50 |
| - Digitrex Plus Direct Inward Dialing numbers, per number ^(3,4,5) | 1.00 | 0.15 |
| (3) Digitrex Plus to interexchange carrier, per circuit | 16.00 | 11.50 |

⁽¹⁾ Applies on initial and subsequent activity.⁽²⁾ For Digitrex Plus to Digitrex Plus connections two digital facility interfaces will be required, one at each end.⁽³⁾ Applies only when connecting to a PBX switch.⁽⁴⁾ Blocked Digitrex Plus Service - requires the use of a Network Access Register and Digitrex Plus station line for each M62, circuit connection.⁽⁵⁾ Non-blocked Digitrex Plus Service - requires the use of Digitrex Plus usage, CUD and Digitrex Plus station line for each EJ9, circuit connection.

DIGITREX – PLUS SERVICE

16.5 STANDARD FEATURES - DESCRIPTION

Audible Message Waiting - When a Digitrex Plus user goes off-hook a stutter dial tone is provided to indicate a message is waiting.

Automatic Callback - Provides an arrangement that permits a line user, when attempting an intercom call to a busy line, to be automatically connected to that line when both the called and calling lines are subsequently idle.

Call Forwarding-Busy Line - Provides for forwarding of incoming calls to a preselected telephone number, when the called station is busy.

Call Forwarding-Don't Answer - Provides for forwarding of incoming calls to a preselected telephone number, when the called station does not answer after a predetermined number of ringing cycles.

Call Forwarding-Variable - Allows a user to automatically forward incoming calls to any other number.

Call Forwarding of Call Waiting Calls - Allows users with both the Call Waiting and Call Forward Don't Answer features to have calls directed to a predetermined destination when the called station does not answer a call waiting call.

Call Hold - Allows a station user to hold any call in progress, by dialing a code.

Call Park ⁽¹⁾ - Allows a user to hold or "park" a call by dialing a code that can be retrieved from any station by dialing another code.

Call Pick-Up - Enables a station user to answer calls directed to other specified stations by dialing a special code.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.5 STANDARD FEATURES – DESCRIPTION (Cont'd)

Call Waiting-Dial Originating - Provides the ability for the originating station to invoke Call Waiting Tone on selected calls by dialing the dial call waiting access code followed by the extension number of the station to receive the Call Waiting indication.

Call Waiting-Originating - Allows a calling station to direct a Call Waiting Tone toward a busy called station within the same Digitrex Plus system.

Call Waiting-Terminating - Allows for a Digitrex Plus station user who is engaged in a telephone conversation to be alerted via an audible tone that a call is waiting.

Cancel Call Waiting - Allows a user with Call Waiting-Terminating to inhibit the application of Call Waiting Tone for the duration of one call by dialing a code.

Conference Calling - Allows a station user to establish conference connections without the aid of an attendant.

Data Call Protection - Provides a no double connect option (e.g., a call waiting tone) to the line, protecting data calls from interruption.

Direct Inward/Outward Dialing - Allows station users to place or receive calls bypassing the attendant.

Distinctive Ringing/Distinctive Call Waiting Tone - Enables a station user to determine the source of an incoming call, e.g., within the Digitrex Plus system (Intercom Call) or from the Public Network.

Executive Busy Override ⁽¹⁾ - Allows a station user to gain access to a busy station by overriding the existing call.

Hunting - Allows incoming calls to hunt to the next number in a hunting sequence if the called number is busy.

Individual Line Billing - Toll calls are billed directly against the line placing the call.

Intercept - Disconnected or unassigned lines can be forwarded to a common announcement or to the customer centralized answering position.

Intrasystem Calling - A user can dial other lines on the system on a two digit to five-digit basis depending on the number of lines within the system.

Last Number Redial ⁽¹⁾ - Allows user to redial the last number called on an abbreviated dial basis or through activation of a code.

Line Restrictions - Various line restrictions are available such as toll facility restriction and various originating and terminating call restrictions.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.5 STANDARD FEATURES – DESCRIPTION (Cont'd)

Make Set Busy ⁽¹⁾ - Allows directory number appearances and call terminations such as Call Waiting calls, and Executive Busy Override to be made busy to incoming calls.

Network Speed Call ⁽¹⁾ - Allows each station user access to a single list of 1,000 preprogrammed numbers which can be shared by all stations in the system (numbers are not changeable by customer, the Company must execute customer changes).

Outgoing Trunk Queuing - Provides efficient usage of private facilities by queuing individual station calls and providing a maximum limit for a call to remain on queue before possible overflow to the direct distance dialing network.

Speed Calling - Allows a user to place calls to a list of frequently dialed numbers by dialing a speed calling code.

Three-Way Calling/Consultation Hold/Call Transfer - User can connect a third line to an established connection. A user can depress the switchhook and consult in private with a third party and return to the original call by using only one line. A user of a line can transfer any established call to another line within or outside the Digitrex Plus system.

Touch-Tone - Allows for customer provided equipment to place calls on the Digitrex Plus system.

Trunk Answer Any Station (Night Service) - Allows any line in the night answer group to be picked up by any other line of the system.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES – OPTIONAL SERVICE FEATURES

- A. Account Codes - Allows a user to dial an account code for bill back purposes before placing a call.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------|--------------------------------|-------------------------|
| - per system | \$175.00 | \$70.00 |

- B. Attendant Access Line Service - Allows a Digitrex Plus Attendant Line to receive dial "zero" calls.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------------|--------------------------------|-------------------------|
| - per station line | -- | \$8.00 |

- C. Attendant Set Interface ^(1, 2) - Enables a group of DMS- 100 station lines to be served by a single attendant position which includes attendant features .

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|-----------------|--------------------------------|-------------------------|
| - per interface | \$425.00 | \$125.00 |

(1) Each attendant set interface requires a main station line.

(2) Available from a DMS-100 CO only.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES – OPTIONAL SERVICE FEATURES (Cont'd)

- D. Authorization Codes - Requires a user to dial an authorization code before using system facilities.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------|--------------------------------|-------------------------|
| - per system | \$175.00 | \$110.00 |

- E. Automatic Route Selection (ARS)

1. Description

ARS is an optional feature, available where facilities and conditions permit that allows station users, by dialing a preselected code, to automatically select the preferred route subscribed for by a customer, for network calls. Alternate routing to other facilities subscribed for by the customer, is also provided. This arrangement is available for use with Foreign Exchange **Service and** Message Telecommunications Service Network. (C)

ARS is accessed by dialing a single code (1, 2, or 3 digits) which automatically selects the appropriate route to complete the call. If all facilities in the initial route selected are busy, the call will advance to other routes in the selected pattern. Patterns may consist of up to four private routes. If no route is available, the call will route to the selected long-distance carrier or overflow tone at the customer's option.

The routing may be based on a Number Plan Area (NPA) or specific Central Office codes within an NPA as designated by the customer.

2. Terms and Conditions

All rates and charges specified for ARS are in addition to the rates and charges for the associated facilities.

Preferred routes and alternate routing patterns will be specified by the customer.

