

United Telephone Company of the Northwest d/b/a CenturyLink
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 United Telephone Company of the Northwest d/b/a CenturyLink Tariff WN U-4, 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 United Telephone Company of the Northwest d/b/a CenturyLink Tariff WN U-5 on file with the Washington Utilities and Transportation Commission.

United Telephone Company of the Northwest 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)
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<u>Service Mark/Trademark:</u>	<u>Trade Name:</u>
CenturyLink®	CenturyLink
Lumen®	
Lumen Technologies®	

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CORE CONNECT®

SIMPLE CHOICE®

United Telephone Company of the Northwest d/b/a CenturyLink
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Washington

Effective: 04-01-14

Preface
Original Page 1

PRELIMINARY STATEMENT

TERRITORY SERVED

United Telephone Company of the Northwest renders telephone service in the exchanges and local calling areas as shown in Section 1 of [United Telephone Company of the Northwest d/b/a CenturyLink Tariff WN U-5](#).

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.

United Telephone Company of the Northwest d/b/a CenturyLink
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Effective: 08-12-22

Application and Reference
Original Page 1

APPLICATION AND REFERENCE

(N)

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.

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 United Telephone Company of the Northwest d/b/a CenturyLink 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.

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Effective: 08-12-22

Application and Reference
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APPLICATION AND REFERENCE

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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

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Effective: 10-08-21

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DEFINITIONS

ABBREVIATED DIALING

See "Speed Calling."

ACCESS LINE

A circuit between the customer's premises and the serving central office providing access to the network. Access lines are subdivided as follows:

- a. One-Party Line: A line for network access arranged to serve one customer.
- b. PBX Trunk: A trunk utilized by those multiline systems which randomly and automatically selects a trunk from the system's group of trunks when the station user activates the trunk selection function of the system's common equipment.
- c. Key (Rotary) Line: A trunk utilized by those multiline systems wherein the multiline system station user has the capability of individually selecting a specific trunk from the system's group of central office trunks.
- d. Pay Telephone Access Line: A class of service furnished to individuals, firms, or corporations which permits connection of a customer provided instrument (coin or coinless) that is activated by the deposit of coins, tokens or the entry of a customer account number.

ACCESS LINE INSTALLATION CHARGE

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

AIRLINE MEASUREMENT

The shortest distance between the points involved.

ANONYMOUS CALL REJECTION

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

APPLICANT

An individual or concern making application to the Company for service.

DEFINITIONS

AUTO ANSWER BACK

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

AUTO CALL RETURN

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

AUTOMATIC DIALING AND ANNOUNCEMENT DEVICE (ADAD)

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

AUTOMATIC LINE

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

AUTOMATIC LINE AND MULTIPLE APPEARANCE DIRECTORY NUMBER (MADN)

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

AUTOMATIC ROUTE SELECTION

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

B (BEARER) CHANNEL

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

B-CHANNEL CIRCUIT-SWITCHED DATA

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

BILLING DATE

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

DEFINITIONS

BILLING NUMBER SCREENING

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

BLIND TRANSFER RECALL

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

BUILDING

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

BUSY OVERRIDE

A Centrex feature that allows a user to gain access to a busy station by pressing the Busy Override key.

CALL BACK QUEUING

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

CALL FORWARD BUSY-CUSTOMER CONTROLLED

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

CALL FORWARD BUSY-CUSTOMER PROGRAMMABLE

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

CALL FORWARD BUSY-FIXED

This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

DEFINITIONS

CALL FORWARD FIXED

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

CALL FORWARD NO ANSWER

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

CALL FORWARD NO ANSWER-CUSTOMER CONTROLLED

Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

CALL FORWARD NO ANSWER-CUSTOMER PROGRAMMABLE

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

CALL FORWARD NO ANSWER-FIXED

This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

CALL FORWARD OF CALL WAITING

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

CALL FORWARDING

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

CALL PARK

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

CALL PARK RECALL IDENTIFICATION

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

CALL PICK-UP

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

DEFINITIONS

CALL TRACER

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

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

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

CALL WAITING

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

CALL WAITING AND THREE-WAY CALLING INTERACTIONS

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

CALL WAITING ORIGINATING

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

CALL WAITING WITH OPTIONS

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

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Section 1
Original Page 6

DEFINITIONS

CAMP-ON WITH MUSIC

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

CENTRAL OFFICE

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

CENTRAL OFFICE CONNECTING FACILITY

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

CENTRAL OFFICE STATION TERMINATION

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

CENTREX

Centrex is a digital communications service provided by central office equipment located on telephone company premises. The service is designed to serve businesses of 2-60 stations subject to the availability of facilities, features and central office equipment. The service provides access to the local exchange, interexchange access, intra-system communications, and Centrex feature packages.

CENTREX Trunk

A trunk that allows access to certain Centrex features.

CENTURYLINK LOCAL OPERATING COMPANY (a.k.a. CENTURYLINK LOC)

The term used to describe CenturyLink Corporation's Incumbent Local Exchange Carrier (ILEC).

CHANNEL

A path for communication between two or more services or Company offices, furnished in such a manner as the Company may elect, whether by wire, radio, or a combination thereof.

CHARGE

The non-recurring (one-time) price of providing equipment or services. See "Rate."

CLASS OF SERVICE

Business or residence service.

DEFINITIONS

CLIENT

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

CODE CALL ACCESS

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

CODE RESTRICTIONS

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

COMMISSION

The Washington Utilities and Transportation Commission, Olympia, Washington.

COMMUNICATIONS SYSTEM

A combination of equipment and facilities which fulfills the communication requirements of a customer.

COMPANY

Whenever used in this *Local Terms of Service*, "Company" refers to United Telephone Company of the Northwest unless the context clearly indicates otherwise.

CONCURRENCE

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

CONNECTING ARRANGEMENT (COUPLER)

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

CONNECTING COMPANY

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

CONSULTATION HOLD

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

CONTIGUOUS EXCHANGES

Two exchanges whose boundaries adjoin.

DEFINITIONS

CONTINUOUS PROPERTY

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

CONTRACT

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

COST

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

CUSTOM CALLING FEATURES

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

CUSTOMER

An individual or concern who orders and receives telephone service from the Company, and is responsible for the payment of all rates and charges.

CUSTOMER PREMISES EQUIPMENT

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

CUSTOMER PREMISES INSIDE WIRING

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

CUSTOMER PROVIDED PAY TELEPHONE SERVICE

Pay telephone service provided through an instrument owned by the customer. The services are provided on an instrument-implemented basis rather than a central office basis. The instrument must be connected to a Pay Telephone Access Line.

CUSTOMER PROVIDED POLES OR TRENCH

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

D (DELTA) CHANNEL

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

DEFINITIONS

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

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

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

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

DEPOSIT - A cash payment made by the customer to establish or reestablish credit with the Company. Deposits shall be required, applied, and refunded as described in Section 2.

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).

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

DICTATION ACCESS AND CONTROL (DTMF ONLY) - This feature provides station access to customer provided dictation recording equipment by dialing an access code.

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

DIRECT ELECTRICAL CONNECTION - A physical connection of the electrical conductors in the communications path.

DEFINITIONS

DIRECT INWARD DIALING

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

DIRECT OUTWARD DIALING (DOD)

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

DIRECTED CALL PARK

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

DIRECTED CALL PICK-UP NON-BARGE IN

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

DIRECTED CALL PICK-UP WITH BARGE IN

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

DIRECTORY ASSISTANCE SERVICE

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

DIRECTORY LISTING

The publication in the Company's telephone directory or information records whereby telephone users are enabled to ascertain the telephone number of a listed customer access line.

- a. Caption Listing: The listing of a customer's name without address or telephone number followed by a series of indented listings covering branches or different departments of the business.
- b. Foreign Listing: A directory listing in the directory of an exchange other than the exchange from which the customer is furnished local service.
- c. Free Listing: A directory listing for which no specific charge is made.
- d. Indented Listing: A directory listing indented under heading or another listing.
- e. Non-Listed: A non-listed number is not listed in the directory but may be obtained from Directory Assistance (Information).
- f. Non-Published: A non-published number is neither listed in the directory nor given out by Directory Assistance (Information).
- g. Reference Listing: The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

DEFINITIONS

DISPLAY CALLED NUMBER

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

DISPLAY CALLING NUMBER

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

DISTINCTIVE CALL-WAITING TONES

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

DISTINCTIVE RINGING

Allows a customer to identify certain call types by applying a distinctive ringing cadence to calls terminating on stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls.

DISTRIBUTION FACILITIES

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

DSS FACILITY AND COMMON EQUIPMENT

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

DEFINITIONS

ENHANCED BUSINESS SET REASON DISPLAY

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

ENHANCED FRAME RELAY SERVICE

Enhanced Frame Relay (EFRS) is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps, or 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the EFRS network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.

EXCHANGE

An exchange is the total area within which the Company holds itself out to furnish telecommunications service from the central office(s) serving that area.

EXCHANGE LINE

See "Access Line."

EXCHANGE SERVICE

Telecommunications furnished for customer access lines receiving service in a local service area. Exchange service is subdivided as follows:

- a. Flat Rate Service: Exchange service furnished a customer for which a monthly rate is assessed, regardless of the amount of use.
- b. Foreign Exchange Service: Exchange service furnished from an exchange other than the one in which the customer is located, or to an off-premises exchange in another exchange.
- c. Individual Line Service (one-party service): A grade of exchange service furnished by means of a central office line arranged to serve one customer.
- d. Local Measured Service: Exchange service furnished under *Local Terms of Service* provisions for which a separate charge is applied for each outgoing local message in addition to the monthly rate for the access line.

EXECUTIVE BUSY OVERRIDE

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

EXPENSIVE-ROUTE WARNING TONE

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

DEFINITIONS

EXPRESSTOUCH SERVICE

ExpressTouch Service is a group of central office-based call management features offered in addition to basic exchange telephone service and custom calling features. This service will be offered on or after July 6, 1993.

EXPRESSTOUCH SERVICE AREA

An ExpressTouch customer may employ available ExpressTouch features only when both the ExpressTouch customer and the other party involved in the call are served from the same host central office. The other party does not need to subscribe to ExpressTouch.

EXTENDED AREA SERVICE

The extension of an exchange calling area to include another contiguous exchange(s) to eliminate toll charges between those exchanges.

FACILITIES

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

FEATURE CODE ACCESS

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

FEATURE DISPLAY

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

FIXED REMOTE CALL FORWARDING

Provides a customer with a telephone number equipped in the company's central office and permanently forwards all incoming calls to another customer selected telephone number. Does not require a line card.

FLAT RATE SERVICE

Service furnished at a fixed monthly rate.

DEFINITIONS

FLEXIBLE INTERCEPT

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

FOREIGN EXCHANGE

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

FOREIGN EXCHANGE DIRECTORY LISTING

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

FOREIGN EXCHANGE SERVICE

See "Exchange Service."

FORWARDED MESSAGE INFORMATION

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

FULLY-RESTRICTED SERVICE

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

GRADE OF SERVICE

Refers to the number of parties served on a telephone line.

GRANDFATHERED SERVICE OR EQUIPMENT

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

GROUP INTERCOM

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

DEFINITIONS

HELD CALLS

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

HUNTING

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

IN-ONLY DID TRUNK

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

IN-ONLY TRUNK

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

INDIVIDUAL LINE BUSINESS SERVICE

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

INDIVIDUAL LINE SERVICE

See "Exchange Service."

INDIVIDUAL PAGE FROM GROUP INTERCOM

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

INFORMATION DELIVERY SERVICE

Consists of communications services and facilities that the Company provides to third party information providers which allow these third parties to provide pre-recorded announcements or interactive programs to call-in customers within one of the Company's Local Access and Transport Areas.

DEFINITIONS

INFORMATION PROVIDER

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

INFORMATION PROVIDER PRICING

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

INSIDE WIRE

See "Customer Premises Inside Wiring."

INSTALLATION CHARGE

See "Service Connection Charges."

INTEGRATED SERVICES DIGITAL NETWORK – BASIC RATE INTERFACE (ISDN-BRI)

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

INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE (ISDN-PRI)

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

INTERACTIVE PROGRAMS

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

INTERCOM

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

INTERCOM SERVICE

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

DEFINITIONS

INTEREXCHANGE CARRIER

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

INTEREXCHANGE RECEIVING SERVICE

A combination of exchange and toll service whereby a business customer in one exchange may arrange to receive calls placed to a special number by customers from another exchange. The customer agrees to accept such calls at the applicable rates for message toll telephone service, station operator-handled calls. The special number may be published in the directory of the exchange where the call originates.

INTERFACE

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

INTERFACE OR DEMARCATION POINT

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

INTERGROUP CALLING

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

JOINT USER SERVICE

A joint user is a person, firm, or corporation authorized by the Company and a customer to share in the use of the customer's business telephone service.

KEY TELEPHONE SERVICE

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

LAST NUMBER REDIAL

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

LAST NUMBER REDIAL ASSOCIATED WITH SET

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

DEFINITIONS

LINE CONNECTION

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

LINE EXTENSION

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

LISTEN ON HOLD

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

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

LOCAL EXCHANGE

That exchange in which the customer premises is located.

LOCAL MEASURED SERVICE

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

LOCAL MESSAGE

A message not subject to toll charges.

LOCAL SERVICE

Telephone service provided to customers within an exchange area.

LOUDSPEAKER AND RADIO PAGING ACCESS

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

DEFINITIONS

MAKE SET BUSY

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

MAKE SET BUSY EXCEPT GROUP INTERCOM

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

MASS CALLING APPLICATIONS

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

MEET POINT

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

MESSAGE

A completed customer telephone call.

MILEAGE CHARGES

Additional recurring rates based on distance measurement.

MINIMUM CONTRACT PERIOD

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

MOVE AND CHANGE CHARGES

See "Service Connection Charges."

MULTILINE CUSTOMER

A customer, residential or business, with more than one line.

MULTI-LINE VARIETY PACKAGE DIAL PLAN

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

MULTIPLE APPEARANCE DIRECTORY NUMBER

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

 DEFINITIONS

MULTIPLE APPEARANCE DIRECTORY NUMBER AND CONFERENCE INTERACTION

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

MUSIC ON HOLD

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

NAME DISPLAY FOR MULTIPLE APPEARANCE DIRECTORY NUMBER SECONDARY MEMBERS

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

N11 SERVICES

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

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

NATIONAL SECURITY EMERGENCY PREPAREDNESS (NSEP)

See Telecommunications Service Priority (TSP).

NETWORK INTERFACE

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

DEFINITIONS

NETWORK INTERFACE DEVICE (NID)

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

NON-CONTIGUOUS EXCHANGES

Two exchanges whose boundaries do not adjoin.

NON-LISTED SERVICE

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

NON-PUBLISHED SERVICE

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

NONRECURRING CHARGE

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

NUMBERING PLAN AREA (NPA)

A three-digit numerical designation of a geographical area which is combined with a seven-digit telephone number to form a unique telephone number in the United States and Canada. Washington is divided into three NPAs -- Seattle/Tacoma and Everett metropolitan area is designated as NPA 206; the remaining Western Washington area is designated as NPA 360; Eastern Washington is designated as NPA 509. Also called "area code."

OFF HOOK QUEUING

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

OFF-HOOK QUEUING (OHQ) ENHANCED

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

OFF NET TRANSFER

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

DEFINITIONS

ON HOOK DIALING

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

ONE-PARTY SERVICE

An access line serving only one customer.

ORIGINATING END OFFICE

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

ORIGINATING/TERMINATING LINE SELECT

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

OUT-ONLY TRUNK

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

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PAY TELEPHONE SERVICE

Exchange service designed for use of the customer and the public at locations somewhat public in character at a specified charge for each outgoing message.

PBX/PABX

See "Private Branch Exchange and Private Automatic Branch Exchange Service."

PERMANENT DISCONNECT

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

PERMANENT HOLD

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

DEFINITIONS

PERSONAL ALERT LINE

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

PREMISES

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

PRIVACY RELEASE CONFERENCE CONTROL

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

PRIVATE BRANCH EXCHANGE SERVICE

See "Access Line."

PRIVATE BRANCH EXCHANGE STATION TERMINATION

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

PRIVATE LINE

A line furnished between specified locations for the exclusive communication purposes of customers and authorized users connected to that line.

PROVIDER

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

PAY TELEPHONE ACCESS LINE

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

PUBLIC ROADWAY

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

DEFINITIONS

QUERY BUSY STATION

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

QUERY TIME KEY

This feature provides the current time and date.

RATE

The recurring monthly price for the service or equipment provided. See "Charge."

REGISTERED EQUIPMENT

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

REPEAT DIAL

Automatically monitors a busy line up to 30 minutes. A distinctive ring announces the line is free, and the number is redialed when the customer picks up the receiver.

RESERVATION OF FACILITIES

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

RING AGAIN

Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

RING AGAIN ON HUNT GROUPS

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

RING AGAIN ON IDLE BUSINESS SET

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

ROTARY LINE SERVICE

A general designation for a group of individual lines, so arranged that the switching equipment will search over the group to find an idle line. This service may be either a PBX trunk or a key line. See "Access Line."

DEFINITIONS

SECOND AND THIRD RECORDED ANNOUNCEMENTS

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

SELECTIVE CALL FORWARDING

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

SELECTIVE CALL REJECTION

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

SELECTIVE CALL RING

Allows customers to program a list of numbers so calls coming in from those numbers will ring distinctively.

SEMI-RESTRICTED SERVICE

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

SERVICE CONNECTION CHARGES

Service connection charges are nonrecurring charges which apply to all telephone service for the establishment, moves, and/or changes of service, station equipment, and/or wiring performed by the Company at the customer's request.

SHORT HUNT

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

SIGNALRING (A.K.A. CUSTOM RING)

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

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DEFINITIONS

SIMPLIFIED DIALING

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

SIX-PORT CONFERENCE

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

SLAMMING

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

SPECIAL BILLING NUMBER SERVICE

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

SPECIAL DESIGN SERVICE

See "Design Service."

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SPECIAL EXCHANGE SERVICES

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Special exchange services are features provided to customers through the local exchange network and are available where central office facilities permit. All monthly rates for special exchange services are in addition to the regular monthly rate for the service with which the special exchange service is associated.

SPECIAL SERVICES INTERFACE CHARGE

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

SPECIAL TELEPHONE NUMBER

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

SPECULATIVE PROJECT

An undertaking of a speculative nature that, in the opinion of the Company, appears to involve risk of failure.

SPEED CALL GROUP, LONG LIST

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

DEFINITIONS

SPEED CALL INDIVIDUAL, LONG LIST

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

SPEED CALL INDIVIDUAL, SHORT LIST

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

SPEED CALLING

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

STATION

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

STATION-ACTIVATED DO NOT DISTURB WITH FEATURE ACTIVE REMINDER

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

STATION CALL PARK

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

STATION CONTROLLED CONFERENCE (SIX PORTS MAX)

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

STATION MESSAGE DETAIL RECORDING-BASIC (SMDR-B)

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

STATION MESSAGE DETAIL RECORDING-ENHANCED (SMDR-E)

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

STATION-TO-STATION CALLING

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

DEFINITIONS

STORING OF 24 DIALED DIGITS (15 DIGITS IN DMS 10S)

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

SUBSCRIBER TO SERVICE

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

SUPERSEDURE

The transfer of a service, including the telephone number, from one customer to another.

SUPERSET CALL HOLD

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

SYSTEM

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

TARIFF

The rates, charges, conditions, rules, and regulations adopted and filed by the Company with the Washington Utilities and Transportation Commission.

TELECOMMUNICATIONS SERVICE

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

DEFINITIONS

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) telecommunication services. The Federal Communications Commission (FCC) defines NSEP telecommunications services as those services which are used to maintain a state of readiness or to respond to and manage any event or crisis, which causes or could cause harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States. See Section 13 of the Company's Access Service Tariff, for regulations, rates and charges.

TEMPORARY DISCONNECT

The suspension of telephone service at the request of the customer or on the initiative of the Company with the telephone facilities of the service being held available for the customer.

TEMPORARY SERVICE

Temporary service is service definitely known to be required for a short period of time, generally less than twelve months.

TERMINATION CHARGE

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

THREE-PARTY CONFERENCE

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

THREE-PARTY CONFERENCE/TRANSFER

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

THREE-WAY CALL CHAINING

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

TIE LINE

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

DEFINITIONS

TIME AND MATERIAL CHARGES

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

TOLL

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

TOLL LINE

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

TOLL MESSAGE

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

TOLL RATE

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

TOLL RESTRICTED STATIONS

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

TOLL RESTRICTION

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

TOLL SERVICE

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

TOLL TERMINAL SERVICE

A telephone line which is connected directly to toll switchboard positions.

TRANSFER ARRANGEMENT

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

DEFINITIONS

TRANSFER FOR UNIFORM CALL DISTRIBUTION (UCD)

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

TRUNK LINE

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

TWO-WAY DID TRUNK

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

TWO-WAY TRUNK

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

TYPE OF SERVICE

Refers to flat rate service, measured, pay telephone access line service.

UNIFORM CALL DISTRIBUTION

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

UNIFORM CALL DISTRIBUTION (UCD) QUEUE-STATUS LAMP

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

UNRESTRICTED SERVICE

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

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United Telephone Company of the Northwest d/b/a CenturyLink
Local Terms of Service
Washington

Effective: 11-22-15

Section 2
2nd Revised Page 1

RULES AND REGULATIONS

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(D)

United Telephone Company of the Northwest d/b/a CenturyLink
Local Terms of Service
Washington

Effective: 08-29-16

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RULES AND REGULATIONS

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United Telephone Company of the Northwest d/b/a CenturyLink
Local Terms of Service
Washington

Effective: 04-01-14

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RULES AND REGULATIONS

2.1 INTRODUCTION

The regulations set forth herein apply to intrastate services and facilities furnished within the State of Washington by United Telephone Company of the Northwest, hereinafter referred to as the Company, subject to the jurisdiction of the Washington Utilities and Transportation Commission.

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

Cases of erroneous or doubtful interpretation of these regulations by the Company or a customer are subject to appeal to the Washington Utilities and Transportation Commission by any party affected.

RULES AND REGULATIONS

2.2 APPLICATION FOR SERVICE

The Company may require each applicant to sign an application for the service desired, on a form provided by the Company, as a condition precedent to the initial establishment of such service.

A request for service shall be deemed to be an expression of the applicant's willingness to conform to effective rules and regulations as are on file with the Washington Utilities and Transportation Commission in tariff or is in this *Local Terms of Service*.

A. Minimum Contract Period

Except as specified elsewhere in this *Local Terms of Service*, the minimum contract period for all services is one month from the date service or additions to service is established and the minimum charge is the established rate for one month.

RULES AND REGULATIONS

2.3 CANCELLATION OF THE APPLICATION

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:

2.4. CANCELLED BY APPLICANT

- A. If cancellation is requested by the applicant before the Company has begun the work of installation, the application will be cancelled by the Company and no charge will be made against the applicant except as specifically covered by written contract as provided for in these rules.
- B. If cancellation is requested by the applicant subsequent to the time work has begun on installation, the application will be cancelled and the Company will collect the service connection charges applicable to the facilities actually installed or work done at the time of requested cancellation, or such other amounts as may be specifically provided for by written contract previously made in accordance with these rules.
- C. If cancellation is requested by the applicant subsequent to the time facilities are connected for service, such cancellation being in effect a regular discontinuance of service, the conditions of the above paragraph and the minimum requirements of the rate will be applicable.
- D. **Additional conditions for cancellation of an application for Design Services and Private Line Services apply as specified in Section 13, "Cancellation of Order Charge."**

(N)
(N)

2.5 CANCELLED BY COMPANY

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

RULES AND REGULATIONS

2.6 ESTABLISHMENT OF CREDIT

An applicant for residential service may establish credit by demonstrating to the Company any one of the following subparagraphs A., B., or C.

- A. Prior service with the Company for at least twelve (12) months duration, ending no longer than one year prior to the date of application providing service was not disconnected for failure to pay and no more than two delinquent notices were served upon the customer.
- B. Prior service with another telephone company for at least twelve (12) consecutive months with a satisfactory payment record as demonstrated above, provided that the reference may be quickly and easily checked, and the necessary information is provided.
- C. Demonstrate three of the credit factors from the following:
 - 1. Full time consecutive employment or a regular source of income during the entire twenty-four (24) months previous to the application of service, with no more than two employers, and the applicant is currently employed or has a regular source of income; or the applicant has a permanent, regular source of income.
 - 2. Ownership of the premises to be served.
 - 3. Has a savings account.
 - 4. Has been issued a major charge card.
 - 5. Has been issued a major oil charge card.
 - 6. Has been issued a local charge card.

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

RULES AND REGULATIONS

2.7 DEPOSIT REQUIREMENT

A deposit may be required* under any of the following circumstances:

- A. Where the applicant has failed to establish a satisfactory credit history as described in regulation entitled "Establishment of Credit."
- B. When, within the twelve (12) months prior to the application, the applicant's telephone service has been disconnected for failure to pay amounts owing when due.
- C. Where the applicant has an unpaid, overdue balance owing for service from this or any other telephone company.
- D. Where three or more delinquency notices have been served upon the applicant by this or any other telephone company during the twelve (12) months prior to the application.
- E. 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.
- F. When a customer is initially provided service without a deposit on the basis of credit information supplied by the customer which is incorrect or cannot be verified, and the customer would have otherwise been required to make a deposit.
- G. When a customer has on two (2) or more occasions in the previous twelve (12) months made payment with a non-sufficient funds check.
- H. Where the Company has had cause to disconnect for nonpayment within the last twelve (12) months, but the Company has elected not to disconnect service.
- I. The customer has incurred excessive toll charges as defined in the regulation entitled "Amount of Deposit" and has elected not to make full payment of such toll charges.

RULES AND REGULATIONS

2.8 AMOUNT OF DEPOSIT

The amount of deposit shall be established as follows:

- A. For nonresidential service, the deposit shall not exceed two-twelfths the estimated annual billings.
- B. For residential service, the deposit shall not exceed:
 - 1. Two months customary utilization for customers with previous verifiable service, or
 - 2. \$85.00 for all other residential customers.
- C. Additional Deposit.