The number of patterns required by a customer is governed by the type and variety of facilities to which the customer subscribes. The maximum number of patterns is 64.

A pattern may have either the selected carrier or overflow tone as a final route. Dial 9 may be used as an access code only if the patterns accessed have the selected carrier as a final route.

A route cannot be used more than once in the same pattern.

The customer is responsible for notifying the Company whenever any additions or changes of routes or patterns are required.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES – OPTIONAL SERVICE FEATURES (Cont'd)

E. Automatic Route Selection (ARS) (Cont'd)

3. Explanation of Terms (Cont'd)

Route Selection - The automatic selection of the preferred route as predetermined by the customer, upon dialing of an access code by the station user.

Pattern - A group of routes arranged to be selected in a sequence specified by the customer.

Facility Restriction Level - Determines calling privilege level associated with each station line.

Time of Day Control for ARS - Provides a method for automatically changing the routing parameter according to a pre-specified schedule.

Expensive Route Warning Tone - Provides a warning tone to indicate the selection of an expensive route.

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DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

E. Automatic Route Selection (ARS) (Cont'd)

4. Rates and Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> | |
|---|----------------------------|---------------------|-----|
| - ARS | | | (D) |
| - Common Equipment, per customer group | | | |
| - Changes and rearrangement of Patterns and Routes ⁽¹⁾ | \$1,100.00 | \$100.00 | (T) |
| - per pattern, each | 90.00 | -- | |
| - per route, each | 43.00 | -- | |
| - Expensive Route Warning Tone, per System | 60.00 | -- | |
| - Facility Restriction Level ⁽²⁾ , per System | 50.00 | -- | (T) |
| - Time of Day Control for ARS | | | |
| - per system | 75.00 | -- | |
| - change of schedule, per occurrence | 75.00 | -- | |

(D)

⁽¹⁾ Where a toll restricted station line accesses a pattern, whose final route is the Message Telecommunications Service (MTS), overflow to MTS will not occur. (T)

⁽²⁾ Available only from a 5ESS Central Office. (T)

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

F. Call Forwarding via Private Facilities

1. Description

A main station line equipped with the Call Forwarding via Private Facilities feature provides for the automatic routing of incoming calls to a specific private facility which is terminated in that main station line user's system. As used herein, the term "private facility" applies to Enhanced Private Switching Communication System, Electronic Tandem **Switching, Foreign** Exchange Service, and Voice Grade Circuits arranged for senderized operation, and the local and toll message network.

(C)

2. Terms and Conditions

Incoming local and toll message network and Inward Wide Area Telephone Service calls to main station lines arranged for Call Forwarding via Private Facilities routing are subject to the appropriate charges for such calls and a common recorded announcement is furnished to inform the caller that the call is being forwarded.

Calls forwarded to the local and toll message network and Wide Area Telecommunications Service are subject to the appropriate charges for such calls.

3. Rates and `Charges

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------------------------|--------------------------------|-------------------------|
| - Common equipment, per system | \$830.00 | -- |
| - Per main station line | 5.00 ⁽¹⁾ | \$0.10 |

⁽¹⁾ Subsequent installation only.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

F. Digitrex-CX Management System (DXS)

1. Description

DXS is a computer software program that provides the customer indirect access to their Digitrex Plus station line information in a company data base for the purpose of general data base inquiry, or to move, add, delete and change features. In addition DXS enables the customer to move and change stations lines and generate Basic Management Reports.

2. Feature List

a. Standard Features

- (1) Inquiry - The ability to access a data base to review the status of station lines and features on the customer's system.
- (2) Move, Add, Delete and Change - The ability to perform station number changes and to move, add, delete or change most features on the system from customer- provided equipment located on the customer's premises.
- (3) Basic Management Reports - The ability to design and create management reports regarding the customer's system. These reports vary by central office switch type and may change with software updates.

b. Optional Features

- (1) Custom Reports - Customers can request customized report formats to be created for various aspects of their system. Once created, the custom report is stored in the customer's database and can be recalled at any time.
- (2) Priority Service - Allows customers to request "priority changes" which are then processed in the serving central office as soon as possible. Customers are limited to the number of priority requests that can be processed in one day.
- (3) Bulk Change - Allows customers to request the same change to be applied to multiple lines simultaneously Customers may be limited to the number of changes in any single bulk change request in a single day.
- (4) Network Manipulation - Allows customers to manage certain Network Features such as Automatic Route Selection and Time of Day Routing.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

F. Digitrex-CX Management System (DXS)

2. Feature List (Cont'd)

b. Optional Features (Cont'd)

- (5) System Partitioning - The Company, upon the customer's request, can partition the DXS database into separate sections representing different customer departments. Each partition can be arranged to be accessible only to certain users designated by the customer.
- (6) ISDN Packet Control Capability - Gives Digitrex Plus customers, the ability to manage their ISDN packet control features. Customers that subscribe to the Packet Control Capability can verify current and pending packet options, add, delete or change packet options and run reports regarding packet assignments.

3. Terms and Conditions

The Company will furnish and maintain DXS software for use by the customer where facilities and conditions permit.

The customer must obtain and maintain a compatible computer terminal for use with DXS. The computer terminal will not be furnished by the Company. A business exchange access line or Digitrex Plus main station line is also required, which is in addition to the rates and charges for DXS.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

F. Digitrex-CX Management System (DXS)

3. Terms and Conditions (Cont'd)

DXS is available for access by the customer 22 hours a day, seven days a week, from the DXS database. The Company reserves all rights to take the DXS computer down for maintenance or software updates as required. When possible, this will be done during off- peak hours and customers will be notified in advance. Move, Add, Delete and Change requests are processed once a day unless the customer subscribes to Priority Service.

The Company will process change requests, which have accumulated in the DXS throughout the day during off-peak load hours, overnight or at a customer specified future date. All normal and emergency Central Office (CO) functions have priority over customer requested changes. The Company assumes no responsibilities for change requests delayed by such Company functions.

The Company will provide the customer a list of features accessible/manageable by DXS at the time of initial installation based upon the serving CO technology. The Company reserves the right to upgrade or change DXS at anytime. Any additional customer training or documentation requirements resulting from such changes will be supplied at no charge.

The Company establishes parameters on the number of station lines that can be equipped with a feature, depending upon the quantity of features purchased. Information will be provided through DXS as to what these parameters are. The customer may add, move, delete or change features through DXS within such parameters. Additions beyond the parameters of DXS will not be processed.

New connects and disconnects of station lines are not permitted through DXS.

The customer assumes full responsibility for the features managed by DXS. The Company will not maintain a record of which features are on each line, but only a total count of the number of features purchased. For maintenance purposes, the Company will rely on remote access to the customer's DXS database.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

F. Digitrex-CX Management System (DXS)

3. Terms and Conditions (Cont'd)

Since DXS software allows the customer to move and change station numbers within their system, the customer will be responsible for labeling the Standard Network Interface when number changes occur. All maintenance calls to the Company in which the trouble proves to be other than on the Company side of the Network Interface will result in the application of Trouble Isolation Charges, as specified elsewhere. ⁽¹⁾

The customer may not move or change station numbers extended outside of the central office switch serving the customer's system.