When an additional deposit is required, written notice will be made to the customer to make payment of either of the following options before the close of the fifth business day following the date of presentation:

- 1. Full payment of all toll charges accrued to the time of the payment.
 - 2. Payment of an additional deposit based upon the customer's actual use for two months' customary utilization.
- D. Additional deposits due to toll usage may be required in the following cases:
 - 1. For nonresidential customers when toll charges exceed the estimated amount by twenty dollars or by twenty percent, whichever is greater.
 - 2. For residential customers with previous verifiable service, when toll charges exceed customary utilization over the previous six months by twenty dollars or by twenty percent, whichever is greater.
 - 3. For all other residential customers, when the toll charges exceed \$42.50.

2.9 TRANSFER OF DEPOSITS

If a customer transfers his service to a different location within the Company's service area, the deposit, less any outstanding balance, shall be transferable and applicable to the new service location.

2.10 INTEREST ON DEPOSITS

Interest on deposits held will be accrued as established by law at a 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 computed from the time of deposit to the time of the refunding of the deposit and shall be compounded annually.

RULES AND REGULATIONS

2.11 EXTENDED PAYMENT ON DEPOSITS

If applicants or customers are unable to pay the entire amount of the required deposit in advance of installation or continuation of service, they shall be permitted to pay 50 percent of the deposit amount prior to service. The remaining amount will be payable in equal amounts on the normal billing cycle during the first two months of service. An applicant or customer unable to meet this deposit requirement shall have the opportunity to receive service under the subsection entitled "Alternative to Deposit."

2.12 ALTERNATIVE TO DEPOSIT

A residential applicant or customer who is unable to make a required deposit will be allowed, in lieu of the deposit, to furnish a satisfactory guarantor to secure payment of bills for service requested in a specified amount not to exceed the amount of deposit which may be required.

2.13 REFUND OF DEPOSITS

Deposits shall be refunded under the following circumstances and in the following form:

- A. Where the customer has for twelve (12) consecutive months paid for service when due in a prompt and satisfactory manner as evidenced by the following:
 - 1. The Company has not initiated disconnection proceedings against the customer.
 - 2. No more than two notices of delinquency have been sent to the customer.
- B. Upon termination of service the Company will return to the customer the amount then on deposit plus accrued interest, less any amounts due the Company for services rendered.
- C. The deposit will be returned to the customer in either of the following forms, at the option of the customer.
 - 1. In the form of a check issued and mailed to the customer no longer than 15 days following completion of twelve (12) months satisfactory payments as described above.
 - 2. In the form of a credit applied to the customer's subsequent bill(s) for monthly service.

If the customer has not designated an option, the deposit will be returned, when due, by a check mailed to the customer.

2.14 APPLICATION OF DEPOSITS TO BILLS

The deposit may be applied towards the payment of a past due amount on the customer's final bill. Written notice of such application shall be furnished to the customer on the bill. Application of the deposit as provided for herein shall not prevent the customer from being responsible for payment of any past due amount which may remain outstanding.

RULES AND REGULATIONS

2.15 RECOVERY OF COLLECTION COSTS - BUSINESS

Any Customer subscribing to Business services under this *Local Terms of Service* (a "Business Customer") is responsible for all collections costs, including but not limited to attorneys fees, incurred by the Company in recovering any amounts due and owing to the Company by the Business Customer. In the event of the Business Customer's bankruptcy, the Company may assert its claim for collections costs and attorneys' fees under this *Local Terms of Service* as a claim against the Business Customer's bankruptcy estate.

2.16 RENDERING OF BILLS

Bills for flat rate exchange service for the period specified in the rate section may be rendered in advance and are payable in advance. Unless otherwise indicated in the *Local Terms of Service*, the regular billing period will be once each month.

Due to cycle billing, bills for toll service rendered will cover a monthly period ending not more than 15 days prior to the billing date.

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

2.17 RESPONSIBILITY OF BILLS

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

2.18 PAYMENT OF BILLS

Payment of bills for telephone service shall be made at an office of the Company, to a duly authorized collector of the Company, or by mail.

Special bills, bills rendered on vacation of premises, or bills rendered to persons discontinuing service, will be payable 15 days after presentation. A Restoration of Service charge and/or the appropriate deposit (or alternative to deposit) must be paid before service will be installed.

RULES AND REGULATIONS

2.19 FRACTIONAL RATES

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

2.20 NON-SUFFICIENT FUNDS CHECKS (a.k.a. **Returned Check Charge**)

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A service charge **in the amount of \$30.00** will be applied to the customer's bill for each check **or payment** returned by a bank to the Company for the reason of non-sufficient funds.

(I) (T)

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

RULES AND REGULATIONS

2.21 LATE PAYMENT CHARGE

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

- A late payment charge of **5.0%** 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.
1. The Company will waive late payment charges for customers who establish a preferred payment date, and whose payment is made by the scheduled date, as provided by WAC 480-120-106. If payment is not made by the scheduled date, late payment charges will apply.
 2. 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.
 3. 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.
 4. 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 provider's service charges under WAC 480-120-172.
 5. 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.

RULES AND REGULATIONS

2.22 RESPONSIBILITIES OF THE CUSTOMER

A. 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.

B. F. 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.

(N)
|
(N)

C. Multi-Line Telephone Systems

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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 2.22.A.

RULES AND REGULATIONS

2.22 RESPONSIBILITIES OF THE CUSTOMER

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

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

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

Customers who connect multi-line telephone systems to the Company's facilities must agree to defend and indemnify the Company for acts and omissions resulting in non-compliance, as described in Section 2.22.B.

(N)

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RULES AND REGULATIONS

2.23 USE OF SERVICE

Business service rates apply when service is furnished at a location used primarily for business, professional, trade, or occupational purposes.

Individuals practicing a profession or operating a business and having no office other than their residence may choose either business services or residence service. Social clubs (Elks, Eagles, VFW, etc) are considered business service.

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

Residence service is used primarily, at a residence or place of dwelling, for social or domestic purposes. Residential service consists of a residential line at the residential rate, with a directory listing.

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

If it is found that the customer is permitting public use of service furnished him for his private use, the Company will request that the facilities be so located as to be inaccessible to the public or that the customer permit no further public use after the matter has been called to his attention.

If it is found that the customer is sharing the use of his business service with an individual, other than an employee, member, or officer of the customer's concern, or with another concern not of record as a joint user, the Company will thereafter require this customer to take business service except where the customer permits no further joint use of the service after the matter has been called to his attention.

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

RULES AND REGULATIONS

CONSTRUCTION

2.24 UNDERGROUND CONSTRUCTION

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

2.25 DISCONTINUANCE OF SERVICE BY THE CUSTOMER

The customer is required to give notice to the Company of the customer's intent to discontinue service.

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

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

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

RULES AND REGULATIONS

2.26 DISCONTINUANCE OF SERVICE BY THE COMPANY

- A. Service may be disconnected by the Company for the following reasons:
1. for the non-payment of bills or any proper charges, including deposit.
 2. for tampering with the Company's property.
 3. vacating of the premises by the customer.
 4. for violation of rules, service agreements and filed tariffs; or where the customer has not complied with state, county, or municipal codes and/or regulations concerning the rendition of service.
 5. for use of customer provided equipment which adversely affects the Company's service to its other customers.
 6. for fraudulently obtaining or using service.
- B. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the Company will not discontinue service until the following conditions are met:
1. Before effecting the discontinuation of service, the Company will make a good faith, bona fide effort to reach the customer in person or by telephone to advise the customer of the pending disconnection and the reasons therefore. Where telephone contact is elected, at least two attempts to reach the customer by telephone during business hours will be made. A log or record of the attempts will be maintained by the Company showing the telephone number called and the time of call. Telephone or personal contact will not be considered a substitute for written notice of discontinuance as specified below.
 2. Telephone or personal contact need not be attempted when the following conditions have been met:
 - a. the Company has had cause in any two previous billing periods during a consecutive twelve month period to attempt such contact.
 - b. the Company has notified the customer in writing that such telephone or personal contact will not be attempted in the future before effecting disconnection of service.
- C. The Company will provide written notice of disconnection served on the customer either by mail or, at its option, by personal delivery of the notice to the customer's address. If a mailed notice is elected, service will not be disconnected prior to the eighth business day following mailing of the notice. If personal delivery is elected, service will not be discontinued prior to 5 p.m. of the first business day following delivery. Delivered notice will be deemed effective if handed to a person of apparent competence in the residence or, if a business account, a person employed at the place of business of the customer. If no person is available to receive notice, notice will be deemed served if attached to the primary door of the residence unit or business office at which service is provided. If service is not discontinued within 10 working days of the first day on which disconnection may be effected, unless other mutually acceptable arrangements have been made, that disconnect notice will become void and a new notice will be required before the service can be discontinued.

All notices of delinquency or pending disconnection will detail procedures pertinent to the situation and provide notice of means by which the customer can make contact with the Company to resolve any differences.

RULES AND REGULATIONS

2.27 DISCONTINUANCE OF SERVICE BY THE COMPANY

- D. Except in case of danger to life or property, no disconnection will be accomplished on Saturdays, Sundays, legal holidays, or any other day on which the Company cannot reestablish service on the same or following day.
- E. When a Company employee is dispatched to disconnect service, that person will accept payment of a delinquent account at the service address if tendered in cash, but will not be required to dispense change for cash tendered in excess of the amount due and owing. Any excess payment will be credited to the customer's account. The Company will assess the time and material charge as provided for in this *Local Terms of Service* for the disconnection visit to the service address when such payment is made. Notice of the amount of charge will be provided within the notice of disconnection.
- F. When the Company has reasonable grounds to believe service is to other than the customer of record, the Company will undertake reasonable efforts to inform occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to other than the customer of record, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.
- G. Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection will be provided to the Director, Washington State Department of Social and Health Services, as well as to the customer. Upon request from the Director or his designee, a delay in disconnection of no less than five (5) business days from the date of notice will be allowed so that the Department may take whatever steps are necessary in its view to protect the interests of patients resident therein who are the responsibility of the Department.
- H. Service will not be totally disconnected while a customer is pursuing any remedy or appeal provided for by these rules, provided any amounts not in dispute are paid when due. The customer will be so informed upon referral of a complaint to a Company supervisor or the Commission.
- I. Where a customer's toll charges substantially exceed the amount of any deposit or customary utilization, and where it appears the customer will incur excessive, uncollectible toll charges while an appeal is being pursued, the Company may disconnect service. A customer whose service is so discontinued may reestablish service pending resolution of any dispute upon the making of a deposit or payment of undisputed outstanding toll charges.
- J. Payment of any delinquent amount to a designated payment agency of the Company will constitute payment to the Company, if the customer informs the Company of such payment and the Company verifies such payment.
- K. Service will be restored when the causes of discontinuance have been removed and when satisfactory arrangements for payment of all proper charges due from the customer, including any proper deposit, have been made as provided for in the *Local Terms of Service* of the Company.
- L. The Company will make a restoration of service charge for restoring service which has been discontinued.
- M. **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.

RULES AND REGULATIONS

2.28 DISCONTINUANCE OF SERVICE BY AN UNAUTHORIZED CARRIER

A. Slamming - Recovery Charge

Per FCC 00-135, CC Docket 94-129, a telecommunications carrier who acquires a customer by an unauthorized change of that customer's local service will be billed the applicable nonrecurring charges to re-establish that customer's service with the authorized carrier as it existed before the change.

B. Responsibility for Service and Equipment

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

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

When service is discontinued, the customer is responsible for the return of all Company-provided terminal equipment to the Company except for multi-button telephones, non-modular wall telephones, or other equipment which the Company determines the customer cannot remove. Customers with this type of equipment must arrange with the Company for the pickup of the equipment at the premises or be subject to the condition below.

Customers who do not return or make arrangements to return Company-provided telephone equipment will be billed the applicable sales price for the equipment. Ownership will be transferred to the customer at that time.

Effective January 1, 1987, all customer premises inside wire is the responsibility of the customer or the owner of the premises in which the customer is a tenant.

Complaints And Disputes

Any complaint or dispute involving the Company and one of its customers or applicants will be handled in the following manner:

Each complaint or dispute received by the Company will be investigated promptly and the result reported to the applicant or customer. When circumstances indicate the need for corrective action, such action will be taken as soon as possible.

Each employee of the Company engaged in the initial contact with a dissatisfied or complaining applicant or customer will inform the applicant or customer that, if still dissatisfied with the decision or the explanation provided, the applicant or customer has the right to have the problem considered and acted upon by a supervisor. The applicant or customer will be provided with the name or department of such supervisory personnel and the telephone number at which they may be reached.

RULES AND REGULATIONS

2.29 NOTICES FROM THE COMPANY TO THE CUSTOMER:

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

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

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

2.30 NOTICES FROM THE CUSTOMER TO THE COMPANY:

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

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

2.31 REFUSAL OF SERVICE

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

1. If the rendering of such service will adversely affect the service to other existing customers.
2. If the applicant has not complied with state, county, or municipal codes and/or regulations concerning the rendition of such service.
3. If, in the Company's judgment, the installation is considered hazardous, or of such nature that satisfactory service cannot be given.
4. If the Company is unable to secure all necessary rights-of-way, easements and permits.
5. If the use of the service is, or would be, an abuse or fraudulent use of service.
6. If a customer has an overdue, unpaid prior obligation to the Company for the same class of service at the same or different location until the obligation is paid or satisfactory arrangements are made. A customer shall only on an initial occurrence be entitled as a matter of right to arrange to pay an overdue, unpaid prior obligation over not less than six monthly billing periods. If a customer defaults on a payment agreement, such default will constitute grounds for discontinuance of service.
7. If a former customer is known to reside at an address and has an overdue, unpaid prior obligation to the Company for the same class of service at the same address until the obligation is paid or satisfactory arrangements are made.
8. If the applicant's premises to be served is not located within the serving area of the Company.

RULES AND REGULATIONS

2.32 ABUSE OR FRAUDULENT USE OF SERVICE

Service is furnished by the Company subject to the condition that there will be no abuse or fraudulent use of the service.

A. Abuse or Fraudulent Use of Service Includes:

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

2.33 ACCESS TO PREMISES

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

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

2.34 SUPERSEDURE

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

(N)
(N)

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

1. Consent is given by the relinquishing customer and the new customer agrees to assume the responsibility for all charges outstanding.
2. When the billing name changes and the new customer requests the same telephone number.
3. The new customer accepts the same exchange services. Such acceptance includes advertising if applicable.
4. Supersedure is not applicable to residence service.

RULES AND REGULATIONS

2.35 TEMPORARY SERVICE AND SERVICE TO SPECULATIVE PROJECTS

- A. Temporary Service is exchange service that is definitely known to be required for a temporary period, such as service for contractors for use during the construction of a project, sales campaigns, athletic contests, conventions, fairs, circuses, etc.
- B. A Speculative Project is an undertaking or promotional scheme which, by its nature or by reason of its sponsors, appears to involve undue risks.
- C. The Company will furnish temporary service or service to speculative projects subject to a service agreement between the Company and the customer.

2.36 TELEPHONE ANSWERING SERVICE

A. Applicability:

- 1. This *Local Terms of Service* is applicable to all businesses performing a telephone answering service for residence and/or business clients. The following items are defined as:
 - a. Customer: The business performing the telephone answering service.
 - b. Clients: Either residential or business subscriber whose lines are answered by the telephone answering service. They are "clients" of the "customer."

B. Conditions:

- 1. Telephone answering service will be furnished for incoming calls only. Service under this section does not provide the following:
 - a. communication service through the connection of any two answering lines terminating on the answering switchboard.
 - b. outgoing calls over answering lines of the clients of the customer conducting the telephone answering service.
- 2. Outgoing calls will be permitted only over the primary service lines which are in the name of the customer performing the telephone answering service.
- 3. Answering line service is a service employing an access line terminating on telephone answering equipment and is designed to enable the customer to answer incoming calls of the client. Additional terminations will not be furnished on answering lines except to other attendant positions.
- 4. The act of providing a switching service for the purpose of circumventing Company charges is deemed to be abuse or fraudulent use of service.

RULES AND REGULATIONS

2.36 TELEPHONE ANSWERING SERVICE

B. Conditions: (Cont'd)

5. Customer's access line is equipped for two-way service and is furnished only in the name of the customer.
6. An application for connection of a client's line to telephone answering service equipment will be accepted from the telephone answering service. Clients shall either authorize all rates and charges or shall authorize, in writing, the customer to act as their agent.
7. Rates and charges for off premises termination terminated at the answering service will be billed to the customer.
8. If for any reason service to the customer is discontinued, all service associated with the telephone answering equipment will also be discontinued. If for any reason the exchange service to the client is discontinued, the off premises termination to the answering equipment will be discontinued.
9. Access lines of the customer may be extended to additional telephone answering positions on the same premises. Access lines or extensions of access lines shall be limited to one termination per attendant position.
10. The charge for establishment of off premises termination will be the nonrecurring charge plus any applicable time and material charges for connection to the telephone answering switchboard. All charges are applicable to the customer.
11. Key telephones and associated common equipment will not be provided by the Company to customers for the purpose of conducting telephone Answering Services.

2.37 RECORDED PUBLIC NOTICES

For purposes of identification, customers who transmit or permit the transmission of recorded public announcements over facilities provided by the Company must include in the recorded message the name of the organization or individual responsible for the service.

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

2.38 ERRORS IN TRANSMISSION OF MESSAGES

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

The Company will make best efforts, unless commercially impracticable, to cure any material failure to provide service caused by defects in the Company hardware, software or systems. Due to the interdependence among telecommunications providers and the interrelationship with non-Company processes, equipment and systems, the Company is not responsible for failures caused by circumstances beyond its control, including, but not limited to, failures caused by: 1) the Customer; 2) other telecommunications providers; or 3) customer premises equipment. In addition, the Company does not ensure compatibility between the Company and non-Company services used by the Customer.

RULES AND REGULATIONS

2.39 CHANGES IN TELEPHONE NUMBER

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

A telephone number change initiated by the subscriber will be subject to a nonrecurring charge.

2.40 CREDIT ALLOWANCE FOR INTERRUPTION OF SERVICE

The Company shall not be liable for interruption of service beyond the extent of waiving the charge for that portion of each interruption in excess of the first twenty-four hours; provided, that notice of the interruption is given within forty-eight hours of its occurrence, and the Company has, when possible, made verification thereof. (C)

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

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

RULES AND REGULATIONS

2.41 DIRECTORY LISTINGS

Listings in the alphabetical section of the telephone directory are intended solely for the purpose of identifying customers as an aide to the use of telephone service. Telephone directories are furnished to customers to facilitate the use of the service, and remain the property of the Utility and may be collected upon issuance of new directories.

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

A. Non-Published Telephone Number Service

A subscriber may request that the telephone number of the subscriber'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 subscriber makes such a request, the Company will take reasonable precautions:

1. Not to publish the number in either its publicly distributed directories or other Company records containing such information available to the general public;
2. Except when authorized by law, the Company will not disclose non-published information to any person except as follows:
 - a. The Company's own employees or representatives as necessary for providing telecommunications and for purposes of billing and collection;
 - b. Authorized public safety agencies where calls are placed to an emergency number 911 or similar service;
 - c. Customers billed for calls to and from non-published numbers, who may be furnished non-published numbers only;
 - d. 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 non-published information for other than the provision of telecommunications;
 - e. In conformance with non-disclosure agreement, which will be signed annually, prohibiting the display, storage, or disclosure of non-published information for the following services:
 - (1) Forwarded Message Information (FMI).
 - a. FMI is for use with Voice Message Services only.
 - b. The non-disclosure agreement relates only to numbers outside a customer's Centrex-type system.
 - f. In ExpressTouch areas, Non-Published numbers will be released to ExpressTouch customers through Caller ID or Auto Call Return unless the calling party activates Per Call Blocking or subscribes to All Call Blocking.

RULES AND REGULATIONS

2.41 DIRECTORY LISTINGS(Cont'd)

A. Non-Published Telephone Number Service (Cont'd)

3. Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Tracer and/or Call Line Identifier procedures whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request of the agency.

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 non-disclosure of said number to any person.

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

As used in this *Local Terms of Service*, non-published information is defined to include the name, address and telephone number of the non-published telephone customer's.

B. Non-Listed Telephone Number Service

A customer may request that the telephone number of the customer's service be published only in the Company records containing such information available to the general public. If the customer makes such a request, the Company will take reasonable precautions:

1. Not to publish the number in its publicly distributed directories.

In ExpressTouch areas, Non-Listed numbers will be released to ExpressTouch customers through Caller ID or Auto Call Return unless the calling party activates Per Call Blocking or subscribes to All Call Blocking.

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.

2.42 AVAILABILITY OF FACILITIES

Effective November 1, 1986, the Company will provide terminal equipment for new or additional installations on a deregulated basis. The only exceptions are, equipment for emergency services such as 9-1-1 Emergency Service, and specialized customer premises equipment for the hearing impaired and other disabled persons.

RULES AND REGULATIONS

2.43 PRIORITY OF SERVICE

- A. Applications for service will normally be completed in the order of their receipt insofar as practicable and economical; however, when the facilities immediately available are insufficient to furnish service to all who may apply, facilities will first be made available in accordance with the regulations set forth in Section 13 of the Access Service Tariff, concerning Telecommunications Service Priority (TSP) and then in the following order:
1. Application for service for a use directly connected with national defense or where war conditions are involved.
 2. Application for service for a use directly connected with public safety, health or welfare.
 3. Application for service needed because of serious illness or where unreasonable hardship would otherwise result.
 4. Application for business service which has been held for two months or more.
 5. Application for residence service which has been held for two months or more.
 6. Application for business service for a party who has been a customer of the Company within one month prior to the date of application.
 7. Application for residence service for a party who has been a customer of the Company within one month prior to the date of application.
 8. Application for business service not otherwise qualifying under this Section.
 9. Application for residence service not otherwise qualifying under this Section.

2.44 EMERGENCY MEASURES TAKEN PURSUANT TO A STATE OF EXTREME EMERGENCY

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 cause, the Company shall take emergency measures with respect to its service. The Company may take any and all emergency measures it may within its discretion deem necessary in the public interest for the preservation and maintenance of service to all essential users.

As restoration becomes possible of any service which has been discontinued pursuant to any of the emergency measures taken as shown in this Rule and Regulation, the priority of the restoration will be determined by the Company as it deems necessary and feasible.

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

RULES AND REGULATIONS

2.45 SCHOOL AND LIBRARY DISCOUNTS

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

1. 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.

2. Application For Support

a. 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.

b. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

RULES AND REGULATIONS

2.45 SCHOOL AND LIBRARY DISCOUNTS

A. Pursuant to FCC Docket ... (Cont'd)

3. Receipt of Support

a. 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.

b. 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.

4. Failure To Obtain Support

a. 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.

b. 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.

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

RULES AND REGULATIONS

2.46 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.

A. Missed Appointments or Commitments

The customer will receive a credit for: 1) repair of existing exchange service when a customer is unable to receive and/or place a telephone call, or; 2) an installation appointment or commitment missed due to reasons within the Company's control (\$25.00 for residential customers, \$25.00 for business customers). The Quality of Service credit applies only to the access line(s) applicable to the missed appointment or commitment.

B. Allowance for Service Interruptions

1. Customers who have an out-of-service condition (no dial tone) on their lines that is not cleared within two working days (excluding Sundays and holidays) will receive a credit of \$5.00.
2. If the out-of service condition exceeds seven calendar days, the customer will receive a credit equal to their monthly local exchange service rate, including any associated features for the month in which the outage occurred.
3. These credits do not apply if the out-of-service condition or the Company's inability to clear the condition is due to:
 - Emergency situations
 - Unavoidable catastrophes
 - Force majeure
 - Work Stoppage
 - Inside wiring
 - Customer premises equipment

RULES AND REGULATIONS

2.47 NATURAL DISASTER RELIEF FOR CUSTOMERS

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

RULES AND REGULATIONS

2.48 TEMPORARY SUSPENSION OF SERVICE (VACATION SERVICE)

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

(N)
(N)

A. Description

1. Upon request, a subscriber to flat rated Business, Residence, Key or Private Branch Exchange (PBX) Service, where equipment arrangements permit, may arrange for the temporary suspension of service (Vacation Service) of basic local exchange service for a reduced monthly rate. In addition, Touch-Tone, Network Features; both individual and in packages, Custom Calling Features, ExpressTouch Service, and Solutions Packages are services eligible for temporary suspension of service, for a reduced monthly rate.

Taxes, surcharges, and fees are not subject to the temporary suspension of service and will be billed at standard rates during the period that a service is temporarily suspended.

B. Regulations

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

The Company reserves the right to refuse the temporary suspension of service when the subscriber's account is delinquent.

C. Rates and Charges

The rate for service during the temporary suspension of service will be fifty percent (50%) of the standard monthly rate for services specified herein. There is no reduction in monthly rates except for services listed in A.1 above for which temporary suspension of service is required.

A Restoration of Service charge as specified in this *Local Terms of Service* will be applied, per access line, when temporary suspension of service is reinstated.

RULES AND REGULATIONS

2.49 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](#).

2.50 OBSOLETE/GRANDFATHERED SERVICES

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)

(N)

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EXCHANGE SERVICE RATES

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EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE

A. General

1. Exchange service is restricted to the use of the customer, the customer's representatives, associates, or members of his or her establishment or household.
2. All lines that connect to Key or PBX systems are trunks and are charged at the business trunk rates.
3. Service connection charges apply to the establishment, moves, or changes of exchange service.
4. Local Exchange Service contemplates telephone service within one exchange; certain exchanges exist in which the local service is extended to a contiguous exchange(s), allowing calls between exchanges without the application of toll charges. Extended Area Service (EAS) is provided without charge, with the exception of Centrex. For the application of EAS charges on Centrex lines, see Section 17.
5. 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 2.22.C. 1.
6. **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 2.22.C.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.**

(T)

(N)

(N)

United Telephone Company of the Northwest d/b/a CenturyLink
Local Terms of Service
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EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

B. Local Exchange Access Line Rates

Submarket (company use only)	Exchange	Residence Flat or Measured ⁽²⁾⁽³⁾ (1-Pty)	Business Flat or Measured ⁽²⁾⁽³⁾ (1-Pty)	Key Flat or Measured ⁽²⁾⁽³⁾	Pay Telephone	PBX
110, 111, 117, 118, 119, 128	Poulsbo ⁽¹⁾	\$32.00	\$48.50 (I)	\$48.50 (I)	\$32.10	\$42.00
102	Columbia	32.00	48.50 (I)	48.50 (I)	32.10	42.00
109	Harrah					
129, 137	Toppenish ⁽¹⁾					
131	Wapato					
133	White Swan					
104	Port Angeles ⁽¹⁾	32.00	48.50 (I)	48.50 (I)	28.00	42.00
125, 126, 127	Sunnyside	32.00	48.50 (I)	48.50 (I)	27.35	42.00
101	Chimacum Center	32.00	48.50 (I)	48.50 (I)	26.20	42.00
103	Dallesport ⁽¹⁾					
107	Grandview					
108	Granger					
100, 122	Hood Canal ⁽¹⁾					
114, 099	Mabton ⁽¹⁾					
115	Mattawa					
120, 121	Prosser					
134	Whitstran					
136	Wishram					
105	Glenwood	32.00	48.50 (I)	48.50 (I)	23.85	42.00
106	Goldendale					
112	Klickitat					
113	Lyle					
116	Paterson					
130	Trout Lake					
132	White Salmon					
135	Willard					
123	Roosevelt					
124	Stevenson					

(1) The Dallesport exchange includes Wishram.
The Hood Canal exchange includes Brinnon and Quilcene.
The Mabton exchange includes Bickleton.
The Port Angeles exchange includes Gardiner.
The Poulsbo exchange includes Keyport and Suquamish.
The Toppenish exchange includes Zillah.

(2) Local Measured Service usage charges apply in addition to the access line rate. See 3.1.G. following.

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

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EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

C. Joint User

Monthly Rate

Joint User ⁽¹⁾

\$10.00 (I)

(C)

D. Operator Services Surcharges

Local service calls utilizing Operator Assistance will have operator handling surcharges applied in addition to normal rates and charges:

<u>Type of Call</u>	<u>Charge Per Call</u>
Calling Card or special billing number	\$0.50
Collect or third number	1.25
Person-to-Person	3.00

E. Reserved for Future Use

F. Intralata Operator Services Surcharges

Calling Card and Operator Assisted Surcharges	
• Customer-Dialed Calling Card or Special Billing Number	0.50
• Operator-Assisted Station-to-Station	1.25
• Operator-Assisted Person-to-Person	3.00

⁽¹⁾ Not available for new installation, regrade, or supersedure.

EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

G. Local Measured Service - **GRANDFATHERED**

Local Measured 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)

1. Local Measured Service is an optional exchange service available to one-party business or residence customers, including Key Line and PBX Trunk customers.
2. Local usage charges will not apply to calls made to the Company business office, repair service, operator, or local fire, ambulance, police or 911 numbers listed in the front of the telephone directory for reporting emergencies.
3. Local Measured Service will not be provided for pay telephone services nor on access lines for Fixed Remote Call Forwarding.
4. Local Measured Service calls will be billed on a direct dial basis. At the customer's option, these calls may be billed to a Calling Card, third number or on a collect basis. Operator handling charges will apply in addition to the Local Measured Service charges.
5. Usage Charges which consider frequency, duration and time of day are in addition to the Measured Service access line rate. These charges are as follows:

<u>Tier</u>	<u>1st Minute of Use</u>	<u>Add'l Minute of Use</u>
Intraexchange	\$0.00	\$0.00
Interexchange	0.00	0.00

6. Time of Day Usage Discounts apply to calls placed in the following time periods:

<u>Time</u>	<u>Discount</u>
11 p.m. to 8 a.m. weekdays	50%
Weekend, except 5 p.m. to 11 p.m. on Sunday	50%

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EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

H. Tax Additions To Customer Billing

The exchange rate schedules of the Company do not include any portion of county and/or municipal license, occupational, or revenue taxes applicable to telephone and other service. All such taxes where now imposed or which may hereafter be imposed, except real and personal property taxes as now administered by the State Tax Commission of the State of Washington, may be added by the Company to its charges for services and collected (on a pro rata basis) from the customers within the jurisdiction imposing this tax.

<u>Municipality</u>	<u>Type Of Tax</u>	<u>Amount Of Tax</u>
Bingen	Occupational Tax	6%
Goldendale	Occupational Tax	5%
Grandview	Occupational Tax	6%
Granger	Occupational Tax	6%
Harrah	Occupational Tax	6%
Mabton	Occupational Tax	6%
Mattawa	Occupational Tax	6%
North Bonneville	Occupational Tax	5%
Poulsbo	Occupational Tax	6%
Prosser	Municipal License	6%
Sunnyside	Occupational Tax	6%
Stevenson	Occupational Tax	3%
Toppenish	Occupational Tax	8.5%
Wapato	Municipal License	6%
White Salmon	Occupational Tax	6%
Yakama Indian Nation	Franchise Fee Tax	3%
Zillah	Occupational Tax	6%

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EXCHANGE SERVICE RATES

3.1 LOCAL EXCHANGE SERVICE (Cont'd)

I. 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

LVP Feature Package, per line/ trunk, per month

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.**

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MESSAGE TELECOMMUNICATIONS SERVICE

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MESSAGE TELECOMMUNICATIONS SERVICE

4.1 BUSINESS SENSE LOCAL TOLL

<u>Monthly Minimum Commitment Level</u>	(Full Minute Rates*) <u>Non-Term</u>	<u>One Year</u>	<u>Two Year</u>
\$ 0.00	\$0.11	\$0.105	\$0.10
50.00	0.105	0.10	0.095
100.00	0.10	0.095	0.09

Time Frame: 24 Hours/Day, 7 Days/Week

* The above full minute rates bill in first 18 second minimum and additional 6 second increments.

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DIRECTORY SERVICE

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DIRECTORY SERVICE

5.1 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

- a. Directory Assistance Service Charge,
Per Directory Assistance call **\$6.99** ⁽¹⁾ (l) (C)
- b. 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.**

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DIRECTORY SERVICE

5.2 DIRECTORY LISTINGS

A. Applicable to listings in the alphabetical section of all telephone directories of this Company in which the customers are listed.

1. Primary Service Listings

The following customers are entitled, without additional charge, to one standard listing in the alphabetical section of the directory. Nonrecurring and monthly charges do apply for the listing of a telephone number in alpha form (i.e., 386-ALPH).

- a. Access Line, each
- b. Private branch exchange system, each system
- c. Joint user, each
- d. Centrex access line and additional directory number

2. Additional Listings **[1]**

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Each listing, including:	\$8.50	\$5.00
- Reference to service of same customer or another customer, per listing		
- Guest of hotel, per listing		
- Other information in addition to a listing, per line		

(C)

3. Listings in "Foreign" Exchanges or Directories **[1]**

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Residence or Business Listing	\$8.50	\$5.00
Reference and Information, Residence Or Business - per line	8.50	5.00

(C)

4. Non-Published or Non-Listed Telephone Numbers

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Non-Published or Non-Listed	\$8.00	5.00

[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.

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DIRECTORY SERVICE

5.2 DIRECTORY LISTINGS (Cont'd)

- B. Rate on preceding page (non-published/non-listed numbers) does not apply:

To foreign exchange service where the subscriber is also furnished exchange service from the local exchange.

To additional service furnished to the same subscriber at the same address.

On services where the Company's *Local Terms of Service* requires that no listing will be provided.

Where the customer has other service listed in the same name in the directory for the exchange in which the subscriber is located provided that both services are of the same class.

Where the customer living in a hotel, apartment house, boarding house or club is using the non-listed number of the PBX or pay telephone furnished the hotel, apartment house, boarding house or club.

Where service is installed for a temporary period.

On data services where no voice use is contemplated.

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.

Nonrecurring Charge

- | | |
|------------------------------------|----------------|
| 1. Directory Listing Change charge | See Section 13 |
|------------------------------------|----------------|

- C. Conditions

Listings will be limited to such information as is necessary for proper identification and shall consist of one line. When use of abbreviations impairs clarity and identification, a second line may be used without additional charge.

Liability for damages arising from errors or omissions in making up or printing of directories shall, in the case of charge listings, be limited to a refund at the monthly rate for each listing for the effective life of the directory, and in the case of non-charge listings, the liability shall not be in excess of the charge for exchange service during the effective life of the directory in which the error or omission is made.

The customer assumes full responsibility concerning the right to use any name 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 the telephone directory of the Company.

The Company may refuse to insert any listing which, in its judgment, does not facilitate the use of the directory.

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

DIRECTORY SERVICE

5.2 DIRECTORY LISTINGS

C. Conditions (Cont'd)

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

1. Business Listings

Business listings consist of a name, the address of the premises in which the primary station, switchboard, or receiving station is located, and the telephone number. A designation descriptive of the business will be included if the name does not indicate the nature of the business.

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

For private branch exchange service, only one listing is ordinarily necessary to properly identify the customer, but when, in the judgment of the Company, additional listings are necessary to meet the convenience of the general public in the identification of the customer, they are furnished without charge, provided such listings are not repetitions of any listing furnished the customer, and provided they do not exceed the number of trunk lines.

Business customers are entitled to one free listing in the classified section (Yellow Pages) of the directory.

Additional Business listings will not be provided in lieu of joint user service.

2. Residence Listings

Residence listings consist of a name (or names in the case of dual listings), the address of the premises to which service is furnished and the telephone number. If requested, the address may be omitted or limited to the street or route number of the premises to which the service is furnished.

Residence listings may be those of the customer or members of the customer's household residing on the premises in which the customer's service is provided.

Residence listings of physicians, surgeons, dentists, veterinary surgeons or other medical practitioners, osteopaths, chiropractors, Christian Science practitioners, etc., may indicate the same distinctive designations as their business service listings. Residence listings of clergymen, professors, military and naval officers may, if necessary and desirable for the purpose of identification, include abbreviated designations or titles.

3. Dual-Name Listings

a. Dual-name listings are defined as a combination of names and/or initials of two individuals with the same or different surname(s), residing at the same address or of one person known by two sets of first and/or middle names and/or initials.

DIRECTORY SERVICE

5.2 DIRECTORY LISTINGS

C. Conditions

3. Dual-Name Listings (Cont'd)

b. The following examples illustrate the format options for dual-name listings:

(1) Primary Listing

Jones, John & Mary	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T & Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, Mary F	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John T Mrs	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
or			
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890

(2) Primary With Additional Listing(s)

Jones, John T	123 Main St	Anytown 12345	123 456-7890
Jones, Mary F & John T	123 Main St	Anytown 12345	123 456-7890
Jones, John T Tex	123 Main St	Anytown 12345	123 456-7890
Jones, John & Mary Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Mary	123 Main St	Anytown 12345	123 456-7890
Jones, John & Tom Smith	123 Main St	Anytown 12345	123 456-7890
Smith, Tom	123 Main St	Anytown 12345	123 456-7890

- c. Dual-name listings are available only for residence subscribers.
- d. Dual-name listings may be provided as the primary listing at no monthly recurring charge for the addition of the second name to the listing.
- e. Dual-name listings may be provided as an additional listing at the customer's option at the regular additional listing rate.
- f. A service charge applies for:
- (1) Changing a primary single-name directory listing to a primary dual-name directory listing.
 - (2) Changing the primary or additional dual-name directory listing once established.
 - (3) Changing an additional dual-name directory listing to a primary dual-name directory listing.
- g. No nonrecurring charge applies when the dual-name listing is established with the initial establishment of service or when a change in an existing listing is requested on an order for which service charges are otherwise applicable.

DIRECTORY SERVICE

5.2 DIRECTORY LISTINGS

C. Conditions (Cont'd)

4. Additional Listings

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

5. Listings in Alpha Form

(See Section 13, for the nonrecurring charge associated with selecting a Special Telephone Number.)

A telephone number may, at the customer's request, be published in the directory in "alpha form," i.e. 333-THIS rather than 333-8447. The Company reserves the right to refuse any such listing that, in its judgment, does not facilitate the use of the directory.

	Monthly Rate	Nonrecurring Charge
Alpha listing of telephone number, per listing [1]	\$8.50	\$10.00

6. Auxiliary Listings

Auxiliary listings, which provide supplemental business or residence information, will be provided without charge upon customer request when the number of auxiliary listings requested does not exceed the number of access lines billed under a single bill. If the auxiliary listing uses the same name as the primary listing, the primary listing and the auxiliary listing must be in the caption together. Auxiliary listings may not be used to reprint the main telephone number under a different name. If an auxiliary listing is published more than once, the second listing will be charged at the rate for an additional listing.

[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.

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SPECIAL EXCHANGE SERVICES

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SPECIAL EXCHANGE SERVICES

Special exchange services are features provided to customers through the local exchange network and are available where central office facilities permit. All monthly rates for special exchange services are in addition to the regular monthly rate for the service with which the special exchange service is associated. With the exception of Billing Number Screening, special exchange services are available only to one-party customers.

As of March 1, 2022, 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.

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6.1 CUSTOM CALLING FEATURES

A. Call Forward Features

Call Forward Features permit the forwarding of incoming calls under a variety of conditions to another telephone number either by dialing an activation code or via pre-programming by the Company. Calls may be forwarded to any number subject to the availability of the necessary facilities in the central office from which the calls are to be transferred. The customer subscribing to this service is responsible for applicable EAS usage and toll charges. Only one call forwarding arrangement, consisting of a single calling path, will be provided per exchange service line for which the customer subscribes to this feature, unless the customer is also subscribed to the Call Forward Additional Paths feature, in which instance one call path per Call Forward Additional Path feature subscribed to will be provided. When the Customer's designated forward-to number is not in the Customer's local or expanded local calling area, the use of multiple paths for the completion of simultaneous toll calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier.

Call Forward Features shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part, of usage charges that would regularly be applicable between the station originating the call and the station to which the call is ultimately transferred. If the Company determines that Call Forward Features are being used in manner not consistent with the intent of the service or in any other way violates the restrictions of the service, the Subscriber will be determined ineligible for the service and the service will be removed from the Customer's account.

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SPECIAL EXCHANGE SERVICES

6.1 CUSTOM CALLING FEATURES (Cont'd)

A. Call Forward Features (Cont'd)

1. Call Forwarding

This feature permits the manual forwarding of incoming calls to another telephone number. When activated, all calls will forward; calls cannot be answered from a line with Call Forwarding activated. Call Forwarding overrides Call Forward No Answer and Call Forward Busy, but those features resume functionality when Call Forwarding is deactivated.

- a. Call Forwarding – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.
- b. Call Forward Fixed – Provides a customer the capability to control activation/deactivation of the service by using dialing tones. The customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.

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SPECIAL EXCHANGE SERVICES

6.1 CUSTOM CALLING FEATURES

A. Call Forward Features (Cont'd)

2. Call Forward No Answer

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone remains unanswered for a predetermined number of rings, usually four or five.

Where facilities are available, this feature also includes Call Forwarding of Call Waiting when the customer is also subscribed to Call Waiting. Call Forwarding of Call Waiting forwards unanswered waiting calls to a customer-designated telephone number using Call Waiting and Call Forward No Answer. An incoming call to a busy line first receives a Call Waiting tone. If the call is not answered within a set period of time, the incoming call is forwarded to a customer-designated telephone number.

- a. Call Forward No Answer-Fixed – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b. Call Forward No Answer-Customer Programmable – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

3. Call Forward Busy

This feature permits the automatic forwarding of an incoming call to another telephone number when the called telephone is already in use. Call Forward Busy shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment of Rotary Line/Hunting Service.

- a. Call Forward Busy-Fixed – This feature is activated and the customer selected forward-to number is preprogrammed by the Company at the time service is established and can only be changed via service order.
- b. Call Forward Busy-Customer Programmable – Provides a customer the capability to control activation/deactivation and the forward-to number of the service by using dialing tones.

SPECIAL EXCHANGE SERVICES

6.1 CUSTOM CALLING FEATURES

A. Call Forward Features (Cont'd)

4. Call Forward Additional Paths

Business customers who subscribe to Call Forward Fixed, Call Forward No Answer-Fixed, Call Forward Busy-Fixed may also subscribe to the Call Forward Additional Paths feature. This feature is not available with Call Forward Features that allow customers to remotely change the forward-to telephone number. Call Forward Additional Paths allows a business Call Forwarding subscriber the ability to specify the number of simultaneous calls that will be forwarded to the forward-to telephone number. Regulations for Call Forward features are also applicable for each Call Forward Additional Path.

- a. The forward-to telephone number must be a domestic telephone number.
 - b. The Call Forward Additional Paths customer must subscribe to sufficient paths to adequately handle incoming calls without impairing any service offered by the Company.
 - c. The number of paths may not exceed the terminating capability of the forward-to telephone number. In no case, shall the number of additional paths exceed 99.
 - d. Customers with a single (non-rotary) exchange line/trunk or a rotary (hunting) arrangement of 10 or less lines/trunks may purchase up to 10 additional paths.
 - e. For Customers with a rotary hunting arrangement of more than 10 lines/trunks, the number of additional paths cannot exceed the number of lines/trunks in the forwarding arrangement.
 - f. The applicable Service Connection Charges will be charged when the number of paths is changed or when the forward-to telephone number is changed.
5. "Call Forward of Call Waiting" automatically forwards a call waiting call to voice mail or another predetermined number. The customer must subscribe to both Call Forward and Call Waiting services. There is no additional charge for this feature. It is an enhancement of the Call Forwarding service.
6. "Call Waiting" allows a customer engaged in a telephone conversation to receive a tone signal indicating a second incoming call; the customer can then place the first call on hold and answer the second call. Call Waiting ID is automatically available to customers who are subscribed to Caller ID and Call Waiting.
7. "Call Waiting with Options" ⁽¹⁾ provides options for handling an incoming call waiting call to Customers that subscribe to Call Waiting and Caller ID features and also have Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with current caller, the call waiting caller is identified in the subscriber's ADSI telephone display window. The Subscriber has the options of answering the call, sending a "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to a voice mail or conferencing the caller with the current call.
8. "Personal Alert Line" ⁽¹⁾ allows the Central Office to automatically call a predetermined number by taking the telephone off hook for 10 seconds without dialing activity. If the customer begins to dial, this feature will not function. Prior permission must be obtained from the owner of the pre-determined number. The pre-determined number cannot be 911 or other emergency numbers.

⁽¹⁾ This service is limited to existing customers at existing locations as of September 11, 2009.

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SPECIAL EXCHANGE SERVICES

6.1 CUSTOM CALLING FEATURES

A. Call Forward Features (Cont'd)

9. "SignalRing (a.k.a. Custom Ring)" allows a customer to have an additional telephone number on the same line. This additional number rings differently than the primary number. SignalRing includes one white page directory listing for the second number. Customers may choose, at no additional charge, to have the second number non-published or non-listed. All billing is to the primary number. SignalRing is only available on R-1 or B-1 lines. This service is compatible with Call Forward and Call Waiting custom calling features. When the Call Forward feature is used, the primary number may be forwarded while the secondary number remains and can receive calls, or both numbers may forward to the same number. This choice is made at the time of installation. A change charge applies to change this after installation. When the Call Waiting feature is used, each number will have a different tone.
10. "Speed Dial" allows a customer to call frequently called numbers by dialing one digit instead of the complete number.
11. "Three-Way Calling" allows a customer to add a third party to an established call or to consult privately with a third party while holding the original call. No assurance can be given that transmission will be satisfactory on all such calls. These calls are subject to the treatment for two-point message telecommunications service as covered elsewhere in this Local Terms of Service. Three-Way Calling is offered on both a monthly subscription and a usage sensitive basis. To activate the usage sensitive option, the customer must press *71. The activation charge applies to completed calls. The added feature is subject to technical limitations and is not inclusive within any customer calling package.

Custom Calling Features are offered from those central offices properly equipped and are furnished subject to the availability of facilities. Not all features are available from all central offices.

12. "Three-Way Calling with Transfer" **[1]** allows a user to hold an in-progress call and complete a second call while maintaining privacy from the first call, or to add on the previously held call for a three-way conference. Incoming calls may be transferred to another access arrangement on an inter- or intra-switch basis, except as specified in paragraph 9.c. following.

(C)

a. The subscriber can transfer the caller to the secondary destination in one of three ways:

- (1) Blind Transfer
By placing the original caller on hold, dialing the secondary destination, and upon hearing the ring, hang up, resulting in the original caller being connected to the secondary destination.
- (2) Announced Transfer
By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, the subscriber announces the transfer of the call (on hold at the time) and hangs up (on hook), resulting in the original caller being connected to the secondary destination.
- (3) Three-Way Conferencing with Option to Transfer
By placing the original caller on hold, dialing the secondary destination, and upon the party at the secondary destination answering the phone, taking the original caller off-hold; resulting in a three way connection. The subscriber can then hang up; resulting in the original caller continuing to be connected to the caller at the secondary destination.

[1] Effective August 1, 2023, Three-Way Calling with Transfer is grandfathered for small business customers and will no longer be available to new small business customers.

(N)
(N)

SPECIAL EXCHANGE SERVICES

6.1 CUSTOM CALLING FEATURES

A. Call Forward Features

12. "Three-Way Calling with Transfer" **[1]** allows a user ... (Cont'd) (C)
- b. The subscriber of Three-Way Calling with Transfer can receive or originate the initial call. Three-Way Calling with Transfer allows the subscriber to originate both legs of a three way connection and subsequently disconnect, enabling the other parties to remain connected.
 - c. Where the subscriber originates both legs of a three-way call, those legs will remain bridged together when the subscriber goes on hook when at least one of the legs is a call for which both the originating and terminating points are served by the same switch. Where the subscriber originates two inter-switch legs of a three-way call, both legs remain bridged when the subscriber goes on hook where the serving switch is not a 5ESS switch. For such calls in a 5ESS switch, both inter-switch legs are disconnected when the subscriber goes on hook.
 - d. This feature shall not be used to extend calls on a planned and continuing basis to intentionally avoid the payment in whole or in part of message charges, toll or otherwise, that would regularly be applicable between the stations bridged together by the subscriber.
 - e. The Three-Way Calling with Transfer subscriber is responsible for all applicable local and toll usage charges for calls originated by the subscriber, including connections which continue after the subscriber exits the call. The use of this feature by the subscriber to complete simultaneous outgoing calls may be subject to restrictions or prohibitions imposed by the Customer's Presubscribed Interexchange Carrier, if the calls are not in the Customer's local or expanded local calling area.
13. Outbound Call Block Feature
- a. This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked.
 - b. All other Custom Calling Features and ExpressTouch Service features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing.
 - c. This feature is subject to the availability of facilities and is only available to One-Party Flat Rate Local Exchange Service for residence and business customers

[1] Effective August 1, 2023, Three-Way Calling with Transfer is grandfathered for small business customers and will no longer be available to new small business customers.

(N)
(N)

SPECIAL EXCHANGE SERVICES

6.2 CUSTOM CALLING FEATURE PACKAGES

As of July 18, 2011, the following Custom Calling Feature Packages are grandfathered and limited to existing lines in service at existing locations for current business customers.

See [Local Terms of Service: Residential Feature Package and Bundle Services](#) for descriptions, terms and conditions for grandfathered residence Feature Packages.

The descriptions, terms and conditions for grandfathered business Feature Packages are located on the Company's website at: [Terms and Conditions for Business Products and Services](#). Select:

	<u>Business Monthly Rate</u>	<u>Residence Monthly Rate</u>
Advantage	\$16.00 (I)	\$16.00 (I)
Call Manager	N/A	N/A
Essentials	18.00 (I)	18.00 (I)
In Touch with Call Forward	N/A	N/A
Elite	20.00	20.00 (I)
Classics Calling Package	16.00 (I)	16.00 (I)
Priority Package	14.00 (I)	N/A

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SPECIAL EXCHANGE SERVICES

6.3 FIXED REMOTE CALL FORWARDING [1]

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A. Description

Fixed Remote Call Forwarding, hereinafter referred to as FRCF, provides a customer with a telephone number equipped in the company's central office and permanently forwards all incoming calls to another customer selected telephone number.

B. General Regulations

1. FRCF service is offered subject to the availability of suitable central office facilities.
2. FRCF service is not offered where the terminating station is:
 - a. Pay Telephone Access Line service.
 - b. a number to be used in conjunction with a data transmission.
 - c. a line equipped with any form of call forwarding features.
 - d. a DID station number terminating on a private branch exchange.
 - e. Centrex.
3. FRCF can be used in conjunction with a voice mail box.
4. FRCF can be used in conjunction with Billing Number Screening at an additional charge.
5. The telephone company will not provide identification of the originating number to the FRCF customer.
6. Transmission quality may vary depending upon the distance and routing necessary to complete the forwarding call.
7. The FRCF customer is responsible for all toll charges for the portion of the call from the fixed call forwarding number to the primary access line. Any toll charges for the portion of the call from the originating access line to the call forwarding number will be the responsibility of the originating customer.
8. The FRCF customer is responsible for all Extended Area Service charges that are applicable to the FRCF exchange.
9. FRCF service is subject to immediate disconnection if it is used in any manner which may defraud the public or avoid toll charges.
10. One listing in the alphabetical section of the directory covering the exchange in which the call forwarding central office is located is provided with Residential and Business FRCF service. In addition, Business FRCF is entitled without charge, to one listing in the classified section ("yellow pages") of the directory.

C. Rates

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Fixed Remote Call Forwarding		
Residence	\$16.00	\$25.00
Business	20.00	25.00
Change of number to which calls are forwarded	15.00	

[1] Effective June 1, 2023, Fixed Remote Call Forwarding 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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SPECIAL EXCHANGE SERVICES

6.4 TOLL RESTRICTION PACKAGE ⁽¹⁾

Toll restriction prevents direct access to the toll network, including access to 900-type toll services, with the exception of "950" and "1+950". Toll Restriction for "950" and "1+950" is the responsibility of the IXC to block calls by use of a Personal Identification Number (PIN). Local directory assistance calls are not allowed. Collect, credit card, and third-party billing of toll calls are permitted through 0+ dialing. Toll billing to the originating number, however, is not permitted. Provision of toll restriction does not abrogate a customer's responsibility for completed toll calls through 0+ dialing.