Initial training of the customer in the use of DXS is included at the time of initial installation.

4. Rates and Charges

Nonrecurring Charges, found elsewhere, do not apply when the customer moves, activates, deactivates, changes features and moves or changes lines through DXS.

Features managed by DXS must be purchased in incremental blocks of 10 each. The total number of blocks of features purchased will be indicated on the customer's bill. The total number of features purchased must be within the limit established in the DXS.

Nonrecurring Charges, as specified elsewhere, will apply per feature added to the DXS system.

Features added through DXS carry the same recurring rates, service establishment and system charges as if they were added through the conventional service order process and will be reflected on the customer's bill as such.

When DXS is disconnected, Nonrecurring Charges, as specified elsewhere, will apply per line for all changes or rearrangements to system features.

If the customer moves their system from one Central Office (CO) to another, and station line number changes are involved, a subsequent charge to reestablish the DXS data base will apply.

A DXS System Establishment Charge will apply to each initial Digitrex Plus System installed. A discounted DXS System Establishment charge applies for each subsequent associated system.

⁽¹⁾ Rates and charges will be based on an individual case basis per customer request.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

G. Digitrex-CX Management System (DXS)

4. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| - System Establishment | |
| - Initial Installation | \$1,000.00 |
| - Subsequent Installation for an associated system | 500.00 |
| - Optional Features | |
| - Custom Reports ⁽¹⁾ | ICB |
| - Priority Service | 2,500.00 |
| - Bulk Change | 2,500.00 |
| - Network Manipulation | 2,500.00 |
| - System Partitioning ⁽¹⁾ | ICB |
| - Packet Control Capability, per System | 5,000.00 |

H. Direct Inward System Access ⁽²⁾ - Allows a customer user to dial access to the system from an outside line and receive access to features and facilities of that system.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------------|--------------------------------|-------------------------|
| - per access code | \$27.00 | \$1.00 |
| - per access code changed | 25.00 | -- |

⁽¹⁾ Rates and charges will be based on an individual case basis per customer request.

⁽²⁾ Available only from a DMS-100 Central Office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾

1. Description

Electronic Set Service permits the use of special electronic station sets with Digitrex Plus Service. This service utilizes a unique central office line card to provide communications control for the electronic station set.

The customer provided electronic set is a touchtone station that provides programmable keys for features and additional numbers. It is served from the Central Office (CO) by a main or extension station line. It has assignable keys for station line pick-ups or features. Electronic sets and adjunct modules are provided by the customer.

2. Terms and Conditions

Electronic Set Service will be provided only where facilities and conditions permit.

Each electronic set must be associated with a Primary Directory Number. In addition, an Electronic Set Service interface central office card is required.

Electronic Set Service is subject to a 1.5 mile limitation from the serving Wire Center.

Electronic Set Service is only available on DIGITREX PLUS main station lines. Main station lines with electronic sets cannot have extension stations; however, the primary directory number associated with the main station line can appear as a secondary appearance of a primary directory number on other main station lines.

⁽¹⁾ Available only from a DMS-100 Central Office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

3. Explanation of Terms

Multiple Appearance Directory Number (MADN)

A directory number assigned to more than one electronic station set.

Software Numbers

Software numbers are numbers, which do not require an additional station line. These numbers share the facilities of the primary directory listed number. Variations of software numbers are:

- a. Primary Appearance - the first appearance of a software number on a key.
- b. Secondary Appearance - the second appearance of a software number on a key. The secondary software number cannot be on the same station, e.g., cannot have more than one appearance of the same telephone number on the same set.
- c. Single Appearance - a software number that appears only on one station and one key.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

4. Standard Feature Package Description

Auto Answer Back - Allows any incoming calls to the primary directory number of the set to be automatically answered after four seconds.

Automatic Dial - The automatic dial feature allows an electronic set user to call a frequently dialed number by pressing an assigned key. The user is permitted to change the number stored against the assigned key.

Automatic Line - Allows an equipped station to automatically place a call to a preassigned number by going off-hook.

Call Forward Reason Display - Provides an electronic set user with the reason the intrasystem call has forwarded. (e.g., No Answer or Busy) Electronic set must be equipped with display.

Display Called Number - Provides user with visual feedback concerning the called number when the electronic set is equipped with display.

Fast Transfer - Provides the capability for the electronic set user to transfer a call without first having to conference a called party.

Group Intercom - Provides the ability to terminate on a predesignated button on another electronic station set by depressing an intercom key and dialing the appropriate intercom code.

Message Waiting Set - This feature provides a message waiting indication on an electronic set via a message waiting lamp.

Privacy Release - Permits a user to establish a conference call among Multiple Appearance Directory Number members and an outside party by pressing an assigned key or dialing a code.

Query Time - This feature provides the current time and date on an electronic set display.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

5. Standard Deluxe Feature Package Description

Business Set Call Forward Per key - Enables each directory number assigned to be forwarded to a different directory number.

Business Set Inspect key - Provides display equipped electronic set users with information regarding features and directory numbers that are assigned to their set as well as incoming call information on an intra-system basis only.

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

6. Rates and Charges

All rates and charges specified for Electronic Set Service are in addition to the rates and charges associated for the main station line, all associated facilities and optional service features.

The Nonrecurring Charges to rearrange existing primary directory numbers and/or software directory numbers on Electronic Set Service is the same as to install new numbers.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Electronic Set Service Station Lines ⁽²⁾ | | |
| - month-to-month flat station line, blocked, each | (2) | (3) |
| - month-to-month flat station line, non-blocked, each | (2) | (3) |

⁽¹⁾ Available only from a DMS-100 central office.

⁽²⁾ Same rates and charges as Digitrex Plus Network Access Channel as found in Section 9.1.16.

⁽³⁾ Same rates and charges as Digitrex Plus Network Access Channel plus Feature Package element.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

6. Rates and Charges (Cont'd)

- Electronic Set Service Station Lines ⁽²⁾ (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>12-35 Months</u> | <u>36-59 Months</u> | <u>60 Months</u> |
|--|--------------------------------|-------------------------|-------------------------|----------------------|
| Rate stabilized flat station line, blocked, each | (2) | (3) | (3) | (3) |
| Rate stabilized flat station line, nonblocked, each | (2) | (3) | (3) | (3) |

(1) Available only from a DMS-100 central office.

(2) Same rates and charges as Digitrex Plus Network Access Channel as found in Section 9.1.16.

(3) Same rates and charges as Digitrex Plus Network Access Channel plus Feature Package element.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

6. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Electronic Set Service Interface ⁽²⁾ | | |
| - per main station line | \$10.00 | \$ 1.50 |
| - Primary appearance of a software number | 5.00 | 1.00 |
| - Subsequent appearance of a software number | 5.00 | -- |
| - Single appearance of a software number | 5.00 | 1.00 |
| - Adjunct module, per module ⁽³⁾ | 15.00 | 0.50 |

⁽¹⁾ Available only from a DMS-100 central office.⁽²⁾ Includes electronic set service standard features.⁽³⁾ In addition, rates and charges specified above for primary directory number appearances and software number appearances apply.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

I. Electronic Set Service ⁽¹⁾ (Cont'd)

6. Standard Deluxe Feature Package Description (Cont'd)

Executive Message Waiting - Provides a unique message waiting indication tone for a specified station number.