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

When Toll Restriction is furnished, the customer will be cautioned about its limitations and will be requested to execute an agreement which holds the Company harmless from any damages which might arise and which absolves the Company from any responsibility for the failure of the customer to place calls because of the Toll Restriction Service.

	Nonrecurring Charge ⁽²⁾	Monthly Rate
Toll Restriction Package	\$25.00	\$2.00

6.5 TOLL AND CASUAL DIALING RESTRICTION PACKAGE

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

Toll and Casual Dialing Restriction Packages 1 and 2 restrict access to 1+, 0+ 0-, and 00-, and restrict access to 01/011+ numbers outside of the North American Numbering Plan. Access to 900, 976, 500 and 700 numbers is also restricted in addition to Directory Assistance and the casual dialing of toll calls (by preceding the telephone number with 101XXXX+). Package 1 additionally restricts access to Toll Free Code numbers. **Package 3 blocks 01/011+ and 101XXXX 011/011+ numbers outside of the North American Numbering Plan and blocks 900/976 numbers.**

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

(1) Toll Restriction Package is grandfathered and limited to existing lines at existing locations as of July 1, 2009. Toll Restriction Package is available to Pay Telephone Access Line Service as specified in Section 14.

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

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SPECIAL EXCHANGE SERVICES

6.5 TOLL AND CASUAL DIALING RESTRICTION PACKAGE (Cont'd)

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

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

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

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

Customers are responsible for calls charged to their number via third number billing, collect or credit card.

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

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

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

Package #3 **01/011+DDD to numbers outside the
 North American Numbering Plan
101XXXX 01/011+DDD to numbers outside the
 North American Numbering Plan
900/976**

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SPECIAL EXCHANGE SERVICES

6.5 TOLL AND CASUAL DIALING RESTRICTION PACKAGE (Cont'd)

Toll and Casual Dialing Restriction Package
Per Line

	<u>Nonrecurring Charge</u> ⁽¹⁾	<u>Monthly Rate</u>
Package #1	\$35.00	\$2.00
Package #2	25.00	2.00
Package #3	20.00	0.00

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

SPECIAL EXCHANGE SERVICES

6.6 BILLING NUMBER SCREENING (BNS)

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

Option 1 Blocks only collect calls to the customer's number.

Option 2 Blocks only third number billing to the customer's number.

Option 3 Blocks both collect calls and third number billing to the customer's number.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Option 1	\$ 5.00 ⁽¹⁾	\$2.00
Option 2	5.00 ⁽¹⁾	2.00
Option 3	5.00 ⁽¹⁾	2.00

6.7. CONDITIONS

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

The customer remains responsible for the payment of any collect or third number billed calls that are charged when BNS is unsuccessful due to a nonparticipating carrier location originating the call or carrier failure to check system for Billing Number Screening.

6.8 DIRECT INWARD DIALING SERVICE

A. Description

Direct Inward Dialing (DID) Service is available from digital 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.

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 2.22.C.2.

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⁽¹⁾ The nonrecurring charge is not applicable when the Billing Number Screening is ordered on an initial installation order; only when added to existing service.

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SPECIAL EXCHANGE SERVICES

6.8 DIRECT INWARD DIALING SERVICE (Cont'd)

B. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. DID Service		
Initial DID Trunk Feature	\$29.00	\$185.00
Additional DID Trunk Feature	20.25	80.00
DID Trunk	See Section 3 (PBX Trunk Rate)	25.00
2. DID Telephone Number Administration		
DID Telephone Numbers (per request) (Reserved and In-Use)		25.00 ⁽¹⁾
Each	1.00	
Block of 25	25.00	

C. Conditions

1. Customers will be required to maintain an adequate number of DID trunks to prevent network degradation.
2. DID trunks are equipped for one-way inward service only and all trunks in a trunk group serving DID station lines must be equipped for DID service. Trunks serving non-DID station lines and trunks used for outward service from all station lines do not need to be equipped for DID service.
3. DID service in connection with customer-provided switching equipment is furnished to the point of interface with the network. The customer's switching equipment must provide answer supervision.
4. Numbers are available individually or in blocks of twenty-five (25). The assignment of telephone numbers and the sequence of numbers assigned to a DID service is at the discretion of the Company. When equipment configuration requires the assignment of blocks of telephone numbers, charges and rates preceding are applicable for each used number in the block of numbers assigned.
5. The assignment of sequential numbers will be based on the availability of blocks of numbers and done at the discretion of the Company.

A DID sequential number block is a group of twenty-five (25) telephone numbers in numeric order (the last digit of the first number within the block is a zero or five, and the last number within the block is a four or a nine).
6. Directory listings for DID telephone numbers will be provided subject to the charges, rates, and conditions for business additional listings.
7. All calls to DID telephone numbers will be routed to the PBX for handling.

⁽¹⁾ Service Connection charges are not in addition to this charge.

SPECIAL EXCHANGE SERVICES

6.9 DIRECT-INWARD-DIALING (DID) FUNCTIONALITY

A. Description

1. Direct Inward Dialing Functionality is an optional service for Commercial Mobile Radio Service (CMRS) providers that provides DID service for Land to Mobile traffic being transported over a DID trunk facility.
2. There are no charges applicable for the performance by the Company of DID Functionality for analog mobile facilities or DSO facilities.

B. 900 and 976 Blocking Service

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

Nonrecurring Charge

	<u>900 Blocking</u>	<u>976 Blocking</u>	<u>900/976 Blocking</u>
Initial installation	No Charge	No Charge	No Charge
Subsequent installation on same line	\$5.00	\$5.00	\$5.00

C. Conditions

1. See general conditions on special exchange services, Sheet 2 of this section.
2. 900 and 976 Blocking Service are available only on directly dialed calls.
3. 900 and 976 Blocking Service are available only on flat rate and measured residential lines.
4. There is no charge for removal of 900 or 976 Blocking Service.
5. A nonrecurring charge will apply for re-establishment of 900 or 976 Blocking Service on the same line after the service has once been removed.

SPECIAL EXCHANGE SERVICES

6.10 OFF NET TRANSFER

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

A. Conditions

1. Off Net Transfer is provided subject to the availability of facilities and central office equipment as determined by the Telephone Company. Off Net Transfer is not available from all central office locations.
2. Off Net Transfer is only provided in conjunction with PBX or key trunks.
3. Some key and PBX systems may not be compatible with this service.
4. Transmission quality may vary depending upon the distance and routing necessary to complete the forwarding call.
5. The Off Net Transfer customer is responsible for all toll charges for the portion of the call from the Off Net Transferee's own number to the transferred to number. Any toll charges for the portion of the call from the originating number to the Off Net Transfer number will be the responsibility of the originating customer.
6. This feature is not compatible with Direct Inward Dialing (DID).

B. Rates

	Nonrecurring Charge	Monthly Rate
Off Net Transfer	\$25.00	\$3.00

6.11 EXPRESSTOUCH SERVICE

ExpressTouch Service is a group of central office-based call management features offered in addition to basic exchange telephone service and custom calling features.

As of March 1, 2022, 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.

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SPECIAL EXCHANGE SERVICES

6.11 EXPRESSTOUCH SERVICE (Cont'd)

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A. Definitions

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Anonymous Call Rejection

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

Call Tracer

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

When activating Call Tracer, if the customer receives another call prior to activating the trace, or receives a Call Waiting indication during the call to be traced, Call Tracer will not record the correct number. Call Tracer will trace only those calls which are originated from a location within the ExpressTouch Service area. Call Tracer is automatically available to all customer lines and is charged when an activation is successful.

Caller ID with Name

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

Caller ID - Number Only ⁽¹⁾

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

Customers of Caller ID with Name may not, without permission of the calling party, publicize or disclose to third parties name or telephone number information obtained through use of these services. Failure to comply with this condition may subject the customer to termination of these services pursuant to WAC 480-120-081(2)(e).

⁽¹⁾ This service is limited to existing customers at existing locations as of September 11, 2009.

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SPECIAL EXCHANGE SERVICES

6.11 EXPRESSTOUCH SERVICE

A. Definitions (Cont'd)

CALLER ID BLOCKING

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

Per Call Blocking is automatically included with the provision of telephone service for all residential and business customers. Before placing an outgoing telephone call, a customer may designate their number as private and prevent display to a called party using Caller ID and prevent the announcement of the caller's number or the returning of a call with Auto Call Return.

All Call Blocking, when requested, will be provided to any customer, except Pay Telephone Access Lines. All Call Blocking prevents the display or announcement of the customer's telephone number unless the customer deactivates the block by dialing a code, *82 (1182). As above, with Auto Call Return, All Call Blocking would prevent the automatic returning of a blocked call.

All Call Blocking replaces Per Call Blocking. There is no monthly recurring charge for All Call Blocking. A nonrecurring charge will be assessed for All Call Blocking when it is ordered for installations subsequent to initial installations, unless the customer is requesting new service or a number change, in which case no installation charge will be assessed.

Pay Telephone Access Lines are not eligible for Per Call Blocking or All Call Blocking.

E9-1-1 is not affected by Per Call Blocking or All Call Blocking.

Liability - The Company cannot guarantee that Caller ID Blocking will be successful. The Company shall not be liable for any damages whether consequential, incidental, or special.

REPEAT DIAL

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

RETURN CALL

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

SPECIAL EXCHANGE SERVICES

6.11 EXPRESSTOUCH SERVICE

A. Definitions (Cont'd)

SELECTIVE CALL ACCEPTANCE – **GRANDFATHERED (01-22-2021)**

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An arrangement that allows a subscriber to selectively accept only calls arriving from a list of up to 12 previously identified directory numbers.

A call will only be accepted when it is received from a telephone number that matches one of up to 12 numbers on the Selective Call Acceptance list. Calls from telephone numbers that do not match one of the 12 numbers on the Selective Call Acceptance list will be routed to an announcement stating that the called party does not wish to receive the call. If the incoming call is from a telephone number in a multi-line hunt group, this feature will not work unless the number is the main telephone number in the group, or each terminal has a unique telephone number associated with it within the group.

The Selective Call Acceptance list is a list created by the Selective Call Acceptance subscriber, through an interactive dialing sequence, and can be altered at the subscriber's discretion.

This feature can be activated or deactivated at the subscriber's discretion.

SELECTIVE CALL FORWARDING

Allows customers to choose a list of calling numbers that will forward to another number, making it possible to forward only the calls the customer wishes to receive. The list of numbers selected can be changed at any time by the customer. The Selective Call Forwarding customer is responsible for all toll calls when the forward to number is outside the local area. Up to three simultaneous forwarded calls will be permitted where configuration allows. Calls may be forwarded to a number within the subscriber's home exchange, EAS exchanges, or to a long distance message telecommunications point. This feature is available where facilities permit on an individual feature basis or any combination thereof.

SPECIAL EXCHANGE SERVICES

6.11 EXPRESSTOUCH SERVICE

A. Definitions (Cont'd)

SELECTIVE CALL REJECTION

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

SELECTIVE CALL RING (**A.K.A. PRIORITY CALL**)

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

B. Conditions

1. These rates are in addition to all other rates and charges for business and residence telephone service.
2. ExpressTouch features may only operate on calls originating and terminating within the defined ExpressTouch or Custom Local Area Signaling Services (CLASS) serving area. It is not necessary for both parties to subscribe to ExpressTouch features.
3. ExpressTouch Services are offered on business one-party, Centrex and residential one-party service. It is not available on all grades of service in all areas. These features are provided subject to the availability of suitable facilities and may not be available in all areas and all central offices.
4. ExpressTouch features may not be compatible with all other services such as custom calling features, toll restriction, rotary line service and other special service arrangements.
5. Pay Telephone Access Lines are not eligible for Per Call Blocking or All Call Blocking.
6. Usage sensitive Return Call and Repeat Dial are pricing options which will be available where facilities permit.

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6.11 EXPRESSTOUCH SERVICE (Cont'd)

Service Connection Charges do not apply when ExpressTouch Services are installed.

C. Rates

		Monthly Rate Per Line		Rate per Feature Activation	
		<u>Residential</u>	<u>Business</u>		
1.	Caller ID with Name	\$10.00	\$10.00		
2.	Caller ID - Number Only ⁽¹⁾	10.00	10.00		
3.	Call Tracer			\$1.50	
4.	Repeat Dial Flat Rate Usage Sensitive	5.00	5.00	1.50	
5.	Return Call Flat Rate Usage Sensitive	5.00	5.00	1.50	
6.	Selective Call Acceptance ⁽³⁾	5.00	6.00		
7.	Selective Call Forwarding	5.00	5.00		
8.	Selective Call Rejection	5.00	5.00		
9.	Selective Call Ring (a.k.a. Priority Call)	5.00	5.00		(T)
10.	Anonymous Call Rejection ⁽²⁾	5.00	N/A		
		Nonrecurring Charge			
		<u>Residential</u>	<u>Business</u>		
11.	Caller ID Blocking	N/C	N/C		
12.	Subsequent Blocking on same line	5.00	5.00		

⁽¹⁾ This service is limited to existing customers at existing locations as of September 11, 2009.

⁽²⁾ This service is limited to existing customers at existing locations as of May 1, 2019. Anonymous Call Rejection will continue to be available at no additional charge with Caller ID.

⁽³⁾ This service is limited to existing customers at existing locations as of January 22, 2021.

SPECIAL EXCHANGE SERVICES

6.12 DIGITAL SWITCHED SERVICES (DSS)

A. Description

Digital Switched Services (DSS) provides digital exchange service for PBX customers. DSS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks. Each DSS facility utilizes 24 channels that may be configured in any combination of the trunks below.

Equipment used in conjunction with Dial Switching Services 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 2.22.C.1.

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 2.22.C.2.

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B. Definitions and applications of service

DSS 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.

In-Only Trunk

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

Out-Only Trunk

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

Two-Way Trunk

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

In-Only DID Trunk

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

Two-Way DID Trunk

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

Centrex Trunk

A trunk that allows access to certain Centrex features. Additional charges apply for the basic Centrex feature package.

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6.12 DIGITAL SWITCHED SERVICES (DSS)

C. Conditions

1. DSS is provided subject to the availability of central office facilities. DSS service cannot be provided from all central offices.
2. The type of DSS facility installed will be determined by the Company.
3. Each DSS facility enables the customer to add up to a maximum of 24 trunks per DS1 facility. The customer is billed for actual number and types of trunks in service on each DSS facility.

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SPECIAL EXCHANGE SERVICES

6.12 DIGITAL SWITCHED SERVICES (DSS)

C. Conditions (Cont'd)

4. Charges are applicable for each trunk as specified in **Section 3 and DID charges as specified in Section 6, as well as any taxes or other charges that apply to basic PBX trunk service.** If Centrex trunks are provisioned, all applicable Centrex charges apply as specified in Section 17.
5. Regulations, rates and charges, as described in this *Local Terms of Service* apply as appropriate.
6. The minimum period for service is three months.
7. The following services will not be provided within the DSS facility.
 - a. Business 1-Party
 - b. Pay Telephone Access line
 - c. Residential
 - d. Feature Group A, B, C, D
 - e. Private Line or Special Access
 - f. Joint User

D. Rates and Charges

Beyond three miles from the central office, this service is offered on an Individual Case Basis (ICB).

	<u>Per Month</u>	<u>Nonrecurring Charge</u>
DSS Facility	\$170.00	\$1200.00

This DSS facility cannot be purchased without individual switched access trunks.

Individual trunk charges

Key Trunk on DSS	For trunk charges see appropriate schedules in this <i>Local Terms of Service</i>
PBX Trunk on DSS	
DID Trunk on DSS	
Centrex Trunk on DSS	

E. Individual Nonrecurring Charges

The NRC for individual trunks ordered with the initial Digital Switched Services order are waived. When additional trunks are ordered on an existing Digital Switched Services facility the normal non-recurring charges for the trunks apply.

The NRC charge for DID features is not waived with the initial order. The DID feature NRC applies on initial and subsequent orders for Digital Switched Services.

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6.13 Reserved for Future Use

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SPECIAL EXCHANGE SERVICES

6.14 CALL LINE IDENTIFIER

A. Description

See [CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER](#) for applicable terms and conditions.

B. Rates and Charges

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

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DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

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DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

The following groups and organizations are entitled to the discounts, concessions, and/or special rates described below:

- CHARITABLE INSTITUTIONS

Charitable institutions which are not operated for profit and are supported by contributions are charged the applicable residential rates.

- CHURCHES

Applicable residential rates.

- LODGES AND FRATERNAL ORGANIZATIONS

Lodges and fraternal organizations not engaged in business activities requiring regular attendants are charged the applicable residential rates.

7.1 RESERVATION OF FACILITIES

A. Description

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

B. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Facility Reservation (after 30 days)	50% applicable exchange rate of service provided	\$ 15.00

C. Conditions

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

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DISCOUNTS, CONCESSIONS, PROMOTIONS AND SPECIAL RATES

7.2 ADMINISTRATION OF NUMBER

A. Description

For non DID customers the Administration of Numbers is a service provided by the Company, at the customer's request, that will reserve (administer) a specific telephone number for future use by the customer. Numbers will be reserved for a maximum of one hundred eighty (180) days from the date of request.

B. Rates and Charges

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Administration of Numbers	\$ 5.00 ⁽¹⁾	\$ 15.00

C. Conditions

1. The Company may deny a request for a number if in their judgment, integrity of the numbering process or scheme will be jeopardized.
2. Number assignment does not guarantee the availability of facilities.

7.3 PROMOTIONS

See [CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS](#) for currently available promotions.

⁽¹⁾ This charge will not be applied to numbers that have been reserved by customers prior to October 10, 1996.

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FOREIGN EXCHANGE SERVICE (FX)

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FOREIGN EXCHANGE SERVICE (FX)

8.1 BETWEEN NON-CONTIGUOUS EXCHANGE

A. Rates

1. FX Provided Between Non-Contiguous Exchanges

The monthly rate for this service will be the sums of items 1, 2, and 3.

- a. Basic Rate - the rate applicable in the foreign exchange for the class and grade of service provided.
- b. FX Service Rate -

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Business	\$15.00	\$170.00
Rotary Trunk [1]	15.00	170.00

(C)

- c. Interexchange (IX) Mileage Rate - this rate is based on the IX airline mileage measured between the central offices of the local and foreign exchanges. The IX mileage rate is the rate per mile or fraction thereof, per month.

[1] Effective June 1, 2023, Foreign Exchange Service - Rotary Trunk is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

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FOREIGN EXCHANGE SERVICE (FX)

8.2 BETWEEN CONTIGUOUS EXCHANGES

A. Rates

1 FX Provided Between Contiguous Exchanges

The monthly rate for this service will be the sums of items 1, 2 and 3.

a. Basic Rate - The rate applicable in the foreign exchange for the class and grade of service provided.

b. FX Service Rate -

	Monthly Rate	Nonrecurring Charge
Residence [1]	\$10.00	\$170.00
Business	15.00	170.00
Rotary Trunk [2]	15.00	170.00

(C)

c. FX Mileage in Local Exchange - This rate is based on the airline distance from the customer's premises to the nearest point on the common boundary of the local and foreign exchanges. Applicable to all residence and business services.

Monthly Rate

\$3.00 per 1/2 mile or fraction thereof, for first mile.

\$6.00 per 1/2 mile or fraction thereof, for second mile.

\$9.00 per 1/2 mile or fraction thereof, for each subsequent mile.

8.3 OFF-PREMISES TERMINATION

A. Rates

1. FX provided by means of an Off-Premises Termination. See Section 19, Station Termination. (This service is offered between contiguous exchanges only.)

[1] This service is limited to existing customers at existing locations as of September 11, 2009.

[2] Effective June 1, 2023, Foreign Exchange Service - Rotary Trunk is grandfathered for residence customers and will no longer be available to new residence customers.

(N)
(N)

FOREIGN EXCHANGE SERVICE (FX)

8.4 CONDITIONS

A. Definitions

1. FOREIGN EXCHANGE SERVICE (FX) is exchange service furnished from an exchange other than the one in which the customer is located.
2. The LOCAL EXCHANGE is the exchange in which the customer is located.
3. The FOREIGN EXCHANGE is the exchange from which service (or dial-tone) is provided.

B. Rates

1. In the event an exchange of the United Telephone Company of the Northwest is the foreign exchange, the appropriate exchange rate will apply.
2. Toll service will be provided at the rates applicable in the foreign exchange.
3. Supplementary services such as extension service, key telephone equipment, directory listings, and similar services or equipment will be provided at rates applicable in the local exchange.
4. Directory listings in the directory of the foreign exchange will be provided at the rates applicable in the foreign exchange.

C. Charges

1. Service connection charges to provide FX will be the appropriate charges in both the local exchange and serving exchange for the services performed.
2. If FX service is provided across the common boundary of two exchanges, the facilities required are not connected to, nor usable with, the normal serving arrangements of the local exchange.
3. To make facilities available to provide FX in any exchange, the following conditions apply:
 - a. In the foreign exchange, facilities will be made available at the charges and under the conditions of the line extension schedule of that exchange.
 - b. In the local exchange, the applicant(s) shall pay the entire cost of placing the required facilities from the point of connection on the common boundary to the applicant's premises.

D. Restrictions

1. Business FX
 - a. Only one-party Business service will be provided.
 - b. Business FX will be furnished for the exclusive use of the customer and his employees.

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FOREIGN EXCHANGE SERVICE (FX)

8.4 CONDITIONS

D. Restrictions (Cont'd)

2. Residence FX ⁽¹⁾

- a. Only one-party Residence service will be provided.
- b. Residence FX will be furnished for the use of the customer and the members of his household only.

3. FX will not be provided in connection with:

- a. Joint user service.
- b. Pay Telephone Access Line Service.
- c. Private branch exchange systems (PBX) in hotels, apartments, houses, motels or clubs.
- d. Resale of Message Telecommunications Service **(MTS) or MTS-type services.** (C)

⁽¹⁾ This service is limited to existing customers at existing locations as of September 11, 2009.

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INTEREXCHANGE RECEIVING SERVICE

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INTEREXCHANGE RECEIVING SERVICE

Interexchange receiving service (IRS) is a combination of exchange and toll service whereby a business customer in one exchange may arrange to receive calls placed to a special number by customers from another exchange.

9.1	RATE	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
	Each exchange from which the customer requests IRS	\$5.00	\$15.00

9.2 CONDITIONS

- A. IRS is available to customers of business individual line service, or rotary/PBX trunk service located in the receiving exchange. IRS is not available to customers of pay telephone access line service.
- B. A customer to IRS will be billed for all toll messages from those exchanges for which he subscribes to the service. Under this service the message toll telephone service, operator handled, station rate is applicable to each call.
- C. A single Zenith number will be assigned to each customer for every exchange for which IRS is subscribed. Only those calls to this number which originate in those exchanges will come within the scope of this service.

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JOINT USER SERVICE

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JOINT USER SERVICE

A Joint User is a person, firm, or corporation authorized by a customer and the Company to share in the use of the customer's business telephone service.

10.1 RATE	Monthly Rate
Joint User, each ⁽¹⁾	See Exchange Rates

10.2 CONDITIONS

- A. Written permission must be granted to the Company by the original customer in order to grant joint user privilege. One bill will be issued to the original customer who will be responsible for all charges for joint user service. It is the responsibility of the joint users to segregate the charges between them.
- B. The applicability of joint user service is determined by its obvious or actual use. Facilities are not to be extended from the premises on which the primary service is located for the sole purpose of furnishing joint user service.
- C. The rate for joint user service includes a listing in the telephone directory and is in addition to the rates and charges for the facilities and all other services furnished.
- D. Joint user service is applicable, and is furnished upon application by the customer, as follows:
 1. Application for the use of the customer's service may be by any individual, firm, company, or association occupying jointly or in part the premises on which the primary service or off-premises service is located. In the case of individuals, firms, companies, and associations engaged in the same business or profession using a common reception room, one may become the customer and the remainder joint users.
 2. Application for joint user service may be made by the customer for another business which he conducts which differs in character, scope, and/or name from the original business.
- E. If it is found that a customer is sharing the use of his business service and the other concern is not of record as a joint user, the Company will thereafter require the customer to take joint user service unless one of the following conditions is met:
 1. The customer, after proper notification by the Company, permits no further joint use of the service.
 2. The joint user vacates the customer's premises.
 3. The joint user becomes a customer to business service in the same exchange.
- F. Joint user service is not designed for use in situations involving the resale of telephone service.

⁽¹⁾ Not available for new installation, regrade, or supersedure.

JOINT USER SERVICE

10.2 CONDITIONS (Cont'd)

- G. The minimum charge for joint user service shall be the monthly rate. However, if the listing is included in the telephone directory, the charge will continue until the end of the directory period unless:
1. The joint user vacates the customer's premises.
 2. The customer's service is disconnected.
 3. The business for which the joint user service is furnished is discontinued at the customer's premises.
 4. The joint user becomes a customer to business service in the same exchange.
- H. Joint user service is not furnished in connection with residence telephone service or in connection with foreign exchange service.

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LINE EXTENSION SERVICE

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LINE EXTENSION SERVICE

11.1 DESCRIPTION

A. Extension of Service

Extension of service means an extension of Company distribution plant for new 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 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.

B. Application of *Local Terms of Service*

1. 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.
2. Extension 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 basic local exchange service. 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. Definition of Terms

As used in this *Local Terms of Service*, the following terms shall have the definitions ascribed to them in WAC 480-120-071(1): applicant, cost of service extension, developer, development, distribution plant, drop wire, extension of service, extraordinary cost, order date, premises, temporary occupancy, and temporary service.

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LINE EXTENSION SERVICE

11.2 TERMS AND CONDITIONS

A. 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.

B. Application Process

1. 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

11.2 TERMS AND CONDITIONS

(D)

C. Extension of Service Charge True-Up

1. 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 prorata basis.
2. 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)

LINE EXTENSION SERVICE

11.2 TERMS AND CONDITIONS (Cont'd)

D. Support Structures and Trenches

1. 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.
2. 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.

(D)

(D)

(T)

LINE EXTENSION SERVICE

11.2 TERMS AND CONDITIONS

D. Support Structures and Trenches (Cont'd) (T)

3. 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.
4. In arranging for 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.
5. 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).

E. Customer Information (T)

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

F. Miscellaneous (D)

1. Under no circumstances will the applicant or the applicant's contractor be permitted to attach wire or cable to poles. (T)
2. Under no circumstances will the applicant or the applicant's contractor be permitted to do any work on the network side of the demarcation point.
3. Any additional engineering that is required will be at actual cost. This is only applicable to line extensions on private property where the applicant has provided the trench or poles.
4. The customer shall allow the Company free access at reasonable times to the customer's premises for all work, including tree trimming, deemed necessary by the Company to maintain safety, quality and continuity of service.
5. Replacement of the lawn, shrubbery, pavement or other items damaged in the process of construction or maintenance on the applicant's or customer's property will be the responsibility of the applicant or customer unless the damage is the result of Company negligence.
6. Actual cost of construction will apply when an applicant or customer requests moves or changes to existing outside plant facilities.

LINE EXTENSION SERVICE

11.3 GENERAL CONDITIONS

- 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 are responsible for securing all necessary rights of way or easements, or pay the cost of providing such rights-of-way in addition to any applicable charges.

11.4 TEMPORARY LINE EXTENSION

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 AE-10 apply, except the one thousand foot allowance as set forth in B.1., preceding does not apply and the applicant shall be billed the full cost of the extension of service.

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

13.1 DESCRIPTION

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

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

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

A rearrangement refers to the relocation of telephone service, or lines at the same premises on which they were initially installed. Time and Material charges apply.

A move refers to the relocation of telephone service, or lines from one premise to another.

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

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

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

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

(C)

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

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

A Time and Material charge will apply to; 1) all customer requested work involving special construction on private property not addressed elsewhere in this *Local Terms of Service*, 2) customer requested rearrangements of existing network facilities located on the customer's premises (e.g., burying existing aerial drop, relocating drop from one point on a building to another point on the same building or other requests of a similar nature) and, 3) customer requested overtime involving central office work.

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

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SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

13.1 DESCRIPTION (Cont'd)

A Cancellation of Order Charge is 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.

An Expedited Order Charge applies when a customer requests a service date for a Private Line Service or Design Service that is earlier than the standard interval date for the service ordered.

A Service Date Change Charge may apply when a 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.

13.2 NONRECURRING CHARGES

A Service Connection/Nonrecurring charge is applicable to most services requested by the customer. Nonrecurring charges for services are itemized in this *Local Terms of Service* which specifies the monthly rate. Nonrecurring charges not specified in other sections are as follows:

	<u>Business</u>	<u>Residence</u>
Access Line Installation or Move, each	\$25.00	\$25.00
Change in class or type of Service	25.00	25.00
Other changes of an Access Line	25.00	25.00
Rearrangement of Hunt Group	25.00	NA
Restoration of Service	20.00	20.00
Special Telephone Number ⁽¹⁾	60.00	35.00
Telephone Number Change	15.00	15.00
Supersedure	15.00	NA
Directory Listing Change	5.00	5.00
Time and Material Charge	Actual Cost of Time and Material	
Maintenance of Service Charge	See Section 23.D.1.c.	

(Z)

⁽¹⁾ Special Telephone Numbers may be listed in the Company's telephone directory in alpha rather than numeric form (prefix excluded) at the customer's option.

⁽²⁾ Live customer representative must be utilized for this charge to be applied.

SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

13.2 NONRECURRING CHARGES (Cont'd)

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 elsewhere in this section. 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 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 following for "Cancellation of Order Charge."

Cancellation of Order Charge

A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or
- The order will be completed and billing will commence once the service has been fully provisioned. A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

13.2 NONRECURRING CHARGES

Cancellation of Order Charge (Cont'd)

When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as follows, unless specified otherwise for a specific service:

- (1) Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.
- (2) Where the customer cancels an order prior to the start of installation, no charge applies.
- (3) Where installation of facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.
 - (a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs; or
 - (b) The minimum period charges for the service.

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.

SERVICE CONNECTION CHARGES / NONRECURRING CHARGES

(T)

13.3 CONDITIONS

Service Connection/Nonrecurring charges are intended to cover certain costs incident to the establishment of telephone service and the connection of the service with the telephone system. Service Connection/Nonrecurring charges are payable at the time applicable for the particular service is made, and are in addition to the charges under other schedules of rates.

Service Connection/Nonrecurring charges are in addition to mileage rates or construction charges made because of the unusual cost.

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

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

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

Service Connection/Nonrecurring charges do not apply to the following activities:

- Moves, changes or rearrangements initiated by the Company
- Number changes due to harassment
- Disconnection or removal of services and/or equipment provided to a customer
- Regrade of telephone service
- Normal repair of equipment
- Billing address change
- Billing name change for the same customer at the same address (e.g., marriage, divorce, or death)
- Slamming
- Installation of Custom Calling Features or ExpressTouch Services

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

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

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

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PAY TELEPHONE ACCESS LINE SERVICE

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PAY TELEPHONE ACCESS LINE SERVICE

14.1 DESCRIPTION

- A. Pay Telephone Access Line Service is a class of service furnished to individuals, firms, or corporations which permits connection of a customer provided instrument (coin or coinless) that is activated by the deposit of coins, tokens or the entry of a customer account number.

14.2 CONDITIONS

- A. Directory listings for subscribers to Pay Telephone Access Line Service are provided under the regulations governing the furnishing of listings to business access line customers with the exception that subscribers to Pay Telephone Access Line Service will not be charged extra for non-listed or non-published numbers.
- B. In addition to the rates and charges below, Pay Telephone Access Lines shall bear all special charges related to business access line service such as directory assistance, maintenance of service, toll, and Federal Subscriber Line **charge**.
- C. The customer shall be responsible for the installation, operation, and maintenance of any customer-provided instruments used in connection with this *Local Terms of Service*.
- D. The customer shall be responsible for the payment of a Time and Material Charge when at the customer's request; a Company employee visits the customer's premises and determines that a service difficulty is caused by the customer provided instrument.
- E. Customer-provided instruments must be connected to the Company network in compliance with Part 68 of the Federal Communications Commission rules and regulations and the National Electric Code and National Electric Safety Code as they existed on January 1, 1991, and must be registered with the Federal Communications Commission, or be installed behind a coupling device which has been registered with the Federal Communications Commission. The installation must further comply with all applicable federal, state, and local laws and regulations concerning the use of telephones by disabled persons.
- F. The charge for each directory assistance call paid by the consumer shall not exceed the prevailing per-call charge for comparable directory assistance. A location surcharge is not permitted.

PAY TELEPHONE ACCESS LINE SERVICE

14.2 CONDITIONS (Cont'd)

- G. Customer-owned instruments must have the following operational characteristics:
1. Must be able to access the operator at no charge and without using a coin.
 2. Must be able to access 9-1-1 Emergency Service, where available, at no charge and without using a coin. When such instrument can only access emergency and law enforcement services by use of a dialing sequence other than 9-1-1, must prominently display on such instrument the appropriate dialing sequence to access emergency and law enforcement services.
 3. Must return the coins to the user in the case of an incomplete call and must be capable of receiving nickels, dimes, and quarters.
 4. Must provide access to all interexchange carriers where such access is available.
 5. Must provide two-way service and must not impose a charge for incoming calls.
 6. Must be connected only to Pay Telephone Access Lines, one customer-provided pay telephone per Pay Telephone Access Line. Extension telephones may be connected to a pay telephone access line when the instrument:
 - a. prevents origination of calls from the extension station; and
 - b. prevents third party access to transmission from either the extension or the pay telephone instrument.
- H. Pay Telephone owners/subscribers must:
1. display the number of the Pay Telephone Access Line on the instrument,
 2. post, on or adjacent to, the telephone instrument, the method by which the consumer may obtain, without charge, a quote of the rates, fees and surcharges.
- I. Customer-provided instruments must display:
1. Information consisting of local address and telephone number where a user can obtain assistance in the event the instrument malfunctions in any way,
 2. Procedures for obtaining a refund from the owner, and
 3. Notice that identifies the owner of the instrument.
- J. The telephone number of Pay Telephone Access Line service customers will not be changed upon conversion from company-owned to customer-provided instruments in the same location.

PAY TELEPHONE ACCESS LINE SERVICE

14.3 LIABILITY

- A. The Company shall not be liable for any losses or damages of any kind resulting from the unavailability or failure of its equipment or facilities; or for any act, omission or failure of performance by the Company, its employees or agents in connection with this *Local Terms of Service*. The Company shall not be responsible for incomplete calls or calls that cannot be completed as a result of end user action, subscriber equipment and facilities or Company equipment and facilities.
- B. The Company shall not be liable for shortages of coins collected and deposited at the customer's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the customer's equipment shall be governed by provisions of this *Local Terms of Service* and rules and regulations of the Washington Utilities & Transportation Commission.

14.4 FEATURES

A. Coin Control Service

- 1. Coin control service is available as an optional service for use in conjunction with pay telephone access line service. Coin control service is based on a central office platform which offers features for use with coinless or coin operated (payphone) telephone service. Coin control service uses a software-driven system to provide features and capabilities similar to those provided by micro-processor based, "smart", payphone sets.
- 2. Coin control service provides the following features:
 - a. Coin control for collection, return, and recognition - monitors signals from the payphone to identify when coins are deposited. This feature identifies the status of the attempted call and sends a signal to the payphone to collect the coins when the call is completed or return the coins when the call is not completed.
 - b. Announcements - provides standard announcements used with payphone telephone service. Announcements such as deposit required for long distance calls, amount of overtime credit, and additional deposits required are provided by this feature.
 - c. Pre-prompting for overtime - allows the payphone line customer to prompt the end user for additional deposits required for overtime periods of conversation time, prior to the end of time limit, and call cut-off if deposit is not received.
 - d. Selective Class of Call Screening (SCOCS) is a feature that alerts the operator that a call is originating from a pay telephone.
 - e. Bill Number Screening is a feature that blocks the billing of Collect and Third Number calls to the Pay Telephone Access Line.
 - f. Answer Supervision as described in C. following.

PAY TELEPHONE ACCESS LINE SERVICE

14.4 FEATURES (Cont'd)

B. Screening Service

1. Screening Service is a required service designed to reduce toll fraud and may be purchased separately or as part of coin control service.
2. Screening Service provides the following features:
 - a. Selective Class of Call Screening (SCOCS) is a feature that alerts the operator that a call is originating from a pay telephone.
 - b. Bill Number Screening is a feature that blocks the billing of Collect and Third Number calls to the Pay Telephone Access Line.
3. The Pay Telephone Access Line customer remains responsible for the payment of any toll calls that are charged when Selective Class of Call Screening or Billed Number Screening are unsuccessful due to a non-participating carrier location originating the call or carrier failure to check systems for Selective Class of Call Screening or Billed Number Screening.
4. For additional call blocking options, see "Toll Restriction Package."

C. Answer Supervision

1. Answer Supervision is an optional service that provides the capability of delivering "off-hook" supervisory signals from the subscriber's serving central office to a line interface at the customer premises for local and 1+ intraLATA toll calls processed and completed by the Telephone Company. These supervisory signals indicate that the called party has answered the incoming call (gone "off-hook").
2. Answer Supervision is furnished only from central offices arranged to provide this service and is provided subject to the availability of facilities.
3. This feature is only available with line side terminated PBX trunks and pay telephone access lines. It is not available with residence or business lines, digital facilities, or trunk side terminated facilities, such as DID trunks, or trunk side access facilities.

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PAY TELEPHONE ACCESS LINE SERVICE

14.5 VIOLATION OF REGULATIONS

- A. Violations of this *Local Terms of Service* pertaining to customer-provided pay telephone service, or other requirements contained in Commission rules, including interexchange carrier access requirements, will subject the customer-provided pay telephone to disconnection of service if the deficiency is not corrected within five (5) days from the date of written notification to the customer.
- B. Field visits shall be charged to the subscriber in accordance with the Maintenance of Service Charge.

14.6 RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charges</u>
A. Pay Telephone Access Line ⁽¹⁾	See Section 3	See Section 17
B. Features		
1. Coin Control Service	\$ 4.00	
2. Screening Service	2.00	
3. Toll Restriction Package	See Section 6	
4. Answer Supervision	\$ 1.45	

⁽¹⁾ Federal Subscriber Line Charge will apply in addition to these rates.

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COMPETITIVE RESPONSE

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COMPETITIVE RESPONSE

15.1 SATISFACTION GUARANTEE PROGRAMS

A. General

1. A Satisfaction Guarantee Program is provided for business customers who subscribe to any business service provided under this *Local Terms of Service*. Under this program, a customer may cancel service within 90 days of the service installation date without incurring a contractual termination liability or payment of any minimum service period amounts when the customer is not satisfied with the service provided by the Company. To qualify the customer must submit the cancellation notice to the Company via a web based on-line form within 90 days of the service installation date and at least 48-hours before the Company receives a disconnection request from the customer or its new Local Telephone Service Provider.
2. If the customer had service at the same location from another Local Telephone Service Provider prior to obtaining service from the Company and returns to that provider, the customer may be eligible for reimbursement of up to \$500 per customer location by the Company of the installation charges assessed by the provider. To be eligible, the service must be of the same type, level, and under the same contractual period as was provided by that provider immediately prior to obtaining service from the Company.
3. All reimbursements will be issued in the form of a check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Company. Credits against past due invoice amounts will not be issued. The reimbursement check will be issued upon the Company's receipt of payment of all invoices.

B. Regulations

1. The customer must provide the Company with notice of cancellation prior to contacting the former Local Telephone Service Provider to have service re-connected. When re-connecting with a former Local Telephone Service Provider the customer must allow the Company a maximum of 30 days from the date the customer's cancellation notice is received prior to having the service(s) disconnected.
2. To receive reimbursement under this program, the customer must submit in writing a completed Satisfaction Guarantee Program reimbursement claim form to the Company within three months of the customer's service disconnect date. Reimbursements will be processed within 60 business days from the date the Company receives the reimbursement claim form. The reimbursement claim form must contain the following:
 - a. Notice that the customer is invoking the Satisfaction Guarantee Program;
 - b. Identification of prior service(s) that were disconnected by the Company;
 - c. Reasons for disconnecting service(s);

COMPETITIVE RESPONSE

15.1 SATISFACTION GUARANTEE PROGRAMS

B. Regulations

2. To receive the reimbursement under this program... (Cont'd)
 - d. Signature of a customer representative requesting the Satisfaction Guarantee Program including telephone number and address;
 - e. A copy of an invoice from the customer's former Local Telephone Service Provider listing the applicable installation charges;
 - f. A copy of the customer's last invoice with the Company;
 - g. A copy of the customer's last invoice for services received from the former Local Telephone Service Provider immediately prior to switching to the Company; and
 - h. The company reserves the right to discontinue this offer.

C. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Company. This program also is not available to customers for whom installation of the Company's services required special construction or special configurations.
2. If the customer did not previously have service at the same location to which the service was provided, or if the former Local Telephone Service Provider will not or cannot provide service of the same type, level, and under the same contractual period as previously provided, the Company will not reimburse the customer for installation charges.
3. If the customer who cancels the service(s) provided by the Company obtains service from a Local Telephone Service Provider other than the former Local Telephone Service Provider, the Company will not reimburse the customer for any installation charges passed on by that provider to establish service.
4. The reimbursement of installation charges is limited to a maximum of \$500 per customer location for each customer location that qualifies under the program.

D. Liability Limitations

The Company is not liable for any outage, damages or inconvenience encountered by the customer when switching service back to its former Local Telephone Service Provider.

COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General

1. Business customers who subscribe to Business Individual Line, Key Trunk, and/or PBX Trunk service may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and commit to one year of service for the services described above. Customers subscribing to services under this promotion who discontinue service prior to meeting the one year commitment will be assessed all charges originally waived under the promotion. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required commitment level with each subsequent order.
2. Business customers who subscribe to Centrex service may be eligible for waiver of all nonrecurring installation and service installation charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order.
3. Business customers who subscribe to ISDN **PRI**, **Digital Data**, DS1, and/or DS3 service may be eligible for waiver of all nonrecurring installation and service charges (excluding inside wire, construction, or CPE installation) that are otherwise applicable. To receive a waiver, customers who are contacted by the Company or who contact the Company and request this offer must subscribe to one of the qualifying services, and must commit to a minimum of a one year term. Customers subscribing to services under this offer who discontinue service within one year of installation will be assessed all charges originally waived under the offer. There is no limit to the number of times a customer can receive this offer provided that the customer meets the required spend level with each subsequent order.

COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General

4. New and existing business customers who are contacted by the Company or who contact the Company and request this offer may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: ISDN-BRI, ISDN-**PRI**, **Digital** Data, DS1, DS3, and Individual Voice Channels for Custom Access Solutions. To be eligible, customers must establish a new account or add to an existing account and order a qualifying service(s), with a resulting monthly spend of \$300 or more (excluding taxes, surcharges and other fees). The bill credit will be issued for the first month's charges for each qualified service added to the customer's account under this offer.

There is no limit to the number of qualifying services that a customer can subscribe to under this offer, nor is there a limit to the number of times a customer can order additional qualifying services and qualify for the bill credit.

The first month's service for which credit will be issued will count as the first month of service under the minimum service period or term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this offer will not be rescinded; however, customers who discontinue service prior to the end of the minimum service or term commitment period are responsible for the termination liability charges normally applicable for that service.

The Company will also issue a bill credit for Key Trunks and PBX Trunks when new customers who subscribe to one of the qualifying services listed above also subscribe to Key and/or PBX trunks on the same order, provided that the total monthly spend for all of the services ordered is at least \$300 per month.

5. New business customers may be eligible for a one-time bill credit when they subscribe to one or more of the following qualifying services: Business Individual Line, Key Trunk, PBX Trunk, Centrex, ISDN-PRI, PRI-Bundle, Individual Voice Channels for Custom Access Solutions, and Digital Trunking Service. To be eligible, customers must establish a new account and order a qualifying service(s) under a three year or more term commitment with a resulting monthly spend of \$300 or more. Charges for all qualifying services (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service connection charges normally applicable will also be waived under this offer (excluding inside wire, construction, or CPE installation).

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COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General (Cont'd)

5. The credit, as specified below, will be reflected on the customer's bill in the next full month's billing cycle.

<u>Qualifying Services Monthly Charges</u>	<u>Credit Amount</u>
\$300 - \$350	\$ 300
Over \$350 - \$400	\$ 400
Over \$400 - \$450	\$ 400
Over \$450 - \$500	\$ 500
Over \$500 - \$550	\$ 500
Over \$550 - \$600	\$ 600
Over \$600 - \$650	\$ 600
Over \$650 - \$700	\$ 700
Over \$700 - \$750	\$ 700
Over \$750 - \$800	\$ 800
Over \$800 - \$850	\$ 800
Over \$850 - \$900	\$ 900
Over \$900 - \$950	\$ 900
Over \$950 - \$1,000	\$1,000
Over \$1,000 - \$1,050	\$1,000
Over \$1,050 - \$1,100	\$1,100
Over \$1,100 - \$1,150	\$1,100
Over \$1,150 - \$1,200	\$1,200
Over \$1,200 - \$1,250	\$1,200
Over \$1,250 - \$1,300	\$1,300
Over \$1,300 - \$1,350	\$1,300
Over \$1,350 - \$1,400	\$1,400
Over \$1,400 - \$1,450	\$1,400
Over \$1,450 - \$1,500	\$1,500
Over \$1,500 - \$1,550	\$1,500
Over \$1,550 - \$1,600	\$1,600
Over \$1,600 - \$1,650	\$1,600
Over \$1,650 - \$1,700	\$1,700
Over \$1,700 - \$1,750	\$1,700
Over \$1,750 - \$1,800	\$1,800
Over \$1,800 - \$1,850	\$1,800
Over \$1,850 - \$1,900	\$1,900
Over \$1,900 - \$1,950	\$1,900
Over \$1,950 - \$2,000	\$2,000
Over \$2,000	\$2,000

There is no limit to the number of qualifying services that a customer can subscribe to under this offer.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this offer will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges, where applicable, for the service(s) that are prematurely disconnected.

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COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General (Cont'd)

6. Customer Check-Up Thank You Program

Business customers with nine lines/trunks or fewer are eligible for a \$10 invoice credit when they respond to a direct mailing that will be sent to them immediately after the anniversary date on which they established service. When customers contact a Company representative within 90 days after receiving the direct mailing, the Company representative will review the customer's account and offer to discuss the customer's services and service needs, as well as the customer's overall satisfaction to ensure the customer is subscribed to the most appropriate services for their business needs. The credit will appear on the customer's bill within two billing cycles after contacting the Company.

COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General (Cont'd)

9. Business Save Program

Business customers will be eligible for two bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company. The customer's charges for the specific service(s) for which they have received the offer must equal or exceed \$25 (excluding long distance, taxes, surcharges, and other fees). The credits, as specified below, may be up to this amount, but will not exceed the customer's monthly charges (excluding long distance, taxes, surcharges, and other fees) and will be reflected on the customer's bill for the first and third month bills following the customer's acceptance of this program.

<u>Monthly Charges</u>	<u>Credit Amount (up to)</u>
\$25.00 - \$ 50.00	\$ 50
\$50.01 - \$100.00	\$ 100
\$100.01 - \$250.00	\$ 250
\$250.01 - \$500.00	\$ 500
\$500.01 - \$750.00	\$ 750
Over \$750	\$1,000

10. Complex Customer Offer

New and existing business customers who are contacted by the Company or contact the Company and request this program may be eligible for a one-time bill credit when they subscribe to ISDN-PRI. To be eligible, customers must order the qualifying service under a new two year or greater term commitment with a resulting monthly spend of \$300 or more. Charges for the qualifying service (excluding taxes, surcharges and other fees) contribute towards the monthly spend. All nonrecurring installation and service charges normally applicable will also be waived under this program (excluding inside wire, construction, or CPE installation).

The credits will range from \$300 to \$2,000, but will not exceed the customer's monthly charges (excluding taxes, surcharges, and other fees) and will be reflected on the customer's bill in the next full month's billing cycle.

There is no limit to the number of times that a customer can subscribe to this program.

The first full month's service for which credit will be issued will count as the first month of service under the term commitment period. If a customer discontinues service for which credit was issued prior to the end of required service period, credits issued under this program will not be rescinded; however, customers who discontinue service prior to the end of the term commitment period are responsible for the termination liability charges for the service(s) that are prematurely disconnected.

COMPETITIVE RESPONSE

15.2 BUSINESS CUSTOMER INCENTIVE PROGRAMS

A. General (Cont'd)

11. eBill

Business customers who receive their monthly invoices in paper format may be eligible for a one-time \$10 credit. To be eligible, customers who are contacted by the Company or who contact the Company and request this program must agree to begin receiving their monthly invoices electronically. The \$10 credit is limited to one credit per customer account, and will be reflected on the customer's invoice for the next full month's billing cycle.

Customers who agree to convert to electronic billing under this program will no longer receive copies of their invoices in paper format. This credit will not be rescinded for customers who subsequently request to convert from electronic to paper invoices.

B. Limitations

1. These programs are not available to customers for whom installation of the Company's tariffed services required special construction or special configurations.
2. There is no limit to the number of times a customer can receive these incentives provided that the customer meets the required commitment level with each subsequent order.
3. To qualify for these offers, business customers are required to have a satisfactory credit rating with the Company.
4. The Company reserves the right to discontinue this offer.

COMPETITIVE RESPONSE

15.3 VOICE BUSINESS CONTINUITY

A. General

1. Voice Business Continuity allows the subscriber to establish predetermined alternate routing plans for incoming voice traffic. Voice Business Continuity can be used as a disaster recovery service. The alternate routing plan, referred to hereafter as "Routing Plan," is created by the subscriber working with a Company representative when Voice Business Continuity is established. The Routing Plan is then loaded into the central office which serves the customer location, where it remains dormant until activated. This service is available with T1 based voice channel service such as ISDN-PRI.
2. The subscriber must establish a Routing Plan for each location included in the serving arrangement for which traffic is to be rerouted. The Voice Business Continuity subscriber must then contact the Company to activate the Routing Plan(s). This will route traffic to number(s) preselected by the Voice Business Continuity subscriber. In order to restore the original call routing, the subscriber must contact the Company to deactivate the alternate routing plan.
3. Voice Business Continuity is designed to be a disaster recovery service and is not available for routine call routing such as after hours call forwarding. The Company reserves the right to deny activation if this service is used for non-emergency situations.

B. Definitions

ARRANGEMENT

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

BACKUP NUMBER

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

REDIRECTED NUMBER

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

ROUTING PLAN

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

COMPETITIVE RESPONSE

15.3 VOICE BUSINESS CONTINUITY (Cont'd)

C. Regulations

1. Voice Business Continuity is available where facilities or arrangements permit. The Company has the right to deny a request due to other operational priorities or the nature of the request.
2. The Voice Business Continuity subscriber must specify one or more primary points of contact and password which will be used by the Company representative to verify a request to activate, deactivate, or modify a subscriber's Routing Plan.
3. If the subscriber requests a Routing Plan with three or more Backup Numbers, requests assignment of a Redirected Number with more than one Backup Number, or requires that the Routing Plan handle more than twelve simultaneous calls to the Redirected Number, the Route Complexity Charge will apply. A Route Complexity Charge may also apply for other complex scenarios as identified by the Company. Provisioning of such requests is subject to approval of the Company and acceptance of the subscriber of the additional charge prior to provisioning by the Company.
4. A subscriber must identify one Backup Number for each Redirected Number in the Routing Plan or one Backup Number for multiple Redirected Numbers in the Routing Plan.
5. Upon request of the Voice Business Continuity subscriber, the Company will work with the subscriber to test the operation of the Routing Plan after initial establishment. Also upon request by the subscriber, the Company will test normal service before initiating recovery from an activated Routing Plan.
6. After initial establishment of the Routing Plan the subscriber may change the plan for a given location up to five times per contract year, at no charge. A Plan Update Charge will apply for all subsequent changes. Changes include, but are not limited to, adding or dropping a number or changing a Backup Number(s).
7. The Voice Business Continuity subscriber is responsible for payment of usage charges (toll, expanded local, or other) for each call routed to a subscriber location not included in the same local calling area as the original subscriber location.
8. Unless the Voice Business Continuity subscriber identifies a different Interexchange Carrier (IC) for any traffic routed to an out of LATA location, the Routing Plan will use their existing IC.
9. The temporary suspension of service at the customer's request is not allowed for Voice Business Continuity.
10. Each of the Voice Business Continuity subscriber's Redirected Numbers must reside in a Company central office.