Group Intercom All Calls - Enables an electronic set user to simultaneously intercom and page up to 29 predefined group intercom members. Group members hear the page over their sets built in speaker.

Music on Hold - Electronic Set ⁽²⁾ - Provides the electronic set with access to system Music on Hold.

Originating/Terminating Line Select - Automatically selects the line when a user answers a call and automatically connects the user to an idle line on outgoing calls.

7. Optional Feature Description

Direct Station Selection/Busy Lamp Field - Adds improved answering-position functions to the electronic set by providing busy lamp status and direct station selection.

Message Center - Provides message center functionality to the electronic set. System users access the message center via dialing a code.

Station Camp-On - Allows the electronic set user to call a busy line and place the caller on hold/camp against the busy party's line until they are free.

⁽¹⁾ Available only from a DMS-100 central office.

⁽²⁾ Requires Music on Hold.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

I. Electronic Set Service ⁽¹⁾ (Cont'd)

7. Rates and Charges (Cont'd)

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - Standard Deluxe Feature Package ⁽²⁾ | | |
| - Business Set Call Forward per key, Per Set | \$15.00 | -- |
| - Business Set Inspect Key | 15.00 | -- |
| - Executive Message Waiting | 15.50 | -- |
| - Group Intercom All Calls | 7.00 | -- |
| - Music on Hold - Electronic Set ⁽³⁾ | 12.00 | -- |
| - Originating/Terminating Line Select | 7.00 | -- |
| - Optional Features | | |
| - Direct Station Selection/ Busy Lamp Field, per arrangement | 200.00 | \$5.00 |
| - Station Camp-On, Service Establishment | 50.00 | -- |
| - Station Camp-On, per main station line | 160.00 | 10.50 |
| - Message Center, per main station line | 125.00 | 2.50 |

⁽¹⁾ Available only from a DMS-100 central office.⁽²⁾ Includes electronic set service standard features.⁽³⁾ Requires Optional Service Feature Music on Hold.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

- J. Hot Line (Automatic Line) - Allows equipped station to automatically place a call to a preassigned number by going off-hook.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------|--------------------------------|-------------------------|
| - per line equipped | \$5.00 | \$1.00 |

- K. Loudspeaker Paging - Line Side allows access to Loudspeaker Paging via a Digitrex Plus Station line.

Trunk Side allows access to Loudspeaker Paging by dialing an access code. Attendant Access allows access to Loudspeaker Paging from the attendant console.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| - trunk side, per group | \$185.00 | \$18.50 |
| - attendant access, per Console ⁽¹⁾ | 13.00 | 14.00 |

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

- L. Message Waiting Visual ⁽¹⁾ - Provides the ability to light a lamp on customer provided equipment by dialing a code.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--|--------------------------------|-------------------------|
| - per main station line ⁽¹⁾ | \$5.00 | \$1.00 |

- M. Multiple Position Hunt - Is a type of multiline hunting arrangement that distributes incoming calls to attendant positions according to the type of call. Provides for a delay announcement when calls are in queue and assures even distribution of calls among multiple attendant positions.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - per main station line | \$ 11.00 | \$ 2.00 |
| - announcement per group ⁽²⁾ | 100.00 | 105.00 |
| - queuing per group ⁽²⁾ | 100.00 | 30.00 |

- N. Remote Access ⁽³⁾ - Allows a customer user to dial access the system from an outside line and receive access to features and facilities of that system.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------------|--------------------------------|-------------------------|
| - per access code | \$50.00 | \$43.00 |
| - per access code changed | 25.00 | -- |

⁽¹⁾ Available only from a DMS-100 central office.

⁽²⁾ Available only from a 5ESS central office. .

⁽³⁾ In the event an incoming call is transferred to a remote location, transmission performance cannot be guaranteed.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

O. Station Message Detail Recording to Premises

1. Description

SMDR provides customers with the capability of receiving call detail on calls that originate from their Digitrex Plus system. Call detail may include date, time, call duration, station line from which calls originated, called number and carrier selected. The type of SMDR available is dependent upon the type of technology deployed in the central office serving the customer. There are two types of SMDR, SMDRP and SMDR-RAO. SMDR-P is available in offices where equipped for such service. SMDR-RAO is available in all offices, including offices equipped for SMDR-P. SMDR to Premises (SMDR-P) allows customers to access call detail daily via dial- up to a Company computer. SMDR - Regional Accounting office (SMDR-RAO) allows customers to receive call detail on a monthly basis via magnetic tapes.

SMDR call detail will be provided on **Toll, Voice** Grade/FX Channels, and Directory Assistance calls. (C)

The customer can use SMDR call detail for cost allocation, internal usage monitoring and traffic analysis.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

O. Station Message Detail Recording to Premises (Cont'd)

2. Terms and Conditions

The terms and conditions specified herein are in addition to applicable regulations specified elsewhere.

SMDR provides for monitoring all station lines in a customer's system for call detail.

SMDR is not represented to be a provision of billing detail.

SMDR data is not provided in formatted reports.

Temporary suspension, either full or partial, of SMDR is not permitted.

The Company is not liable for equipment failures or lost data but will make every effort to protect call detail records.

Customer documentation will be provided at the time SMDR is subscribed to.

a. SMDR-P

The Company will furnish SMDR-P where there are available facilities and conditions as determined by the Company. Customers not able to obtain SMDR-P will be provided a magnetic tape containing call detail once a month (SMDR-RAO).

The customer must obtain and maintain a compatible modem and call accounting package for use with SMDR-P. A business exchange access line, Digitrex Plus main station line or Voice Grade Channel is also required.

Customers will be provided a specific telephone number to dial to access their data.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

O. Station Message Detail Recording to Premises (Cont'd)

2. Terms and Conditions

a. SMDR-P (Cont'd)

The Company may take the SMDR-P computer down for maintenance or software updates a maximum of two hours per day as required during off-peak hours. Customers will be notified in advance.

Daily retrieval by the customer of call detail will be the standard SMDR-P offering. Customers wishing to retrieve call detail at intervals other than daily will be considered nonstandard and will be priced on an individual case basis.

SMDR-P customers must specify the time-of-day interval when they wish to retrieve their call detail.

SMDR-P customers may retrieve old data up to five days running. After five days, the data will be stored on tape. This archived information will be made available for retransmission to the customer. A nonrecurring charge will apply for the archived data.

b. SMDR-RAO

Monthly delivery of call detail via magnetic tape is the standard SMDR-RAO offering.

Customers will only receive SMDR-RAO when SMDR-P is not technically available.

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16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES

O. Station Message Detail Recording to Premises (Cont'd)

3. Rates and Charges

The rates and charges specified for SMDR are in addition to the regular rates and charges for the services with which SMDR is associated.