COMPETITIVE RESPONSE

15.3 VOICE BUSINESS CONTINUITY

C. Regulations (Cont'd)

11. The Voice Business Continuity subscriber is responsible in ensuring that the Backup Number(s) have adequate facilities to support the increase in call volume.
12. The activated Routing Plan will remain active until the Voice Business Continuity subscriber requests to have original call routing restored.

D. Limitation Of Liability

The following provisions apply in addition to the Limitation of Liability provisions specified within this Local Terms of Service.

1. Voice Business Continuity is intended to allow a subscriber to reroute incoming calls. It may provide help during some network affecting problems, such as a cut cable between the end office and the subscriber's location by rerouting incoming calls to an alternate location. However, the Company does not guarantee the availability or reliability of Voice Business Continuity in the event of a network affecting disaster. In the event of a network affecting disaster, Voice Business Continuity may function normally, may not function at all, or it may function unpredictably depending on what part of the network is affected and how serious the affect is.
2. Activation of subscriber plans will be performed on a first come, first served basis. When the subscriber requests that Voice Business Continuity be activated, every effort will be made to activate the service as rapidly as possible. However, the length of the delay between the time that the subscriber requests activation and the time that activation actually occurs depends on a number of factors including the number of other Voice Business Continuity activations being processed when a particular request is received as well as the network load at the time the Voice Business Continuity activation command is received. In the case of an area-wide crisis, if many subscribers call at the same time to request service activation, those calling last may have a considerably longer waiting period for activation to be completed. As a result, no representation is made as to the length of time it will take to implement a particular activation request.
3. In no event shall the Company, nor its agents, be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission, or failure of performance by the Company, or its employees, or agents, in connection with this *Local Terms of Service*. Neither the Company, nor its agents, shall be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment, nor on equipment owned or leased by the subscriber.
4. Neither the Company, nor its agents, assumes liability for any loss of revenues, increased costs, expenses, liabilities, or inconvenience experienced by the subscriber due to any unsatisfactory performance of Voice Business Continuity. Further, neither the Company, nor its agents, shall assume any liability for consequential, indirect, or incidental damages.

COMPETITIVE RESPONSE

15.3 VOICE BUSINESS CONTINUITY (Cont'd)

E. RESTRICTIONS

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

F. RATES AND CHARGES

1. Application of Rates

- a. The Voice Business Continuity Nonrecurring Charge and Monthly Rate apply for each Routing Plan established by the subscriber.
- b. The Route Complexity Charge may apply as deemed by the Company and is dependent upon the complexity of the Routing Plan. Charges will be communicated to and accepted by the customer prior to establishing the Routing Plan.
- c. A Voice Business Continuity monthly rate will apply per subscriber location based on the length of customer commitment will be 12, 24, 36, and 60 months. Subscribers who terminate prior to the expiration of the commitment period will incur termination charges. Termination charges will be calculated by multiplying the number of months remaining in the commitment period times 50 percent of the applicable monthly rate for each Routing Plan prematurely disconnected.
- d. The Plan Update Charge applies for subscriber-initiated changes to a Routing Plan in excess of the five changes allowed per contract year. Also, a subscriber may incur additional charges if requested changes to the Routing Plan warrant a Route Complexity Charge.
- e. Customers who request activation of a Routing Plan within three business days of establishing the service will incur a Priority Setup Request Charge, although there is no guarantee that the Company will meet the requested date.
- f. Service Connection Charges/Nonrecurring Charges will not apply.

COMPETITIVE RESPONSE

15.3 VOICE BUSINESS CONTINUITY

F RATES AND CHARGES (Cont'd)

2. Rates

a. Voice Business Continuity, per subscriber location

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
12 month rate	\$65.00	\$500.00
24 month rate	60.00	500.00
36 month rate	50.00	500.00
60 month rate	40.00	500.00
b. Priority Setup Request Charge		300.00
c. Route Complexity Charge		100.00
d. Plan Update Charge		100.00

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CENTREX

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CENTREX

Centrex is a digital communications service provided by central office equipment located on telephone company premises. The service is designed to serve businesses of 2-60 stations subject to the availability of facilities, features and central office equipment. The service provides access to the local exchange, interexchange access, intrasystem communications, and Centrex feature packages.

17.1 FEATURE PACKAGES

A. Basic Feature Package (Station, System & Other)

STATION FEATURES

Automatic Line
Blind Transfer Recall
Call Forward ALL Calls
Call Forward Busy
Call Forward No Answer
Call Park
Call Pickup
Call Waiting
Call Waiting and Three-Way Calling Interactions
Camp-on With Music
Consultation Hold
Permanent Hold
Ring Again
Speed Call, Group, Long List
Speed Call, Individual, Long List
Speed Call, Individual, Short List
Station Call Park
Three-Way Conference/Transfer

SYSTEM FEATURES

Call Restriction
 Fully-Restricted Service
 Semi-Restricted Service
 Toll-Restricted Service
 Unrestricted Service
Code Call Access
Code Restriction
Data-Call Protection
Dictation Access and Control (DTMF only)
Direct Inward Dialing (DID)
Direct Outward Dialing (DOD)
Flexible Intercept
Individual Line Business Service
Loudspeaker and Radio Paging Access
Simplified Dialing
Station-to-Station Calling
Storing of 24 Dialed Digits

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CENTREX

17.1 FEATURE PACKAGES

A. Basic Feature Package (Station, System & Other) (Cont'd)

OTHER FEATURES

Call Waiting - Originating
Dial Call Waiting
Directed Call Park
Directed Call Pick-Up Non-Barge-In
Directed Call Pick-Up with Barge-In
Distinctive Call-Waiting Tones
Distinctive Ringing
Executive Busy Override
Intergroup Calling
Last Number Redial
Multiline Variety Package Dial Plan
Music on Hold
Second and Third Recorded Announcements
Station-Activated Do Not Disturb with Feature Active Reminder
Superset Call Hold

B. Basic Feature Package for Electronic Business Sets

The features in the Basic Feature Package for Electronic Business Sets are in addition to the Basic Feature Package previously described in Section A.

STATION FEATURES

Auto Answer Back
Automatic Line
Automatic Line and Multiple Appearance Directory Number
Busy Override
Call Back Queuing
Call Forward
Call Park
Call Pickup
Call Waiting
Call Waiting Originating
Dial Call Waiting
Feature Code Access
Group Intercom
Held Calls
Individual Business Line
Intercom
Listen on Hold
Make Set Busy
Multiple Appearance Directory Number
Multiple Appearance Directory Number and Conference Interaction
On Hook Dialing
Ring Again
Speed Calling, Group, Individual, Long or Short List
Three-Way Conference Transfer

CENTREX

17.1 FEATURE PACKAGES

B. Basic Feature Package for Electronic Business Sets (Cont'd)

DISPLAY FEATURES

Blind Transfer Recall Identification
Call Forward/Automatic Dial Display
Call Forward Reason Display
Display Called Number
Display Calling Number

Enhanced Business Set Reason Display
Feature Display
Query Time Key

C. Enhanced Centrex Feature Packages

HUNTING

Call Forward Don't Answer, for Hunt Groups
Hunting
Ring Again on Hunt Groups
Short Hunt

ADVANCED CONFERENCE PACKAGE

Meet-Me Conference
Six-Port Conference
Station Controlled Conference (Six Ports Max)
Three-Way Call Chaining

UNIFORM CALL DISTRIBUTION

Transfer for Uniform Call Distribution
Uniform Call Distribution
Uniform Call Distribution Queue Status Lamp

D. Individual Case Basis

CALLING NAME DISPLAY PACKAGE

Calling Name Display
Directory Number Secondary Members
Name Display for Multiple Appearance Directory Number Secondary Members

CENTREX

17.1 FEATURE PACKAGES

D. Individual Case Basis (Cont'd)

ENHANCED BUSINESS SET SERVICE PACKAGE

Call Park Recall Identification
Last Number Redial Associated with Set
Make Set Busy Except Group Intercom
Originating/Terminating Line Select
Privacy Release Conference Control
Ring Again on Idle Business Set

BUSINESS SET BUSY INDICATOR PACKAGE

Query Busy Station

AUTOMATIC ROUTE SELECTION

Automatic Route Selection
Call-Back Queing
Call-Back Queing Enhanced
Expensive Route Warning Tone
Off-Hook Queing
Off-Hook Queing Enhanced

E. Station Message Detail Recording

STATION MESSAGE DETAIL RECORDING BASIC

Basic Recording of Calls

STATION MESSAGE DETAIL RECORDING ENHANCED

Recording of Calls and Account Codes

CENTREX

17.2 DEFINITIONS

ADDITIONAL NUMBER

This feature allows for an additional directory number to be associated with an existing Centrex line.

AUTO ANSWER BACK

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

AUTOMATIC LINE

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

AUTOMATIC LINE AND MULTIPLE APPEARANCE DIRECTORY NUMBER (MADN)

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

AUTOMATIC ROUTE SELECTION

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

BLIND TRANSFER RECALL

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

BLIND TRANSFER RECALL IDENTIFICATION

This feature helps users identify Blind Transfer Recalls (and thereby answer appropriately) by providing an alphanumeric message on business sets with display.

BUSY OVERRIDE

This feature allows a user to gain access to a busy station by pressing the Busy Override key.

CALL BACK QUEUING

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

CALL BACK QUEUING ENHANCED

This feature enhances Call Back Queuing by allowing trunk search restrictions.

CENTREX

17.2 DEFINITIONS (Cont'd)

CALL FORWARD - ALL CALLS

Allows a station to have all calls forwarded to another predetermined station. This feature is system-based and cannot be manually changed by the user.

CALL FORWARD/AUTOMATIC DIAL DISPLAY

For subscribers using a business set with Display, this feature prints on the display the number currently programmed for the Call Forward or the Automatic Dial Features.

CALL FORWARD - BUSY

When a station is busy all calls are routed to another predetermined station.

CALL FORWARD DON'T ANSWER, FOR HUNT GROUPS

Enhances Hunting by enabling the user to assign Call Forward, Don't Answer on a per-Hunt-Group basis.

CALL FORWARD - NO ANSWER

When a station does not answer an incoming call within a prescribed time, the call is routed to another predetermined station.

CALL FORWARD REASON DISPLAY

This feature expands the utility of existing Call Forwarding features through a second-line display message for the Business Set.

CALL HOLD

Allows a user to put a caller on hold.

CALL PARK

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

CALL PARK RECALL IDENTIFICATION

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

CALL PICK-UP

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

CENTREX

17.2 DEFINITIONS (Cont'd)

CALL WAITING

An incoming call encountering a busy station receives audible ringing and the busy station receives a call waiting tone. The busy station can answer the second call without losing the first.

CALL WAITING AND THREE-WAY CALLING INTERACTIONS

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

CALL WAITING ORIGINATING

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

CALLING NAME DISPLAY

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

CAMP-ON WITH MUSIC

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

CODE CALL ACCESS

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

CODE RESTRICTIONS

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

CONSULTATION HOLD

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

DATA-CALL PROTECTION

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

CENTREX

17.2 DEFINITIONS (Cont'd)

DIAL CALL WAITING

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

DICTATION ACCESS AND CONTROL (DTMF ONLY)

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

DIRECT INWARD DIALING (DID)

This service allows for incoming calls from the exchange network to reach a specific customer-group station without attendant assistance.

DIRECT OUTWARD DIALING (DOD)

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

DIRECTED CALL PARK

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

DIRECTED CALL PICK-UP NON-BARGE IN

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

DIRECTED CALL PICK-UP WITH BARGE IN

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

DISPLAY CALLED NUMBER

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

DISPLAY CALLING NUMBER

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

CENTREX

17.2 DEFINITIONS (Cont'd)

DISTINCTIVE CALL-WAITING TONES

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

DISTINCTIVE RINGING

Allows a customer to identify certain call types by applying a distinctive ringing cadence to calls terminating on stations in the customer group. Distinctive Ringing produces a different ringing cadence for intragroup and DID calls.

ENHANCED BUSINESS SET REASON DISPLAY

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

EXECUTIVE BUSY OVERRIDE

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

EXPENSIVE-ROUTE WARNING TONE

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

FEATURE CODE ACCESS

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

FEATURE DISPLAY

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

FLEXIBLE INTERCEPT

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

FULLY-RESTRICTED SERVICE

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

CENTREX

17.2 DEFINITIONS (Cont'd)

GROUP INTERCOM

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

HELD CALLS

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

HUNTING

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

INDIVIDUAL BUSINESS LINE

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

INDIVIDUAL LINE BUSINESS SERVICE

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

INDIVIDUAL PAGE FROM GROUP INTERCOM

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

INTERCOM

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

INTERGROUP CALLING

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

LAST NUMBER REDIAL

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

CENTREX

17.2 DEFINITIONS (Cont'd)

LAST NUMBER REDIAL ASSOCIATED WITH SET

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

LISTEN ON HOLD

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

LOUDSPEAKER AND RADIO PAGING ACCESS

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

MAKE SET BUSY

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

MAKE SET BUSY EXCEPT GROUP INTERCOM

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

MEET ME CONFERENCE

Provides a six-party conference bridge and directory number for conferees to dial at a specified time to hold a conference.

MULTI-LINE VARIETY PACKAGE DIAL PLAN

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

MULTIPLE APPEARANCE DIRECTORY NUMBER

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

MULTIPLE APPEARANCE DIRECTORY NUMBER AND CONFERENCE INTERACTION

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

CENTREX

17.2 DEFINITIONS (Cont'd)

MUSIC ON HOLD

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

NAME DISPLAY FOR MULTIPLE APPEARANCE DIRECTORY NUMBER SECONDARY MEMBERS

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

OFF HOOK QUEUING

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

OFF-HOOK QUEUING (OHQ) ENHANCED

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

ON HOOK DIALING

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

ORIGINATING/TERMINATING LINE SELECT

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

PERMANENT HOLD

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

PRIVACY RELEASE CONFERENCE CONTROL

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

QUERY BUSY STATION

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

QUERY TIME KEY

This feature provides the current time and date.

CENTREX

17.2 DEFINITIONS (Cont'd)

RING AGAIN

Allows a station user encountering a busy station to be notified when the busy station becomes idle and to be placed automatically in a ring again mode.

RING AGAIN ON HUNT GROUPS

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

RING AGAIN ON IDLE BUSINESS SET

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

SECOND AND THIRD RECORDED ANNOUNCEMENTS

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

SEMI-RESTRICTED SERVICE

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

SHORT HUNT

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

SIMPLIFIED DIALING

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

SIX-PORT CONFERENCE

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

SPECIALS SERVICES INTERFACE CHARGE

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

CENTREX

17.2 DEFINITIONS (Cont'd)

SPEED CALL GROUP, LONG LIST

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

SPEED CALL INDIVIDUAL, LONG LIST

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

SPEED CALL INDIVIDUAL, SHORT LIST

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

STATION-ACTIVATED DO NOT DISTURB WITH FEATURE ACTIVE REMINDER

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

STATION CALL PARK

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

STATION CONTROLLED CONFERENCE (SIX PORTS MAX)

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

STATION MESSAGE DETAIL RECORDING-BASIC (SMDR-B)

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

STATION MESSAGE DETAIL RECORDING-ENHANCED (SMDR-E)

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

STATION-TO-STATION CALLING

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

CENTREX

17.2 DEFINITIONS (Cont'd)

STORING OF 24 DIALED DIGITS (15 DIGITS IN DMS 10S)

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

SUPERSET CALL HOLD

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

SYSTEM

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

THREE-WAY CALL CHAINING

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

THREE-WAY CONFERENCE/TRANSFER

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

TOLL RESTRICTED SERVICE

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

TRANSFER FOR UNIFORM CALL DISTRIBUTION (UCD)

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

UNIFORM CALL DISTRIBUTION

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

UNIFORM CALL DISTRIBUTION (UCD) QUEUE-STATUS LAMP

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

UNRESTRICTED SERVICE

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

CENTREX

17.3 CONDITIONS

- A. The minimum service period for Centrex Service is three (3) months.
- B. All lines that connect to Key or PBX systems are trunks and are charged at the business trunk rates. If Centrex features are desired the usual feature charges listed in this section will apply.
- C. Centrex, when provided in multiple exchanges, is considered to be one system for each exchange.
- D. One alphabetical and one classified directory listing will be furnished without charge per Centrex line or additional number. Additional listings will be offered subject to the provisions outlined in this *Local Terms of Service*.
- E. The assignment of telephone numbers for the Centrex Service lines shall be in accordance with the General Rules and Regulations of this *Local Terms of Service*.
- F. Extended Area Service (EAS) rates will be charged on a trunk equivalency basis.
- G. End User Common Line Charges will apply to all lines as defined in the CenturyLink Operating Companies Tariff F.C.C. No. 9.
- H. Centrex is not provided in association with Pay Telephone Access Line Service.
- I. Centrex is provided subject to the availability of facilities and central office equipment as determined by the Telephone Company. Not all features are available from all central office locations.
- J. Temporary suspension of service (vacation service) is not allowed for Centrex lines.
- K. Centrex is normally provided on individual business lines from 1-60 lines per system, however, it may be provided on a special assembly basis to customers whose requirements exceed 60 lines per system subject to the availability of facilities and central office equipment.
- L. Attendant features are not available through this *Local Terms of Service* Contract offerings of Attendant features are offered in conjunction with a customer's attendant console on an individual case basis.
- M. The quality of transmission for calls utilizing call forwarding or conferencing may vary depending on the distance and routing involved.
- N. Some features are incompatible with each other.
- O. Some features require customer-provided equipment or additional telecommunication services. Other services requested by the customer will be provided in accordance with applicable *Local Terms of Service* sections.

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CENTREX

17.3 CONDITIONS (Cont'd)

- P. All lines at a minimum must include either the basic feature package or the electronic business set basic feature package.
- Q. A combination of business and residence lines in a Centrex system is not permitted.
- R. Features from the basic feature package are selected on a per line basis.
- S. Line extension charges (0) may apply when modifications or additions to facilities are required.
- T. Terminal equipment provided by the customer must be compatible with the service and equipment provided by the Company.
- U. Additional charges may apply for customers over 50 kilo ft. From the central office.
- V. Tie lines, Foreign Exchange (FX), Feature Group A, private lines and other special access trunks can be terminated on a Centrex system. A Special Services Interface Charge will apply to each such channel termination.
- W. Station Message Detail Recording is not represented to be a provision of billing detail. The Company assumes no responsibility for reconciling differences between the SMDR and customer's bill.
- X. Station Message Detail Recording may be offered to customers where facilities permit and where the company's message billing process has been arranged to provide this optional feature.
- Y. When station message detail is provided on magnetic tape, the tape density and number of tracks will be that used by the program and data processing system in use by the Company's accounting center furnishing the tape. The format may be changed at the discretion of the Company in which case the customer will be responsible for making the tape compatible with his data processing equipment.
- Z. Equipment 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 2.22.C.1.
- AA. Equipment connected as described in Z. preceding must also be configured such that it is capable of conveying the dispatchable location of a "911" caller as described in Section 2.22.C.2.**

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17.4 RATES AND CHARGES

The rates and charges in this section are for Centrex only and are in addition to the applicable nonrecurring charges and monthly rates for other services with which the Centrex features are associated.

A.	Access Lines Per System Per Location	<u>Monthly Rate</u> <u>per line</u>	<u>Nonrecurring</u> <u>Charge</u>
	1st to 5th	\$20.00	\$25.00
	6th to 10th	13.50	25.00
	11th to 15th	12.50	15.00
	16th to 20th	11.00	15.00
	21st to 25th	9.00	10.00
	26th and over	7.00	10.00
B.	Special Services Interface	8.00 per DSO	25.00
C.	Basic Centrex Feature Packages (one of the basic packages must be purchased for each line)		
	Basic Package	4.00	No Charge
	Basic Electronic Business Set	6.00	No Charge
	Customer Requested Multiple or Single Change of Features in Basic Packages		10.00 per request
	Additional Number (This is not for an additional line, just an additional number associated with an existing line)	5.00 per number	
D.	Enhanced Centrex Feature Packages		
	Hunting Package	0.25	No Charge

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CENTREX

17.4 RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
D. Enhanced Centrex Feature Packages (Cont'd)		
Advanced Conference Package		
- Per Line	\$ 2.00	\$25.00
- Per System	10.00	25.00
Uniform Call Distribution Package		
- Per System	10.00	25.00
E. Individual Case Basis Packages		
Calling Name Display Package		
- Per Line	ICB	ICB
Enhanced Business Set Service Package		
- Per Line	ICB	ICB
Business Set Busy Indicator Package		
- Per Line	ICB	ICB
Automatic Route Selection		
- Per Line	ICB	ICB
	<u>Monthly Rate Per Message</u>	<u>Monthly Rate Per System</u>
F. Station Message Detail Recording		
Station Message Detail Recording Basic	\$.0285	\$25.00
Station Message Detail Recording-Enhanced	.0285	\$2.50
Addition, deletion or change in SMDR account or authorization codes	\$10.00 per request	
Station Message Detail Recording-Transfer to Tape	\$50.00 per tape	

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CENTREX

17.5 TRUNK EQUIVALENCY TABLE FOR EAS CHARGES

Extended Area Service (EAS) charges will be applied to Centrex lines on a trunk equivalency basis. The table below shows the number of trunks a Centrex System equates to. An EAS charge will apply for each trunk equivalency. For applicable EAS rates see Section 17.5.B.

A. Trunk Equivalency

<u>Centrex Lines</u>	<u>Trunk Equivalency</u>
1	1
2-3	2
4-10	3
11-19	4
20-30	5
31-42	6
43-55	7
56-70	8
71-84	9
85-99	10
100-114	11
115-130	12
131-146	13
147-162	14
163-179	15
180-196	16
197-200	17
Each additional 17 lines or fraction of 1 additional trunk	

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CENTREX

17.5 TRUNK EQUIVALENCY TABLE FOR EAS CHARGES

B. EAS Charges for Centrex

Exchange	Residence EAS	Business EAS
Chimacum Center	\$ 3.25	\$ 6.35
Columbia	7.00	13.30
Dallesport	3.25	6.35
Glenwood	2.00	4.00
Goldendale	2.00	4.00
Grandview	3.25	6.35
Granger	3.25	6.35
Harrah	7.00	13.30
Hood Canal	3.25	6.35
Klickitat	2.00	4.00
Lyle	2.00	4.00
Mabton	3.25	6.35
Mattawa	3.25	6.35
Paterson	2.00	4.00
Port Angeles	4.50	8.65
Poulsbo	7.00	13.30
Prosser	3.25	6.35
Roosevelt	2.00	4.00
Stevenson	0.00	0.00
Sunnyside	3.25	6.35
Toppenish	7.00	13.30
Trout Lake	2.00	4.00
Wapato	7.00	13.30
White Salmon	2.00	4.00
White Swan	7.00	13.30
Whitstran	3.25	6.35
Willard	2.00	4.00

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FORWARDED MESSAGE INFORMATION

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FORWARDED MESSAGE INFORMATION

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

- The called station number.
- The calling station number for intra-office calls.
- The type of call forwarding feature used by the called station number, such as busy or don't answer.

"Provider" in this context is any entity that furnishes voice messaging services to clients.

The message information allows the Provider to customize answering responses, since the Provider will be able to identify which of its clients has been called and the forwarding feature encountered. In addition the Provider will be able to identify the calling directory number for intra-office calls, which may allow responses to be tailored for the calling party.

The information is received at the Provider's equipment via a Voice Grade 36 (or equivalent) data channel. Signaling on this channel is ASCII asynchronous.

Message Waiting Indication (MWI) is an additional feature included with Forwarded Message Information. This feature allows a Provider to supply its clients with an audible interrupted dial tone, indicating that there is a message waiting to be retrieved.

18.1 CONDITIONS

The Provider must have a hunt group arrangement in the same central office where the data channel terminates.

A Voice Grade 36 (or equivalent) data channel is required to provide signaling between the central office and the Provider's equipment. Such a data channel must be provided to each central office providing Forwarded Message Information capability.

When used in conjunction with Message Waiting Indication, the Provider must have compatible message desk customer provided equipment.

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FORWARDED MESSAGE INFORMATION

18.1 CONDITIONS (Cont'd)

Non-published information may only be provided to providers in conformance with a non-disclosure agreement prohibiting the display, storage, or disclosure of non-published information. The non-disclosure agreement will be signed annually.

Forwarded Message Information Service is for use with voice messaging service only.

In addition to the charges and rates associated with Forwarded Message Information, each line must be equipped with one or more of the following Call Forwarding features:

- A. Call Forward-Customer Activated
- B. Call Forward-Busy
- C. Call Forward-Don't Answer

Rates, charges and regulations for these services are defined in Section 6.

Forwarded Message Information will be provided where technically and economically feasible.

18.2 RATES

The rates and charges in this section are for Forwarded Message Information only and are in addition to the applicable nonrecurring charges and monthly rates for the associated underlying services.

A nonrecurring charge is applicable to installation and change in service.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Common equipment, per data channel termination, per central office equipped:	\$ 610.00	\$1,500.00

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STATION TERMINATION

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STATION TERMINATION

The following charges, rates, and conditions apply to extensions that are located on non-continuous property. Extensions on continuous property will be treated as inside wire.