Requests for SMDR in a manner other than that described herein as the standard offering will be considered nonstandard and will consequently be priced based upon individual customer requirements, cost and rate levels on a case-by-case basis. Nonstandard provisioning of SMDR may include customer requests for local call detail, Company delivery of data for SMDR-P customers, or hourly retrieval of data for SMDR-p customers.

| | <u>Nonrecurring Charge</u> |
|--|----------------------------|
| SMDR Installation, per system | \$120.00 |
| - archived SMDR call detail, per request | 300.00 |
| | <u>Monthly Rate</u> |
| Nonstandard provision of SMDR | |
| - per main station line | ICB |

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16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

- P. Time of Day Routing ⁽¹⁾ - Enables efficient use of facilities by allowing or denying route choices based on time of day.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| - per main station line | \$1.00 | \$0.10 |
| - per automatic route selection pattern | 5.00 | 2.00 |

- Q. Time of Day NCOS (Network Class of Service) Update ⁽¹⁾ - Allows normal NCOS values to be changed to new values that are based on time of day, day of the week, or day of the year.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|-------------------------|--------------------------------|-------------------------|
| - per main station line | \$1.00 | \$0.10 |

⁽¹⁾ Available only from a DMS-100 central office.

DIGITREX – PLUS SERVICE

16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

- R. Uniform Call Distribution (UCD) - This feature is a type of hunting, which provides for an even distribution of incoming calls among the available members of a hunt group.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---|--------------------------------|-------------------------|
| UCD in hunt group including Queuing, Music on Queue and Delay Announcement ⁽¹⁾ | | |
| - per group | \$225.00 | -- |
| - per main station line | 17.50 | \$ 5.50 |
| Make Busy Arrangements | | |
| - per group ^(2, 3) | 20.00 | 60.00 |
| - per line ^(2, 3) | 20.00 | 3.50 |
| Call Waiting Indication per unique timing state ⁽⁴⁾ | 25.00 | 20.00 |

⁽¹⁾ Limit of one announcement channel per UCO system.

⁽²⁾ This arrangement is only available from a 5E and 1AESS Central Office.

⁽³⁾ A Low Speed Data channel from the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1 and a specialset with a Make Busy key are required. (T) (Z)

⁽⁴⁾ In addition, a low speed channel from the P **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1 is required. There is a limit of three unique timing states per UCO system. (T) (Z)

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16.6 RATES AND CHARGES - OPTIONAL SERVICE FEATURES (Cont'd)

- S. Call Forward Don't Answer/Call Forward Busy Customer Programmable - Enables users to activate deactivate and re-direct the Call Forward Busy and Call Forward Don't Answer feature from their stations by using dialed feature access codes.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|-------------------------|--------------------------------|-------------------------|
| - service establishment | \$100.00 | -- |
| - per line | 15.00 | \$0.30 |

- T. Music on Hold ^(1, 2) - Provides Music on Hold to all stations excluding Electronic Set Service.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------|--------------------------------|-------------------------|
| - per system | \$250 .00 | \$55.00 |

- U. Music on Hold System ^(2, 3) - Provides Music on Hold capability to the system.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|--------------|--------------------------------|-------------------------|
| - per system | \$1,750.00 | \$75.00 |

- V. Trunk Verification from Designated Station ⁽¹⁾ - Allows end users audible transmission level testing for selected trunks within a trunk group, limit of ten stations per system.

| | <u>Nonrecurring Charge</u> | <u>Monthly Rate</u> |
|---------------------|--------------------------------|-------------------------|
| - per line equipped | \$250.00 | \$15.00 |

⁽¹⁾ Available only from a DMS-100 central office.

⁽²⁾ Requires a Voice Grade circuit found in the **CenturyTel of Washington, Inc. d/b/a CenturyLink** Private Line Transport Services Catalog No. 1.

(T)
(Z)

⁽³⁾ Available only from a 5ESS central office.

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MISCELLANEOUS NONRECURRING CHARGES

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MISCELLANEOUS NONRECURRING CHARGES

17.1 CHARGE FOR EXPRESS CHANGES

A. Description

Digitrex customers may have changes to their service completed within a one-hour time frame or on an overnight basis. These changes include feature changes (move, add, delete, and/or change features), system changes, moves and rearrangements of telephone numbers, and moves and changes to lines within a system.

B. Definitions

Priority Express Change - change completed within a one hour period from the time the request is received by the Company.

Standard Express Change - change completed overnight.

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MISCELLANEOUS NONRECURRING CHARGES

17.1 CHARGE FOR EXPRESS CHANGES (Cont'd)

C. Conditions

1. All express changes are processed by the Company.
2. Adding or disconnecting telephone numbers cannot be done on an express change basis.
3. The Company will process changes on an express basis where technically feasible. If, due to technical limitations, certain features/lines are not able to be changed on an express basis, the regular procedures and charges for processing a change request will apply.
4. Customers may request the same change be applied to multiple lines simultaneously. The Company will process up to 100 express feature changes, 80 express line changes, 20 priority feature changes and 4 priority line changes per day, per customer.
5. Customers may add optional features only in blocks of ten. There is no limit to the number of standard features that can be added using the express process, other than the limitations described in III.D.

D. Rates

1. Customers may request multiple changes on the same line. Charges are assessed per line, per request, regardless of the number of changes made per line. ("Per request" is defined here as each time the customer contacts the Company.)
2. Features added using the express process will be assessed the same monthly recurring rates as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
3. The following charges are in addition to all other charges applicable to the associated service, except as specified herein. Nonrecurring charges found elsewhere for moving, or changing features or moving or changing lines within the customer's system do not apply when express changes are made.

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| a. Service Establishment Charge - initial request | \$150.00 |
| b. Standard Express Change - per line, per request | 6.00 |
| c. Priority Express Change - per line, per request | 12.00 |

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MISCELLANEOUS NONRECURRING CHARGES

17.2 SERVICE DATE CHANGE CHARGE

C. Conditions

1. All express changes are processed by the Company.
2. Adding or disconnecting telephone numbers cannot be done on an express change basis.
3. The Company will process changes on an express basis where technically feasible. If, due to technical limitations, certain features/lines are not able to be changed on an express basis, the regular procedures and charges for processing a change request will apply.
4. Customers may request the same change be applied to multiple lines simultaneously. The Company will process up to 100 express feature changes, 80 express line changes, 20 priority feature changes and 4 priority line changes per day, per customer.
5. Customers may add optional features only in blocks of ten. There is no limit to the number of standard features that can be added using the express process, other than the limitations described in III.D.

D. Rates

1. Customers may request multiple changes on the same line. Charges are assessed per line, per request, regardless of the number of changes made per line. ("Per request" is defined here as each time the customer contacts the Company.)
2. Features added using the express process will be assessed the same monthly recurring rates as if they were added through the conventional service order process and will be reflected on the customer's bill as such.
3. The following charges are in addition to all other charges applicable to the associated service, except as specified herein. Nonrecurring charges found elsewhere for moving, or changing features or moving or changing lines within the customer's system do not apply when express changes are made.

| | <u>Nonrecurring Charge</u> |
|--|--------------------------------|
| a. Service Establishment Charge - initial request | \$150.00 |
| b. Standard Express Change - per line, per request | 6.00 |
| c. Priority Express Change - per line, per request | 12.00 |

MISCELLANEOUS NONRECURRING CHARGES

17.2 SERVICE DATE CHANGE CHARGE

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in 17.4 following. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth in 17.3 following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in 17.3.A. following.

17.3 CANCELLATION OF ORDER CHARGE

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

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned. A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

B. When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as described in Section 2.2.B.1. unless specified otherwise elsewhere in this Local Terms of Service for a specific product.

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MISCELLANEOUS NONRECURRING CHARGES

17.4 EXPEDITED ORDER CHARGE

When a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval and the Company agrees to provide the service on an expedited basis, an expedited order charge may apply to recover the difference in the estimated cost of construction on an expedited basis and construction without expediting.

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PACKAGED SERVICES

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18.1 SIMPLE CHOICE ONE ⁽¹⁾ and SIMPLE CHOICE TWO ⁽¹⁾

A. Rates and Charges

1. Monthly Rates

| Simple Choice One | Residence | Business |
|---------------------|-----------|--------------------|
| Sprague | \$45.95 | \$66.50 (I) |
| All Other Exchanges | 45.95 | 59.50 (I) |

| Simple Choice Two | Residence |
|-------------------|-----------|
| • 1st Line | \$45.95 |
| • 2nd Line | 41.00 |

2. Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice One and Two. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in this *Local Terms of Service*.

⁽¹⁾ Grandfathered to existing customers at their present location.

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18.2 CALLER ID EXTRA ^[1]

Residential customers will be eligible to subscribe to 3 Way Calling, Caller ID, Call Waiting, Call Waiting ID and Call Forwarding. In addition, all applicable nonrecurring charges will be waived.

| | <u>Monthly Rate</u> |
|--------------------|---------------------|
| Residential Bundle | \$12.00 |

18.3 CALLER ID PLUS ^[1]

Residential customers will be eligible to subscribe to 3 Way Calling, Caller ID, Call Waiting and Call Waiting ID, where available, and receive the three features. In addition, all applicable nonrecurring charges will be waived.

| | <u>Monthly Rate</u> |
|--------------------|---------------------|
| Residential Bundle | \$10.00 |

18.4 SECOND LINE BUNDLE ^[2]

A bundled service offering is available to residential customers with at least one residential one-party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

| | <u>Monthly Rate</u> |
|--------------------|---------------------|
| Residential Bundle | \$30.95 (I) |

^[1] Effective January 19, 2015, Caller ID Extra and Caller ID Plus are not available to new customers and are limited to lines in service for existing customers.

^[2] Second Line Bundle was offered as a promotion through June 30, 2011 and is grandfathered, with availability limited to customers in service as of that date.

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18.5 SIMPLE CHOICE UNLIMITED ⁽¹⁾

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail, and a flat rate access line provided by the Company, and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

B. Terms And Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.
2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.
4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.
5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.
6. Call Detail will not be provided with this service plan.

C. Rates

| | <u>Monthly Rate</u> ⁽²⁾ |
|---|------------------------------------|
| Local Exchange Service Choice of available Custom Calling Service or Custom Calling II Service Features | \$35.95 ⁽³⁾ (I) |

⁽¹⁾ Effective January 19, 2015, Simple Choice Unlimited is not available to new customers and is limited to lines in service for existing customers.

⁽²⁾ Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

⁽³⁾ The monthly Simple Choice Unlimited rate will be discounted by \$5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

PACKAGED SERVICES

18.6 PREPAID LOCAL TELEPHONE SERVICE (PLTS) – GRANDFATHERED⁽¹⁾

A. Description

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned.

B. Terms And Conditions

PLTS is configured as follows:

1. Voice grade residential flat rate line
2. All mandatory services, including extended area service, expanded local calling, etc.
3. Tone Dialing
4. Ability to dial 911
5. Ability to report service problems to the Company seven days a week
6. Ability to dial CenturyTel Customer Service
7. Primary directory listing (nonpublished/nonlisted available at tariffed charges)
8. Access to Directory Assistance
9. Toll blocking/usage sensitive services blocking
10. Call Waiting, Caller ID Name and Number, and Call Forwarding included

Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.

Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls for which additional charges. Should usage sensitive charges be accrued the customer is responsible for payment of such charges.

The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

The Company may disconnect PLTS service, with notice, for any of the following reasons:

1. Failure to make monthly payments
2. Use of the service in a manner that interferes with the service of others
3. If the customer accrues new billable charges for toll or other service on their telephone bill and fails to pay such charges

⁽¹⁾ **Effective November 17, 2017, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.**

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PACKAGED SERVICES

18.6 PREPAID LOCAL TELEPHONE SERVICE (PLTS) – **GRANDFATHERED**⁽¹⁾

B. Terms and Conditions (Cont'd)

If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.

C. Rates

Monthly Rate

| | |
|-----------|------------------------|
| Residence | \$39.95 ⁽¹⁾ |
|-----------|------------------------|

⁽¹⁾ **Effective November 17, 2017, this service is grandfathered. Availability to current customers is limited to lines in service at existing locations.**

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PACKAGED SERVICES

18.7 VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward No Answer
Call Forward Busy
or, Call Forward Busy/No Answer
Message Waiting Indication - Audible or Visual

B. Terms And Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.
2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.
3. This package is available only to individual line residence and business customers.

C. Rates and Charges

| | Monthly Rate <u>Per Line</u> |
|-----------|---------------------------------|
| Residence | \$2.00 |
| Business | 3.00 |

PACKAGED SERVICES

18.8 SIMPLE CHOICE ⁽¹⁾/BUSINESS ASSIST ADVANTAGE

A. Description

Simple Choice/Business Assist Advantage is a package of features available to both residential and business customers. This package includes the features specified following and a flat rate access line. Customers subscribing to Simple Choice/Business Assist Advantage are entitled to unlimited use of the service/features specified (**where available**).

(C)

B. Features

Following are the eligible call features. All features may not be available in all areas:

- | | |
|---|--|
| <input type="checkbox"/> Caller ID Number Only ⁽²⁾ | <input type="checkbox"/> VIP Alert |
| <input type="checkbox"/> Caller ID | <input type="checkbox"/> Distinctive Ring |
| <input type="checkbox"/> Call Waiting/Cancel Call Waiting | <input type="checkbox"/> Home Intercom |
| <input type="checkbox"/> Call Waiting ID | <input type="checkbox"/> Busy Redial *66 |
| <input type="checkbox"/> Call Waiting Display Deluxe | <input type="checkbox"/> Message Waiting Indicator |
| <input type="checkbox"/> Call Forwarding | <input type="checkbox"/> Anonymous Call Reject *77 |
| <input type="checkbox"/> Call Forward No Answer | <input type="checkbox"/> Selective Call Accept *64 |
| <input type="checkbox"/> Call Forward Busy | <input type="checkbox"/> Selective Call Forward *63 |
| <input type="checkbox"/> Call Forward Busy/No Answer | <input type="checkbox"/> Selective Call Rejection *60 |
| <input type="checkbox"/> Call Forward Remote Access | <input type="checkbox"/> Long Distance Alert |
| <input type="checkbox"/> Call Transfer | <input type="checkbox"/> Speed Call 8 or Speed Call 30 |
| <input type="checkbox"/> Call Return *69 | <input type="checkbox"/> Touch Calling |
| <input type="checkbox"/> 3- Way Calling | <input type="checkbox"/> Privacy Protector (where available) |
| | <input type="checkbox"/> Voice Mail (where available) |

C. Terms And Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this *Local Terms of Service* shall apply.
2. Nonrecurring charges as specified elsewhere in this *Local Terms of Service* do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.
3. Simple Choice/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.
4. All recurring charges applicable to an access line apply to Simple Choice/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.
5. If access line rates for residence and business service increase, Simple Choice/Business Assist Advantage rates may also increase.