19.1 RATES (Per Service)	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Central Office Station Termination	\$ 6.00	\$21.00
Private Branch Exchange Station Termination	12.00	21.00
Line Conditioning, if required	10.00	40.00

19.2 CONDITIONS

- A. Central office station terminations are applicable to extensions that utilize central office dial tone.
- B. PBX station terminations are applicable to extensions that utilize PBX or Key System dial tone.
- C. When a PBX station termination is located interexchange, applicable interexchange private line rates will apply. (See Qwest Corporation Private Line Transport Services Catalog).
- D. Central office station termination may be located on the premises of another customer, provided the other customer has his own separate service at the same location. 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 subscriber to the business service or a partner in the firm.
- E. Line conditioning charges will apply when wire facilities exceed the distance where transmission can be accomplished without amplification or signaling adapters.

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FCC DESIGNATED N11 SERVICES

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FCC DESIGNATED N11 SERVICES

20.1 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS)

A. General

1. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all certified Telecommunications Relay Services entities as a toll free call. Pursuant to Order 00-257, issued by the Federal Communications Commissions (FCC) in CC Docket 92-105, the FCC assigned 711 dialing code for nationwide access to Telecommunications Relay Services (TRS) entities, to be implemented not later than October 1, 2001.
2. 711 is available from United Telephone Company of the Northwest – Washington (the Company) within the Company's service area only. To provide access to 711 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the TRS entity must make appropriate arrangements with the other company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.
3. This service is subject to the availability of the 711 dialing code.
4. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).
5. Limitations and use of service are as stated in Section 2 of this *Local Terms of Service*.
6. Directory Listings may be provided for 711 at rates and regulations as specified in f this *Local Terms of Service*.
7. Access to 711 is not available to the following classes of service:
 - 1+
 - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
 - 101XXXXIn addition, operator assisted calls to 711 will not be completed.

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20.1 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

B. Obligations of the TRS Entity

1. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is affected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements, to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telecommunications relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
2. The TRS entity should work separately with wireless companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
3. The TRS entity should work separately with CLECs to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
4. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.

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

5. The 711 Dialing Code will be provided by the Company to the TRS entity under the following conditions:
 - a. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and the expected holding time for each call to the 711 dialing code.
 - b. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone facilities.
 - c. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

FCC DESIGNATED N11 SERVICES

20.1 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS)

B. Obligations of the TRS Entity (Cont'd)

6. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
 - a. The TRS entity will provide announcements. The Company will provide only the delivery of the call.
 - b. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
 - c. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
 - d. The TRS entity assumes, according to other specific rates and charges under this *Local Terms of Service*, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

C. Obligations of the Company

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

If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment.
2. When a 711 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 711 Service call, the quality of the call or any features that otherwise may be provided with 711 dialing service.

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

1. In those instances where a CLEC provides the 711 dialing code to its end user within the local calling area, terms and conditions for 711 dialing code are as defined in the appropriate Interconnection Agreement.
 - a. For purposes of providing a CLEC end user access to the TRS entity within the local calling area, appropriate arrangements must be made by the CLEC with the TRS entity serving the local calling area.
 - b. A CLEC may negotiate the provision of directory listing as defined in the Interconnection Agreement.

FCC DESIGNATED N11 SERVICES

20.1 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

E. Liability

1. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander. Unless otherwise specifically provided in this *Local Terms of Service*, the Company shall be authorized to disconnect any service provided to the TRS entity utilized, directly or indirectly, with the 711 dialing code, which fails to comply with regulations and conditions set forth herein, upon five (5) days of notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the TRS entity is in compliance with regulations and conditions of the *Local Terms of Service*. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.
2. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 711 dialing code. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
3. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
4. The Company may take all legal and practical steps to disassociate itself from the TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
5. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this *Local Terms of Service*. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

FCC DESIGNATED N11 SERVICES

20.1 711 SERVICE FOR TELECOMMUNICATIONS RELAY SERVICES (TRS) (Cont'd)

F. Other Terms and Conditions

1. Only one 10-digit toll free number may be used as the lead number per basic local calling area.
2. The 711 Dialing Code is provided where facilities permit.
3. The 711 Service will not provide calling number information in real time to the TRS entity. If this type of information is required, the TRS entity must subscribe to compatible Caller ID Service as described in this *Local Terms of Service*.
4. The 711 Service is provided solely for the benefit of the TRS entity. The provision of the 711 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the TRS entity.

G. Rates and Charges

1. The 711 Service is ordered by the F.C.C. to be provided without charge. Therefore, there are no rates or charges for the 711 Service.

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FCC DESIGNATED N11 SERVICES

20.2 511 SERVICE FOR TRAVEL INFORMATION SERVICES

A. General

1. 511 Dialing Code ("511") is a three digit local dialing arrangement for telephone voice transmission access to all certified Travel Information Service entities as a toll free call. The Federal Communications Commission (FCC) assigned the 511 dialing code for nationwide access to Travel Information Services.
2. The three digit 511 abbreviated dialing code is assigned to the Approved Travel Information Service Provider ("511 Provider") for use in providing community Travel Information services to the public by way of voice grade facilities.
3. 511 is available from United Telephone Company of the Northwest - Washington within the Company's service area only. Tdateso provide access to 511 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 511 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 511 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 511.
4. All 511 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
5. The 511 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 511 Service is otherwise available wherever local service is accessible.
6. 511 Service is offered subject to the availability of facilities.

B. Obligations of the Approved Travel Information Services Provider

1. The 511 Provider must submit a written application to the Company for 511 Service at the local exchange level. The 511 Provider may establish 511 Service in all or part of the Company's local exchanges. There may be only one 511 Provider per exchange.
2. The 511 Provider's written application to establish 511 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 511 abbreviated code. If the 511 Provider desires to change the telephone number into which the 511 abbreviated dialing code is translated, the 511 Provider must pay a Number Change Charge as found in Section 20.2.F. following.
 - b. A location description of the 511 Provider call center where 511 calls made from the Company local exchange will be routed.
 - c. An acknowledgment of the possibility that the FCC's assignment of the 511 abbreviated dialing code may be recalled at any time.

FCC DESIGNATED N11 SERVICES

20.2 511 SERVICE FOR TRAVEL INFORMATION SERVICES

B. Obligations of the Approved Travel Information Services Provider (Cont'd)

3. Local Calling for Company Subscribers

- a. The 511 Provider, in cooperation with the Company, will assure that all 511 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the 511 Provider applies for 511 Service in a Company local exchange, the 511 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 511 digits into the telephone number provided by the 511 Provider.
 - c. When the 511 Provider applies for 511 Service in a Company local exchange and a 511 Provider call center is not located within the local exchange's local calling area, the 511 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 511 Service calls do not incur toll charges.
4. The 511 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 511 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 511 Provider or others, arising out of or resulting directly or indirectly from the 511 Service.
 5. The 511 Provider must develop an appropriate method for responding to 511 calls directed to it out of confusion or in error by Company subscribers.
 6. The 511 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 511 Provider to receive calls to the 511 Service during normal business hours.
 7. The 511 Service is provided on the condition that the 511 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 511 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 511 Provider subscribes.
 8. The 511 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 511 abbreviated dialing code in the event of a national assignment by the FCC.
 9. The 511 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 511 Service. The 511 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and released and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

FCC DESIGNATED N11 SERVICES

20.2 511 SERVICE FOR TRAVEL INFORMATION SERVICES

B. Obligations of the Approved Travel Information Services Provider (Cont'd)

10. The 511 Provider must respond promptly to all complaints lodged with any regulatory authority against the 511 Service. If requested by the Company, the 511 Provider must assist the Company in responding to complaints made to the Company concerning the 511 Service.
11. The 511 Provider shall not promote the 511 Service with the use of an autodialer or broadcasting of tones that dial the 511 abbreviated dialing code.
12. The 511 Service is available only to end users located in Company local exchanges. To establish 511 calling to end users in non-Company local exchanges, the 511 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The 511 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's local exchanges to ascertain whether 511 abbreviated dialing will be available to their end users.

C. Obligations of the Company

1. The Company will establish the 511 Service within ninety days after receipt of the 511 Provider's completed application(s) for service or the effective date of this *Local Terms of Service*, whichever is later.
2. When a 511 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 511 Service call, the quality of the call or any features that may otherwise be provided with 511 Service.
3. The Company will route 511 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing 511 Service for calls originating from other telecommunications providers.
4. The Company does not undertake to answer and forward 511 Service calls but furnishes the use of its facilities to enable the 511 Provider to respond to such calls at the 511 Provider established call centers.
5. The rates charged for 511 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 511 Provider must conduct such operational tests as, in the judgment of the 511 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 511 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

FCC DESIGNATED N11 SERVICES

20.2 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 511 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 511 Provider for the 511 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the 511 Provider.
3. The Company's entire liability to any person for interruption or failure of the 511 Service is limited to the terms set forth in this and other sections of this Local Terms of Service.
4. The Commission's local assignment and the 511 Service Provider's use of the 511 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 511 Service Provider for any damages the 511 Service Provider may incur that results from a national assignment of the 511 abbreviated dialing code.
5. The Company will make every effort to route 511 calls to the appropriate 511 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

E. Other Terms and Conditions

1. The 511 Service will not provide calling number information in real time to the 511 Provider. If this type of information is required, the 511 Provider must subscribe to compatible Caller ID service as described in this *Local Terms of Service*. The Caller ID service will only provide calling number information.
2. The 511 Service is provided for the benefit of the 511 Provider. The provision of the 511 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 511 Provider.
3. A written notice will be sent to the 511 Provider following oral notification when its 511 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 511 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 511 Provider is unwilling to accept the modifications, or if the 511 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

FCC DESIGNATED N11 SERVICES

20.2 511 SERVICE FOR TRAVEL INFORMATION SERVICES (Cont'd)

F. Rates and Charges

1. A Central Office Charge applies for each Company host central office out of which the 511 Provider orders 511 Service, as follows:
 - a. When a Company local exchange is served by more than one host central office, a Central Office Charge is applicable for each host central office in that local exchange.
 - b. If the 511 Provider establishes 511 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge applies. However, the full Central Office Charge applies whether or not the 511 Provider requests 511 Service in all the Company local exchanges served by that host central office.
2. An Exclusion Charge applies in lieu of a Central Office Charge for the establishment of 511 Service as follows:
 - a. When the 511 Provider does not make simultaneous applications to establish 511 Service in every Company local exchange served by a host central office, the 511 Provider must pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 - b. When a Company local exchange is once excluded, but the 511 Provider later makes application to establish 511 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 - c. When the 511 Provider requests a different telephone number be translated to the 511 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 511 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
3. A Number Change Charge applies when the 511 Provider established service or applies to change the telephone number into which the 511 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.
4. The minimum service period for 511 Service is one month.

5. Rates:

	<u>Nonrecurring Charge</u>
a. Central Office Charge (per host Central Office)	\$120.00
b. Exclusion Charge (per host Central Office)	240.00
c. Number Change Charge (per telephone number)	30.00

FCC DESIGNATED N11 SERVICES

20.3 311 NON-EMERGENCY SERVICE

A. General

1. Non-Emergency 311 Service (NE311) is a local telephone exchange communications service which allows Company subscribers to reach non-emergency local government services by dialing an abbreviated telephone number. The Federal Communications Commission (FCC) reserved the abbreviated telephone number, 3-1-1, for non-emergency access to public services. NE311 Service is an optional service which may be purchased by a local municipality, state or local governmental unit to whom authority has been lawfully delegated. The NE311 Service Provider must be granted authority by the appropriate city, county, or state officials to provide the service.
2. NE311 Service allows a Company subscriber to access an approved NE311 Service Provider by dialing only the 311 abbreviated dialing code. Subject to other terms and conditions of this *Local Terms of Service*, Company subscribers shall be able to make and the NE311 Service Provider shall be able to receive calls using the NE311 Service as part of their local exchange services. The NE311 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All NE311 Service calls must be local in nature and shall not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The NE311 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operated assisted calling and 101XXXX calling. NE311 Service is otherwise available wherever local service is accessible.
5. Only calls originating within a NE311 Service Provider's area of jurisdiction (the "NE311 Service Area") will be routed to a call center/answering point designated by the NE311 Service Provider. There can be only one NE311 Service Provider in each geographic area. NE311 Service areas may not overlap. This assures that NE311 calls from a telephone line within a NE311 Service Area can be routed to a unique NE311 call center/answering point.
6. NE311 Service is offered subject to the availability of facilities.

B. Obligations of the Non-Emergency 311 Service Provider

1. The NE311 Service Provider must submit a written application for NE311 Service on a Company local exchange by local exchange basis. The NE311 Service Provider may establish NE311 Service in all or part of the Company's local exchanges. There may be only one NE311 Service Provider per exchange.
2. The NE311 Service Provider's written application to establish NE311 Service in a Company local exchange shall include the following:
 - a. The unpublished local telephone number into which the Company is to translate the dialed NE311 abbreviated code. If the NE311 Service Provider desires to change the telephone number into which the NE311 abbreviated dialing code is translated in an exchange, then the NE311 Service Provider must pay the Number Change Charge specified in Section 20.3.F.

FCC DESIGNATED N11 SERVICES

20.3 311 NON-EMERGENCY SERVICE

B. Obligations of the Non-Emergency 311 Service Provider

2. The NE311 Service Provider's written application... (Cont'd)
 - b. A location description of the NE311 Service Provider call center where NE311 calls made from the Company local exchange will be routed.
 - c. An acknowledgment of the possibility that the FCC's assignment of the NE311 abbreviated dialing code may be recalled at any time.
3. Local Calling for Company Subscribers
 - a. The NE311 Service Provider, in cooperation with the Company, shall assure that all NE311 Service calls are local in nature and do not generate local, intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the NE311 Service Provider applies for NE311 Service in a Company local b, the NE311 Service Provider shall supply the Company with an unpublished seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the dialed NE311 dialing code into the telephone number provided by the NE311 Service Provider.
 - c. When the NE311 Service Provider applies for NE311 Service in a Company local exchange and a NE311 Service Provider call center is not located within the exchange's local calling area, then the NE311 Service Provider shall establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' NE311 Service calls do not incur toll charges.
4. The NE311 Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the NE311 Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the NE311 Service Provider or others, arising out of or resulting directly or indirectly from the NE311 Service.
5. The NE311 Service Provider must develop an appropriate method for responding to NE311 calls directed to it out of confusion or in error by Company subscribers. This includes calls from customers that reside within the Company local exchange but outside the legally designated jurisdiction of the NE311 Service Provider (i.e. exchange boundaries that cross county borders.)
6. The NE311 Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the NE311 Service Provider to receive calls to the NE311 Service during normal business hours.

FCC DESIGNATED N11 SERVICES

20.3 311 NON-EMERGENCY SERVICE

B. Obligations of the Non-Emergency 311 Service Provider (Cont'd)

7. NE311 Service is provided on the condition that the NE311 Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the NE311 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the NE311 Service Provider subscribes.
8. The NE311 Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes, including any and all requirements to relinquish the 311 abbreviated dialing code in the event of a national assignment by the FCC.
9. The NE311 Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 311 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The NE311 Service Provider must respond promptly to any and all complaints lodged with any regulatory authority against the NE311 Service. If requested by the Company, the NE311 Service Provider shall assist the Company in responding to complaints made to the Company concerning the NE311 Service.
11. The NE311 Service Provider shall not promote the NE311 Service with the use of an autodialer or broadcasting of tones that dial the NE311 abbreviated dialing code.
12. NE311 Service is only available to end users located in Company local exchanges. To establish NE311 calling to end users in non-Company local exchanges, the NE311 Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The NE311 Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether NE311 abbreviated dialing will be available to their end users.
14. In the event that an end user misdials and reports an emergency by dialing 311, the NE311 Service Provider agrees to release, indemnify, defend, and save harmless the Company from claims, suits, actions, damages, costs, judgments, actions of every name and description arising out of or due to acts or omissions of the NE311 Service Provider, its agents and its employees while answering and dispatching 311 calls.

FCC DESIGNATED N11 SERVICES

20.3 311 NON-EMERGENCY SERVICE (Cont'd)

C. Obligations of the Company

1. The Company will establish the NE311 Service within ninety days after receipt of the NE311 Service Provider's completed application(s) for service or of the effective date of the *Local Terms of Service*, whichever is later.
2. When an NE311 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said NE311 Service call, the quality of the call or any features that may otherwise be provided with NE311 Service.
3. The Company will route NE311 calls originating from end users on the Company's local exchange network whether they purchase service directly from the Company or from another provider reselling Company service. Otherwise, the Company is not responsible for establishing NE311 Service for calls originating from other telecommunications providers.
4. The Company does not undertake to answer and forward NE311 Service calls but furnishes the use of its facilities to enable the NE311 Service Provider to respond to such calls at NE311 Service Provider established call centers.
5. The rates charged for NE311 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The NE311 Service Provider shall make such operational tests as, in the judgment of the NE311 Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The NE311 Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.
6. NE311 Service is furnished subject to all operating failures and interruptions, including, but not limited to, equipment breakdowns, errors, defects, malfunctions and interruptions of service experienced in the regular telephone exchange system. The rates provided for this service are subject to the limitations which appear in this section and in other applicable sections of this *Local Terms of Service* and other tariffs or price lists. The Company does not undertake to provide a higher level of service reliability and quality than the telephone exchange service being provided in the exchange that NE311 Service is offered.

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20.3 311 NON-EMERGENCY SERVICE (Cont'd)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing NE311 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the NE311 Service Provider for the NE311 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs. The Company has no liability for losses or damages caused by the negligence of the NE311 Service Provider.
2. The Company's entire liability to any person for interruption or failure of the NE311 Service shall be limited to the terms set forth in this section and other sections of this *Local Terms of Service*.
3. The Commission's local assignment and the NE311 Service Provider's use of the 311 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the NE311 Service Provider for any damages the NE311 Service Provider may incur that results from a national assignment of the 311 abbreviated dialing code.
4. The Company accepts no responsibility for obtaining subscriber record information from telephone end users.
5. The Company will make every effort to route NE311 calls to the appropriate NE311 Service Provider calling center, however, the Company will not be held responsible for routing mistakes or errors.

E. Other Terms and Conditions

1. The NE311 Service will not provide calling number information in real time to the NE311 Service Provider. If this type of information is required, the NE311 Service Provider must subscribe to compatible Caller ID Service. The Caller ID Service will only provide calling number information as described in this *Local Terms of Service*.
2. The NE311 Service is provided solely for the benefit of the NE311 Service Provider. The provision of the NE311 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the NE311 Service Provider.
3. A written notice will be sent to the NE311 Service Provider following oral notification when its NE311 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the NE311 Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the NE311 Service Provider is unwilling to accept the modifications, or if the NE311 Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

FCC DESIGNATED N11 SERVICES

20.3 311 NON-EMERGENCY SERVICE (Cont'd)

F. Rates

1. The nonrecurring charges associated with the initial NE311 Service establishment are specified within this section. These are one-time charges which apply only when the NE311 Service Provider establishes or modifies NE311 Service.
2. The NE311 Service Provider shall pay a nonrecurring Central Office Charge for each Company host central office out of which NE311 Service is established.
 - a. Some Company local exchanges are served by more than one host central office. In order to establish NE311 Service in such an exchange, the NE311 Service Provider shall pay a Central Office Charge for each host central office in the Company local exchange.
 - b. Some host central offices serve more than one Company local exchange. If the NE311 Service Provider makes applications to establish NE311 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the NE311 Service Provider requests NE311 Service in all the Company local exchanges served by that host central office.
3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of NE311 Service as follows:
 - a. When the NE311 Service Provider does not simultaneously establish NE311 Service in every Company local exchange served by a host central office, the NE311 Service Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 - b. When a Company local exchange is once excluded, but the NE311 Service Provider later applies to establish NE311 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 - c. When the NE311 Service Provider requests a different telephone number be translated to the 311 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 311 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
4. A nonrecurring Number Change Charge applies when the NE311 Service Provider changes the telephone number into which the NE311 abbreviated dialing code is translated. The Number Change Charge shall be applied on a per telephone number, per host central office basis.
5. The minimum service period for NE 311 Service is one month.

6. Rates	<u>Nonrecurring Charges</u>
a. Central Office Charge (per host Central Office)	\$120.00
b. Exclusion Charge (per host Central Office)	240.00
c. Number Change Charge (per telephone number)	30.00

FCC DESIGNATED N11 SERVICES

20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

A. General Regulations

1. The 211 Service for Information and Referral Service (211 Service) is a locally assigned three digit abbreviated dialing code provided to an Approved Information and Referral Service Provider for use in making available community information and referral services to the public by way of voice grade facilities. The 211 abbreviated dialing code is available to the Approved Information and Referral Service Provider as a local calling area based service (the "211 Service").
2. The 211 Service allows a Company subscriber to access an Approved Information and Referral Service Provider call center by dialing only the 211 abbreviated dialing code. Subject to other terms and conditions of this *Local Terms of Service*, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of their local exchange services. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
3. All 211 abbreviated dialing code calls must be local in nature and must not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
4. The 211 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. The 211 Service is otherwise available wherever local service is available.

B. Obligations of the Approved Information and Referral Service Provider

1. The Approved Information and Referral Service Provider must submit a written application for 211 Service to the Company at the local exchange level. The Approved Information and Referral Service Provider may establish 211 Service in all or part of the Company's local exchanges. There may be only one 211 Service Provider per exchange.
2. The Approved Information and Referral Service Provider's written application to establish 211 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company is to translate the dialed 211 abbreviated code. If the Approved Information and Referral Service Provider desires to change the telephone number into which the 211 abbreviated dialing code is translated, the Approved Information and Referral Service Provider must pay the Number Change Charge specified in Section 20.4.F.
 - b. A location description of the Approved Information and Referral Service Provider call center where 211 calls made from the Company local exchange will be routed.
 - c. An acknowledgment of the possibility that the FCC's assignment of the 211 abbreviated dialing code may be recalled at any time.

FCC DESIGNATED N11 SERVICES

20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

B. Obligations of the Approved Information and Referral Service Provider (Cont'd)

3. Local Calling for Company Subscribers

- a. The Approved Information and Referral Service Provider, in cooperation with the Company, must assure that all 211 Service calls are local in nature and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
 - b. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange, the Approved Information and Referral Service Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area. The Company will translate the 211 digits into the telephone number provided by the Approved Information and Referral Service Provider.
 - c. When the Approved Information and Referral Service Provider applies for 211 Service in a Company local exchange and an Approved Information and Referral Service Provider call center is not located within the local exchange's local calling area, then the Approved Information and Referral Service Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 211 Service calls do not incur toll charges.
4. The Approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service.
 5. The Approved Information and Referral Service Provider must develop an appropriate method for responding to 211 calls directed to it out of confusion or in error by Company subscribers.
 6. The Approved Information and Referral Service Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the Approved Information and Referral Service Provider to receive calls to the 211 Service during normal business hours.
 7. The 211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. There will be one path available for each line to which the 211 Provider subscribes.

FCC DESIGNATED N11 SERVICES

20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

B. Obligations of the Approved Information and Referral Service Provider (Cont'd)

8. The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks and patents used in connection with the said service.
10. The Approved Information and Referral Service Provider shall respond promptly to any and all complaints lodged with any regulatory authority against the 211 Service. If requested by the Company, the Approved Information and Referral Service Provider will assist the Company in responding to complaints made to the Company concerning the 211 Service.
11. The Approved Information and Referral Service Provider shall not promote the 211 Service with the use of an autodialer or broadcasting of tones that dial the 211 abbreviated dialing code.
12. The 211 Service is only available to end users located in Company local exchanges. To establish 211 calling to end users in non-Company local exchanges, the Approved Information and Referral Service Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges.
13. The Approved Information and Referral Service Provider must work separately with competitive local exchange carriers operating and serving customers in the Company's local exchanges to ascertain whether 211 abbreviated dialing will be available to their end users.

C. Obligations of the Company

1. The Company will establish the 211 Service within ninety days after receipt of the Approved Information and Referral Service Provider's completed application(s) for service or the effective date of this *Local Terms of Service*, whichever is later.
2. When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 211 Service call, the quality of the call or any features that may otherwise be provided with 211 Service.
3. The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider established call centers.

FCC DESIGNATED N11 SERVICES

20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

C. Obligations of the Company (Cont'd)

4. The rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for its use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event the Company's facilities are not functioning properly.

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 211 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.
3. The Company's entire liability to any person for interruption or failure of the 211 Service is limited to the terms set forth in this section and other sections of this *Local Terms of Service*.

E. Other Terms and Conditions

1. The 211 Service will not provide calling number information in real time to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to compatible Caller ID service as described in this *Local Terms of Service*. The Caller ID service will only provide calling number information.
2. The 211 Service is provided for the benefit of the Approved Information and Referral Service Provider. The provision of the 211 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

FCC DESIGNATED N11 SERVICES

20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

E. Other Terms and Conditions (Cont'd)

3. A written notice will be sent to the Approved Information and Referral Service Provider following oral notification when its 211 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the Approved Information and Referral Service Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the Approved Information and Referral Service Provider is unwilling to accept the modifications, or if the Approved Information and Referral Service Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. Rates and Charges

1. Subject to other terms and conditions of this *Local Terms of Service*, Company subscribers shall be able to make and the Approved Information and Referral Service Provider shall be able to receive calls using the 211 Service as part of both parties' local exchange service. The 211 Service is supplemental to and is not a replacement for either party's local exchange service.
2. A nonrecurring Central Office Charge applies for each Company host central office out of which 211 Service is established, as follows:
 - a. When a Company local exchange is served by more than one host central office a Central Office Charge is applicable for each host central office in the Company local exchange.
 - b. If the Approved Information and Referral Service Provider establishes 211 Service in multiple Company local exchanges served by the same host central office, only one Central Office Charge shall apply. However, the full Central Office Charge applies whether or not the Approved Information and Referral Service Provider requests 211 Service in all the Company local exchanges served by that host central office.