⁽¹⁾ Effective January 19, 2015, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

⁽²⁾ Grandfathered ^{to} existing customers at their present locations.

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18.8 SIMPLE CHOICE ^[1]/BUSINESS ASSIST ADVANTAGE (Cont'd)

D. Rates and Charges

| Simple Choice (Residence) | Business Assist Advantage |
|------------------------------|------------------------------|
| \$46.95 | \$73.50 (I) |

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in this *Local Terms of Service*.

[1] Effective January 19, 2015, Simple Choice is not available to new customers and is limited to lines in service for existing customers.

[2] Lake Quinault includes Humptulips.

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PACKAGED SERVICES

18.9 SELECT PAK/BUSINESS ASSIST SELECT ⁽¹⁾

A. Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by the Company, such as an access line, are in addition to this package rate. Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, 3-Way Calling

B. Rates - Per Line

| | <u>Monthly Rate</u> |
|-----------------------------------|---------------------|
| Select Pak - Residence | \$12.00 |
| Business Assist Select - Business | 14.00 |

18.10 BUSINESS UNLIMITED

A. Description

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

B. Terms and Conditions

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges. Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle plan. This plan is for typical domestic voice usage only and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move the customer to an alternative plan or may suspend, restrict or cancel the customer's service.

C. Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

| | <u>Monthly Rate</u> |
|---|---------------------|
| Primary and each additional Access Line | \$55.50 (l) |

⁽¹⁾ Grandfathered to existing customers at their present locations.

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PACKAGED SERVICES

18.11 PURE BROADBAND BUNDLE

A. Description

Pure Broadband Bundle includes flat rate Residence or Business One-Party Basic Local Exchange Access Line Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

B. Features

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

C. Terms And Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Basic Local Exchange Access Line Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

D. Rates

| | <u>Monthly Rate</u> |
|--------------------------|---------------------|
| Business | \$42.00 |
| Residence ⁽¹⁾ | 30.00 |

(1) Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

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PACKAGED SERVICES

18.12 CORE CONNECT

A. Description

CENTURYLINK LOCAL TERMS OF SERVICE: CORE CONNECT BUNDLES contains the terms and conditions for CORE CONNECT bundles.

Termination Liability Charges as described therein will apply if a Customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

B. Rates And Charges

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1

| Per Location, Per Month | | | | |
|--------------------------------|--------------------------------|----------------------|----------------------|------------------------|
| Initial Bundle | 2nd through 10th bundle | | | |
| All Terms | Month-to-Month | One Year Term | Two Year Term | Three Year Term |
| \$80.00 | \$50.00 | \$45.00 | \$42.50 | \$40.00 |

2. Core Connect 1 LITE

| Per Location, Per Month | | | | |
|--------------------------------|--------------------------------|----------------------|----------------------|------------------------|
| Initial Bundle | 2nd through 10th bundle | | | |
| All Terms | Month-to-Month | One Year Term | Two Year Term | Three Year Term |
| \$80.00 | \$50.00 | \$45.00 | \$42.50 | \$40.00 |

3. Core Connect 2

| Per Location, Per Month | | | | |
|--------------------------------|--------------------------------|----------------------|----------------------|------------------------|
| Initial Bundle | 2nd through 10th bundle | | | |
| All Terms | Month-to-Month | One Year Term | Two Year Term | Three Year Term |
| \$65.00 | \$40.00 | \$35.00 | \$32.50 | \$30.00 |

4. Core Connect 2 LITE

| Per Location, Per Month | | | | |
|--------------------------------|--------------------------------|----------------------|----------------------|------------------------|
| Initial Bundle | 2nd through 10th bundle | | | |
| All Terms | Month-to-Month | One Year Term | Two Year Term | Three Year Term |
| \$65.00 | \$40.00 | \$35.00 | \$32.50 | \$30.00 |

⁽¹⁾ Only available after expiration of a TDP when customer does not renew or select a new TDP.

PACKAGED SERVICES

18.13 HOME PHONE II ⁽¹⁾

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Home Phone II customers must subscribe to a qualifying long distance plan.
3. Home Phone II includes the following services and features:
 - Residence Flat Rate Access Line
 - Choice of the following features:
 - Anonymous Call Rejection
 - Busy Redial
 - Call Forward Busy
 - Call Forward No Answer
 - Call Forwarding
 - Call Forward Remote Access (where available)
 - Call Return
 - Call Waiting
 - Call Waiting ID
 - Caller ID
 - Cancel Call Waiting
 - Message Waiting Indication
 - Selective Call Accept
 - Selective Call Forward
 - Selective Call Rejection
 - 3-Way Calling
 - VIP Alert
 - Voice Mail

⁽¹⁾ **Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.**

PACKAGED SERVICES

18.13 HOME PHONE II ⁽¹⁾ (Cont'd)

B. Terms and Conditions

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.
5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

⁽¹⁾ **Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.**

PACKAGED SERVICES

18.13 HOME PHONE II ⁽¹⁾ (Cont'd)

C. Monthly Rates

1. The monthly rate includes the Local Exchange Service, flat rate EAS (if applicable), and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.
2. Service Charges, as specified elsewhere, apply for new and additional Home Phone II lines, and moves of existing lines.
3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

| | “A” Exchanges ⁽²⁾ <u>Monthly Rate</u> | “B” Exchanges ⁽²⁾ <u>Monthly Rate</u> |
|------------------------------|---|---|
| Home Phone II ⁽³⁾ | \$32.95 (I) | \$42.95 (I) |

⁽¹⁾ Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

⁽²⁾ See Section 18.13.D following for listing of exchanges.

⁽³⁾ The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

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PACKAGED SERVICES

18.13 HOME PHONE II ⁽¹⁾ (Cont'd)

D. Home Phone II Exchange Classifications

1. "A" Exchanges

Coulee City
Ocosta
Raymond
South Bend

2. "B" Exchanges

| | | | |
|--------------|---------------|------------|--------------|
| Almira | Harrington | Pe Ell | Wilbur |
| Ashford | Lake Quinault | Ritzville | Wilson Creek |
| Cathlamet | Lind | Royal City | Yacolt |
| Curtis | Nespelem | Sprague | |
| Edwall-Tyler | Odessa | Starbuck | |
| Eureka | Pacific Beach | Vader | |

⁽¹⁾ Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

PACKAGED SERVICES

18.14 Economy Pack Bundle

A. Description

The Company will provide residential customers with an access line, the Subscriber Line Charge, Caller Id and Call Waiting. Customers willing to have term commitments will have a \$5.00 reduction per month for a 12-month commitment.

B. Rates

Monthly Rate

Residence Bundle **\$41.95 (I)**

18.15 Economy Pack Plus ^[1]

A. Description

The Economy Pack Plus bundle is available to residential customers only and consists of an access line in addition to the following features: Caller ID, Call Waiting ID and 768K high speed internet.

B. Rates and Charges

Monthly Rate

Residence Bundle ^[2] **\$43.00 (I)**

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

^[2] This monthly rate does not include the recurring monthly charge for High-Speed Internet; however, the monthly rate for these services will be combined and will appear as a single line item on the customer's bill.

PACKAGED SERVICES

18.16 Economy Pack Plus Lite Bundle ^[1]

(C)

A. Description

1. Economy Pack Plus Lite Bundle is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.
2. Economy Pack Plus Lite Bundle customers must subscribe to a qualifying long distance plan, the Company's High-speed Internet service, and DIRECTV®
3. Economy Pack Plus Lite Bundle includes the following services and features.
 - Flat Rate Individual Residential Line
 - Choice of the following features:
 - Caller ID with Name (includes Anonymous Call Rejection) – Optional
 - Call Waiting ID – Optional
 - Enhanced Call Waiting - Optional

B. Regulations

1. Economy Pack Plus Lite Bundle customers may terminate their enrollment in the plan at any time upon notice to the Company.
2. Unless terminated by the Economy Pack Plus Lite Bundle customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.
3. The plan is not available to customers who are or become toll restricted.
4. Economy Pack Plus Lite Bundle customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.
5. Components of Economy Pack Plus Lite Bundle will be converted to ala carte rates for remaining services if customers remove any of the qualifying services.

(M)

^[1] **Effective April 12, 2019, Economy Pack Plus Lite Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.**

(N)

(N)

(M) Material moved to Page 19 of this section.

PACKAGED SERVICES

18.16 Economy Pack Plus Lite Bundle ^[1]

B. Regulations (Continued)

6. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.
7. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.
8. Economy Pack Plus Lite Bundle cannot be combined with any other discounts unless otherwise specified.

C. Rate and Charges

1. The monthly rate includes the Local Exchange Service, flat rate EAS, and features only. All other recurring charges applicable to an access line apply to Economy Pack Plus Lite Bundle. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan, High-Speed Internet, or DIRECTV.®
2. Service Charges, as specified elsewhere, apply for new and additional Economy Pack Plus Lite Bundle lines and moves of existing lines.
3. Service Charges do not apply when Economy Pack Plus Lite Bundle replaces existing Local Exchange Service. Service Charges do not apply customers request a change from Economy Pack Plus Lite Bundle back to Local Exchange Service.

Residence
Monthly Rate

Economy Pack Plus Lite Bundle (per line) ^[2] **\$39.00 (I)**

^[1] Effective April 12, 2019, Economy Pack Plus LITE Bundle is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

^[2] The customer must also subscribe to CenturyTel Long Distance, LLC Easy Talk Economy long distance plan, the Company's High-Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle.

DIRECTV® is used with permission.

PACKAGED SERVICES

18.17. CENTURYLINK BUSINESS BUNDLES

A. **Regulations and** Descriptions

[CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE](#) contains the terms and conditions for CenturyLink Business Bundle **Options 1 and 2 and CenturyLink Business Bundle Preferred**.

B. Rates and Charges

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

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

| CenturyLink Business Bundle Per Line, Per Location | Monthly Rate | | Activation Fee |
|---|-------------------|--|-------------------|
| | Initial Bundle | 2 nd through 10 th Bundle | |
| Month-to-Month (Option 1) | \$45.00 | \$34.99 | \$50.00 |
| Two-Year Term (Option 2) | 45.00 | 34.99 | N/A |

2. **CenturyLink Business Bundle Preferred**

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

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

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PACKAGED SERVICES

18.18 UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE ^[1]

(C)

A. Description

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

http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf

B. Rates and Charges

| Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance | Monthly Rate |
|--|------------------------|
| Per package, per location | \$35.00 ^[2] |

(T)

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

(N)
|
(N)

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

(T)

CenturyTel of Washington, Inc. d/b/a CenturyLink
(WN U-11)
Local Terms of Service
Washington

Effective: 08-16-21

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PACKAGED SERVICES

18.19 SIMPLY UNLIMITED BUSINESS

(N)

A. Description

Terms and conditions for Simply Unlimited Business are located at:
http://www.centurylink.com/tariffs/LTOS_Business_Simply_Unlimited_Bundle.pdf

B. Rates and Charges

| Option | Monthly Rate | | Activation Fee |
|--|------------------------------|--------------------------------------|------------------------|
| | Initial Bundle, Per Location | Each Additional Bundle, Per Location | |
| Simply Unlimited Business with Long Distance | \$50.00 | \$50.00 | \$50.00 ^[1] |

^[1] Activation fee will be waived with subscription to optional HSI. The above monthly rate and the applicable rate for optional HSI applies in addition to the above rates and will appear on invoice as a single line item.

CenturyTel of Washington, Inc. d/b/a CenturyLink
(WN U-11)
Local Terms of Service
Washington

Effective: 10-08-21

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PACKAGED SERVICES

18.20 **SIMPLY UNLIMITED PHONE FOR RESIDENCE**

(N)

A. Description

Terms and conditions for Simply Unlimited Phone for Residence are located at:
http://www.centurylink.com/tariffs/LTOS_Residence_Simply_Unlimited_Phone.pdf

B. Rates and Charges

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

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

CenturyTel of Washington, Inc. d/b/a CenturyLink
(WN U-11)
Local Terms of Service
Washington

Effective: 6-5-15

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PROMOTIONS

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

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

20.1 MAINTENANCE OF SERVICE CHARGE (A.K.A. TROUBLE ISOLATION CHARGE)

A. Description

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

The Trouble Isolation Charge also applies when a customer requests or allows the Company to dispatch a technician to investigate the reported trouble and the customer then does not allow access to the necessary in-home wiring and equipment or is not available to allow access.

This charge is waived for customers who have inside wire protection, unless the Company can conclude definitively through remote testing that no trouble exists in company facilities or customer's inside wiring, and the customer insists on a dispatch. If, upon customer demand, a technician is dispatched and no trouble is found, the Trouble Isolation Charge will apply whether or not the customer has inside wire protection.

B. Application

The Trouble Isolation Charge will not apply when:

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

C. Rates

Maintenance of Service Charge **\$99.00 (I)**

CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

20.2 INSIDE WIRE MAINTENANCE PLANS (A.K.A. INSIDE WIRE PROTECTION)

A. General

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

(M)
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B. Rates

Monthly Rates for Inside Wire Protection Plans can be found at
http://www.centurylink.com/tariffs/LTOS_IWP.pdf.

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(M) Material moved to http://www.centurylink.com/tariffs/LTOS_IWP.pdf.