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20.4 211 SERVICE FOR INFORMATION AND REFERRAL SERVICE

F. Rates and Charges (Cont'd)

3. An Exclusion Charge Applies in lieu of a Central Office Charge for the establishment of 211 Service as follows:
 - a. When the Approved Information and Referral Service Provider does not simultaneously establish 211 Service in every Company local exchange served by a host central office, the Approved Information and Referral Service Provider shall pay an Exclusion Charge per host central office if any local exchange(s) are excluded from the translation.
 - b. When a Company local exchange is once excluded, but the Approved Information and Referral Service Provider later applies to establish 211 Service in the Company local exchange, then an Exclusion Charge applies per host central office when a local exchange continues to be excluded from the translation.
 - c. When the Approved Information and Referral Service Provider requests a different telephone number be translated to the 211 abbreviated dialing code in a participating Company local exchange other than the telephone number translated to the 211 abbreviated dialing code in the host central office, then an Exclusion Charge applies per host central office.
4. A nonrecurring Number Change Charge applies when the Approved Information and Referral Service Provider changes the telephone number into which the 211 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

5. Rates

	<u>Nonrecurring Charge</u>
a. Central Office Charge (per host Central Office)	\$ 120.00
b. Exclusion Charge (per host Central Office)	240.00
c. Number Change Charge (per telephone number)	30.00

FCC DESIGNATED N11 SERVICES

20.5 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾

A. General

1. 811 Dialing Code ("811 Service") is a three digit local dialing arrangement for telephone voice transmission access to all certified "One Call" notification systems entities as a toll free call. The Federal Communications Commission (FCC) assigned 811 dialing code for nationwide access to One Call Notification Systems.
2. The three digit 811 abbreviated dialing One Call Notification code is assigned to the Approved "811 Provider" for use in providing One Call notification services to the public by way of voice grade facilities.
3. 811 Service is available from United Telephone Company of the Northwest (the Company) within the Company's service area only. To provide access to 811 to end users in another company service area or to a Competitive Local Exchange Carrier (CLEC) end users within the local calling area, the 811 Provider must make appropriate arrangements with the other company or CLEC serving that territory. The 811 Provider should work separately with competing local providers to ascertain that its end user customers will be able to reach one-call services provided by dialing 811.
4. All 811 abbreviated dialing code calls must be local in nature and will not result in any intraLATA toll, interLATA long distance or pay-per-call charges to Company subscribers.
5. The 811 Service is not available for the following classes of service: inmate service, 1+ and 0+ calling, 0- operator assisted calling and 101XXXX calling. 811 Service is otherwise available wherever local service is accessible.

B. Obligations of the Approved "One Call" Notification Systems Provider

1. The 811 Provider must submit a written application to the Company for 811 Service at the state level. The 811 Provider may establish 811 Service in all or part of the Company's exchanges. There may be only one 811 Provider per exchange.
2. The 811 Provider's written application to establish 811 Service in a Company local exchange must include the following:
 - a. The local, foreign exchange or toll free telephone number into which the Company should translate the dialed 811 abbreviated code. If the 811 Provider desires to change the telephone number into which the 811 abbreviated dialing code is translated, the 811 Provider must pay a Number Change Charge as specified in Section 20.5.F.
 - b. An acknowledgment of the possibility that the Federal Communication Commission's assignment of the 811 abbreviated dialing code may be recalled at any time.

⁽¹⁾ This service will be available no later than April, 2007 per FCC mandate.

FCC DESIGNATED N11 SERVICES

20.5 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾

B. Obligations of the Approved "One Call" Notification Systems Provider (Cont'd)

3. Local Calling for Company Subscribers

- a. The 811 Provider, in cooperation with the Company, will assure that all 811 Service calls are local and do not generate intraLATA toll, interLATA long distance or pay-per-call charges for Company subscribers.
- b. When the 811 Provider applies for 811 Service from the Company, the 811 Provider must supply the Company with a seven or ten digit telephone number that terminates within the Company local exchange's local calling area or a toll free number. The Company will translate the 811 digits into the telephone number provided by the 811 Provider.
- c. When the 811 Provider applies for 811 Service in a Company local exchange and a 811 Provider call center is not located within the local exchange's local calling area, the 811 Provider must establish foreign exchange service or supply the Company with a toll free telephone number so that Company subscribers' 811 Service calls do not incur toll charges.

4. The 811 Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the 811 Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the 811 Provider or others, arising out of or resulting directly or indirectly from the 811 Service.
5. The 811 Provider must develop an appropriate method for responding to 811 calls directed to it out of confusion or in error by Company subscribers.
6. The 811 Provider must subscribe to termination facilities and lines in sufficient quantities to provide adequate service to the public, and enable the 811 Provider to receive calls to the 811 Service during normal business hours.
7. The 811 Service is provided on the condition that the 811 Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 811 Service without interfering with or impairing any services offered by the Company.
8. The 811 Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes.
9. The 811 Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the 811 Service. The 811 Provider is also responsible for obtaining all necessary permissions, licenses, written consents, waivers and released and all other rights from all holders of copyrights, trademarks and patents used in connection with the said service.

FCC DESIGNATED N11 SERVICES

20.5 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾

B. Obligations of the Approved "One Call" Notification Systems Provider (Cont'd)

10. The 811 Provider must respond promptly to all complaints lodged with any regulatory authority against the 811 Service. If requested by the Company, the 811 Provider must assist the Company in responding to complaints made to the Company concerning the 811 Service.
11. The 811 Provider shall not promote the 811 Service with the use of an auto dialer or broadcasting of tones that dial the 811 abbreviated dialing code.
12. The 811 Service is available only to end users located in Company local exchanges. To establish 811 calling to end users in non-Company local exchanges, the 811 Provider must make appropriate arrangements with the companies serving those local exchanges, even where Company subscribers may make local calls to the non-Company local exchanges
13. The 811 Provider must work separately with competitive local exchange carriers ("CLECs") operating and serving customers in the Company's exchanges to ascertain whether 811 abbreviated dialing will be available to their end users.

C. Obligations of the Company

1. The Company will establish the 811 Service within ninety days after receipt of the 811 Provider's completed application(s) for service or the effective date of this *Local Terms of Service*, whichever is later.
2. When an 811 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of said 811 Service call, the quality of the call or any features that may otherwise be provided with 811 Service.
3. The Company does not undertake to answer and forward 811 Service calls but furnishes the use of its facilities to enable the 811 Provider to respond to such calls at the 811 Provider established call centers.
4. The rates charged for 811 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, and malfunctions in service, nor does the Company undertake such responsibility. The 811 Provider must conduct such operational tests as, in the judgment of the 811 Provider, are required to determine whether the Company's facilities are functioning properly for its use. The 811 Provider must promptly notify the Company in the event the Company's facilities are not functioning properly.

FCC DESIGNATED N11 SERVICES

20.5 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾ (Cont'd)

D. Liability

1. The liability of the Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in any facility furnished by the Company, occurring in the course of furnishing 811 Service, or of the Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the 811 Provider for the 811 Service and local exchange services for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission or defect or failure in facilities occurs.
2. The Company is not liable for any losses or damages caused by the negligence of the 811 Provider.
3. The Company's entire liability to any person for interruption or failure of the 811 Service is limited to the terms set forth in this and other sections of this *Local Terms of Service*.
4. The 811 Service Provider's use of the 811 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the 811 Service Provider for any damages the 811 Service Provider may incur that results from a national assignment of the 811 abbreviated dialing code.
5. The Company will make every effort to route 811 calls to the appropriate 811 Service Provider calling center, however, the Company will not be held responsible for Provider's errors.

FCC DESIGNATED N11 SERVICES

20.5 811 SERVICE FOR "ONE CALL" NOTIFICATION SYSTEMS⁽¹⁾ (Cont'd)

E. Other Terms and Conditions

1. The 811 Service will not provide calling number information in real time to the 811 Provider. If this type of information is required, the 811 Provider must subscribe to compatible Caller ID service as described in this *Local Terms of Service*. The Caller ID service will only provide calling number or name and number information.
2. The 811 Service is provided for the benefit of the 811 Provider. The provision of the 811 Service by the Company shall not be interpreted, constructed or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the 811 Provider.
3. A written notice will be sent to the 811 Provider following oral notification when its 811 Service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of abbreviated dialing codes. If after notification the 811 Provider makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the 811 Provider is unwilling to accept the modifications, or if the 811 Provider continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service.
4. In an emergency situation as determined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

F. Rates and Charges

1. A Central Office Charge applies for each Company host central office out of which the 811 Provider orders 811 Service, as follows:
 - a. If the 811 Provider establishes 811 Service in multiple Company exchanges served by the same host central office, only one Central Office Charge applies.
2. A Number Change Charge applies when the 811 Provider established service or applies to change the telephone number into which the 811 abbreviated dialing code is translated. The Number Change Charge is applied on a per telephone number, per host central office basis.

3. Rates:

	<u>Nonrecurring Charge</u>
Central Office Charge (per host Central Office)	\$120.00
Number Change Charge (per Telephone Number)	30.00

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DERIVED CHANNEL SERVICES

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DERIVED CHANNEL SERVICES

21.1 INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS

A. Description

1. Individual Voice Channels for Custom Access Solutions is an intraexchange digital service designed to provide for the integration of multiple voice channels over Custom Access Solutions as found in the CenturyLink Operating Companies Interstate Service Guide, Section 8.7.
2. Individual Voice Channels are segregated from the data channels using a Digital Access and Cross-connect System (DACS) located in the Telephone Companies' central office. The DACS will route the voice traffic to the serving wire center switching equipment. Individual Voice Channels may be provisioned with ISDN-PRI functionality upon request.
3. Customers subscribing to Individual Voice Channels for Custom Access Solutions are limited to a maximum of 20 Individual Voice Channels per 1.544 Mbps facility. Each channel is dedicated to the provisioning of Individual Voice Channels for Custom Access Solutions. Channels not activated will not be used for purposes other than providing Individual Voice Channels for Custom Access Solutions.
4. Customers subscribing to Individual Voice Channels for Custom Access Solutions must also order data channels at the same time from the CenturyLink Operating Companies Interstate Service Guide, Section 8.7, in one of the following combinations:

Individual Voice Channels ⁽¹⁾	Frame Relay Service			
	256 Kbps (4 Channels)	384 Kbps (6 Channels)	512 Kbps (8 Channels)	768 Kbps (12 Channels)
6	10	12	14	18
8	12	14	16	20
10	14	16	18	22
12	16	18	20	24
14	18	20	22	N/A
16	20	22	24	N/A
18	22	24	N/A	N/A
20	24	N/A	N/A	N/A

Shaded area reflects total channels utilized for each combination.

DERIVED CHANNEL SERVICES

21.1 INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS

A. Description (Cont'd)

5. Individual Voice Channels may be equipped with the following features, where available:
 - a. Incoming Call Identification (Caller ID) – Caller ID provides the customer with the telephone number of the calling party and is intended solely for the use of the Individual Voice Channels for Custom Access Solutions subscriber.
6. Individual Voice Channels with ISDN-PRI functionality provides functionality equivalent to ISDN-PRI Service as described in this *Local Terms of Service*. All standard features included with ISDN-PRI Service are standard for Individual Voice Channels with ISDN-PRI functionality. In addition, optional features available with ISDN-PRI Service are available with Individual Voice Channels with ISDN-PRI functionality, with the exception of D-Channel Backup and Circular Hunt. Optional features are provided at the rates and charges specified in this *Local Terms of Service* on a per 1.544 Mbps facility basis.

DERIVED CHANNEL SERVICES

21.1 INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS (Cont'd)

B. Definitions

1. Digital Access and Cross-connect System (DACS) – A digital switching device for routing and switching T-1 lines, and DS0 portions of lines, among multiple T-1 ports. The DACS performs all the functions of a normal “switch” except connections are typically setup in advance of the call, not together with the call.
2. Custom Access Solutions – Provides for the integration of multiple voice and data channels over the same 1.544 Mbps facility.

C. General Regulations

1. The regulations and rates specified herein for Individual Voice Channels for Custom Access Solutions are in addition to the applicable regulations and rates in other tariffs and other sections of this *Local Terms of Service*. Unless specified, the regulations for Individual Voice Channels for Custom Access Solutions apply in addition to the Rules and Regulations set forth in this *Local Terms of Service*.
2. Individual Voice Channels for Custom Access Solutions is provided subject to the availability of appropriate facilities as determined by the Company. Service inquiries will be necessary to determine availability.
3. Customer Premise Equipment (CPE) that is compatible with Individual Voice Channels for Custom Access Solutions is the customer’s responsibility to provision.
4. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of Individual Voice Channels for Custom Access Solutions render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
5. Individual Voice Channels for Custom Access Solutions is only available where facilities permit.
6. Customers may disconnect Individual Voice Channels for Custom Access Solutions, without penalty, should the total of the monthly recurring rates associated with Individual Voice Channels for Custom Access Solutions increase by 10% or more at any one time.
7. Custom Calling Features and ExpressTouch Services are available as specified in *Local Terms of Service* at the applicable recurring rates.
8. One Directory Listing will be provided per 1.544 Mbps facility. Additional Directory Listings are available as specified in this *Local Terms of Service*.

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DERIVED CHANNEL SERVICES

21.1 INDIVIDUAL VOICE CHANNELS FOR CUSTOM ACCESS SOLUTIONS (Cont'd)

D. Service Components

1. Individual Voice Channels - A monthly rate is applicable for each individual voice channels for Custom Access Solutions. Individual Voice Channels can be purchased in increments of 6, 8, 10, 12, 14, 16, 18 or 20 voice channels. Individual Voice Channels with ISDN-PRI functionality can be purchased in increments of 12, 14, 16, 18 or 20 voice channels.
2. All other service components apply as found in CenturyLink Operating Companies Interstate Service Guide.

E. Application of Rates

1. Individual Voice Channels receive the same local calling area as any other form of basic local exchange service.
2. Optional toll and extended local calling plans are available as specified in this *Local Terms of Service* at the applicable recurring rates and usage charges.
3. All federal and state surcharges apply per Individual Voice Channel, including, but not limited to, 9-1-1 surcharges and Telecommunications Relay Service (TRS) surcharges.
4. Federal monthly end user charges apply, as described in CenturyLink Operating Companies Tariff F.C.C. No. 9, Section 4 (e.g., End User Common Line (EUCL), Presubscribed Interexchange Carrier Charge (PICC), Line Port Charge (LPC), Federal Universal Service Fund (USF)).

F. Rates and Charges

	<u>Monthly Rate</u>
1. Individual Voice Channel without ISDN-PRI functionality: (per channel)	\$29.00
2. Individual Voice Channel with ISDN-PRI functionality: (per channel)	\$35.00

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CONCURRENCES

22.1 INTRALATA PRIVATE LINE SERVICE

United Telephone Company of the Northwest concurs in Qwest Corporation's Private Line Transport Services Catalog No. 2, together with amendments and successive issues, for the purpose of providing intraexchange private line services within our serving area and other areas within the State of Washington.

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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

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CONNECTION WITH CUSTOMER PROVIDED EQUIPMENT

A. GENERAL REGULATIONS

1. Customer-provided terminal equipment, protective circuitry, and communications systems may be used with the facilities furnished by the Company for telecommunications services as provided in the following paragraphs of this *Local Terms of Service*. In all such cases the customer-provided terminal equipment or communications systems will be so constructed, maintained, and operated as to work satisfactorily with the facilities of the Company.
2. Where telecommunications service is available under this *Local Terms of Service* for use in connection with customer-provided terminal equipment, protective circuitry, or communications systems, the operating characteristics of such equipment or system shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer-provided equipment or system does not endanger the safety of Company employees or the public; damage, require change in or alteration of the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Company's service. Upon notice from the Company that the customer-provided equipment or system is causing or is likely to cause such hazard or interference the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The Customer shall be responsible for the payment of Company charges, as specified in this section, for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or system.
3. The Company shall not be responsible for the installation, operation, or maintenance of any customer-provided terminal equipment, protective circuitry, or communications systems, except as provided in maintenance contract. Telecommunications service is not represented as adapted to the use of customer-provided terminal equipment or systems and where such are connected to Company facilities the responsibility of the Company shall be limited to the furnishing of facilities suitable for telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service: subject to this responsibility the Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment, protective circuitry, or systems or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment, protective circuitry or systems.
4. The Company will not be responsible to the customer or otherwise, if changes in the Company's communications facilities, equipment, operations, or procedures render the customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment. The Company will give at least 90 days notice in writing if such changes can reasonably be expected to occur, allowing the customer an opportunity to maintain uninterrupted service.
5. The Company will not be responsible for any loss or damage, nor for any impairment or failure of the service, arising from or in connection with the use of facilities of customers and not caused solely by the negligence of the Company.

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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

A. GENERAL REGULATIONS (Cont'd)

6. Satisfactory performance of the telecommunications network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling in the furnishing of telecommunications service shall be performed by equipment furnished installed, and maintained by the Company unless the customer-provided terminal equipment or protective circuitry meet the requirements of Part 68 of FCC Rules and Regulations.
7. Where any customer-provided equipment, protective circuitry or communications system is used with telecommunications service in violation of any of the provisions in this *Local Terms of Service*, the Company will take such immediate action as necessary for protection of its services and/or facilities and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or systems or correct the violation and shall confirm in writing to the Company within 2 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 termination of the customer's service until such time as the customer complies with the provisions of this *Local Terms of Service*.
8. Customer-provided terminal equipment or communications systems which serve a location which the Company considers impracticable to serve because of hazard or inaccessibility may be connected with telecommunications service only by means of registered or grandfathered connecting equipment furnished by the customer (unless the customer-provided terminal equipment and/or communications system has been registered in accordance with Part 68 of the FCC Rules and Regulations).
9. The Customer indemnifies and saves the Company harmless against claims for infringement of patents arising from combining such equipment or system with, or using it in connection with, facilities of the Company; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.
10. The customer must provide all the electrical power necessary for the operation of customer-provided communications systems equipment and associated lines to the point of interconnection.
11. The customer must provide and install all wiring from the point of connection with Company facilities, i.e., at the jack or protective connecting arrangement, and will make the actual connection to the Company facilities.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

B. CUSTOMER-PROVIDED EQUIPMENT

1. Terminal equipment or protective circuitry lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified.

Entire PBX or key telephone systems, including their equipment, premises wiring and protective apparatus (if any), lawfully connected directly to the Company's exchange facilities, in each exchange, as of June 1, 1978, may continue to be connected for the life of the equipment in the same or a compatible exchange without being registered, unless subsequently modified. Additions to such system may be made up to July 1, 1979, without registration of any additional equipment involved provided that:

- a. any premises wiring added conforms to the Part 68, of the FCC Rules and Regulations,
 - b. any equipment added is of a type directly connected to the telephone network as of October 17, 1977.
2. Terminal equipment and protective circuitry of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may be connected thereafter in the same or compatible exchange until July 1, 1979, at which time all terminal equipment and protective circuitry, other than terminal equipment and protective circuitry covered in paragraph I. above, must be registered in accordance with Part 68 of FCC Rules and Regulations.

PBX or key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, where compatible, may be connected after June 1, 1978 in the same or compatible exchange until July 1, 1979, at which time all PBX or key telephone systems covered in paragraph I. above must be registered in accordance with Part 68 of the FCC Rules and Regulations. All premises wiring must conform to rules specified in Part 68 of the FCC Rules and Regulations.

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CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

B. CUSTOMER-PROVIDED EQUIPMENT (Cont'd)

3. Terminal equipment, protective circuitry, and PBX or key telephone systems of a type not lawfully connected directly to the Company's exchange facilities in each exchange on October 17, 1977, where compatible, may be directly connected after July 1, 1979, in the same or a compatible exchange only if the customer-provided terminal equipment, protective circuitry, or PBX or key telephone system has been registered in accordance with Part 68 of the FCC Rules and Regulations.

PBX or key telephone systems of a type lawfully connected directly to the Company's exchange facilities in each exchange as of October 17, 1977, or registered in accordance with Part 68 of the FCC Rule and Regulations, and are presently connected to the Company's exchange facilities by protective apparatus, may remove such protective apparatus and connect directly if the following conditions are met:

- a. any premises wiring whose classification is changed thereby is qualified as if newly installed under Part 68 of the FCC Rules and Regulations.
 - b. all equipment in the system are of a type directly connected to the telephone network as of October 17, 1977, or are registered in accordance with Part 68 of the FCC Rules and Regulations.
4. Terminal equipment not registered nor grandfathered in accordance with Part 68 of the FCC Rules and Regulations may be connected to the network pursuant to the provisions in effect prior to October 17, 1977, requiring the use of a Company-provided network control signaling unit and connecting arrangement, or customer-provided protective circuitry registered in accordance with Part 68 of the FCC Rules and Regulations.

Customer-provided key telephone instruments may not be connected to Company equipment or services either directly or through customer or Company-provided registered or grandfathered protective circuitry.

5. The Company will not be liable for damages arising out of injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by customer-provided terminal equipment or protective circuitry.
6. The Company may provide one ringer (or other device) to the line when necessary to provide line test capability.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

C. CONNECTION WITH FEDERAL COMMUNICATIONS COMMISSION (FCC) REGISTERED EQUIPMENT

FCC registered or grandfathered terminal equipment, protective circuitry, or data equipment, excluding coin telephone, private branch exchange systems, key systems, may be directly connected to the Company's exchange facilities in accordance with the following:

(The term "registered" includes grandfathered equipment in accordance with the rules and conditions of this section and Part 68 of the FCC Rules and Regulations.)

1. Customer-provided terminal equipment, protective circuitry, data equipment, or communications systems, directly connected to exchange facilities must be registered in accordance with Part 68 of the FCC Rules and Regulations.
2. Customer-provided terminal equipment, protective circuitry, data equipment or communications systems connected to exchange facilities, (except for Company-provided ringers or other line test devices) shall be made through standard plugs and standard jacks so as to allow for easy and immediate connection or disconnection. Standards for plugs and jacks are as specified in Part 68 of the FCC Rules and Regulations.
3. Customers desiring to connect terminal equipment, protective circuitry, data equipment, or communications systems, to the Company's exchange facilities, and before such connection is made, are required to inform the Company of:
 - a. The FCC Registration Number, and
 - b. The Ringer Equivalence Number of the registered terminal equipment or registered protective circuitry, and
 - c. The line number or directory number to which the terminal equipment, protective circuitry, or data equipment, will be connected.
4. The Company will maintain a written record of the information provided by the customer. A customer who fails to notify the Company of such connection or is otherwise in violation of Part 68 of the FCC Rules and Regulations will be subject to disconnection of said equipment.
5. Customers shall give notice to the Company upon final disconnection of customer-provided terminal equipment, protective circuitry, data equipment, or communications systems from the Company's particular line or directory number(s).
6. In the event customer-provided terminal equipment or protective circuitry causes harm to the network, the Company will, where practicable, notify the customer that temporary discontinuance of service may be required; however, where prior notice is not practicable, the Company will subsequently notify the customer of such temporary discontinuance, and inform the customer of his right to bring complaint to the Washington Utilities and Transportation Commission.
7. Technical information concerning interface parameters sufficient to allow the customer to properly interconnect his terminal equipment, including the number of ringers which may be connected to a particular telephone line will be provided by the Company upon request.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

D. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

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

Business and Residence **\$99.00 (I)**

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT

D. CUSTOMER PREMISES WIRE AND MAINTENANCE PLANS

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)

(M)

b. Rates

Monthly Rates for Inside Wire Protection Plans can be found at http://www.centurylink.com/tariffs/LTOS_IWP.pdf.

(N)

(N)

(M)

(M)

(M) Material moved to http://www.centurylink.com/tariffs/LTOS_IWP.pdf

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ENHANCED FRAME RELAY SERVICE

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ENHANCED FRAME RELAY SERVICE

Effective July 1, 2015, this service will no longer be available to new customers for new orders nor will new orders from existing customers be accepted (except to the extent permitted by a Term Discount Plan).

All existing customers may migrate to another company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another company-provided service prior to expiration of the Term Discount Plan.

Existing customers will be grandfathered as follows:

- **As of July 1, 2015, month-to-month customers will no longer be able to subscribe to this service.**
- **Customers with a Term Discount Plan that expires after July 1, 2015 may retain their Frame Relay Service covered by that Term Discount Plan until the expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.**

24.1 DESCRIPTION

- A. Enhanced Frame Relay Service (EFRS) is a fast packet network that permits the transmission of data at speeds of 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, 512 Kbps, 1.544 Mbps, or 44.210 Mbps using Permanent Virtual Circuits (PVCs). Utilizing statistical multiplexing, the EFRS network enables the customer to allocate circuit bandwidth to applications as needed, rather than assigning fixed channels to specific applications.
- B. Permanent Virtual Circuits (PVCs) are logical channels that connect ports on a frame relay switch or between frame relay switches. PVCs are end-to-end, bi-directional channels that are established and non-established via the service order process. Separate PVCs must be established to each location to which the customer desires to transmit data. PVC channels are virtual channels that are established in software tables and do not tie up facilities when not in use. With EFRS, customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion. Multiple PVCs can be defined over a single Frame Relay Access Line (FRAL), thereby providing a single access line the capability to transmit data to multiple destinations.
- C. EFRS requires the use of customer terminal equipment that functions as a multiplexer, bridge or router. This terminal equipment must be purchased separately from the EFRS and must conform to Consultative Committee for International Telecommunication Union (ITU) and American National Standards Institute (ANSI) standards set forth in ITU: Q.933 Annex A, ANSI: T1.617 Annex D. The terminal equipment accumulates customer data and transfers it into a frame relay format suitable for transmission over the EFRS network.
- D. In the operation of EFRS, Customer Premises Equipment (CPE), such as frame relay assemblers and disassemblers, encapsulate arriving data into variable length frames. The information contained in these frames is data link connection identifier (DLCI) addresses, which identifies the PVC in the network that should be used to forward the frame to its proper destination. The CPE then sends the frame into the EFRS network over a dedicated access facility called a User Network Interface (UNI). The frame relay switch reads identifying information and routes the frame to the proper destination based on pre-established PVC.

ENHANCED FRAME RELAY SERVICE

24.1 DESCRIPTION (Cont'd)

- E. Variable frame length capability is useful in communications between asynchronous Local Area Networks (LAN) and for transport of synchronous data traffic. EFRS is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.
- F. EFRS is provided to the customer in the form of a FRAL, Frame Relay User Network Interface Port and the PVC.
- G. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed.
- H. Since multiple PVCs may be defined on one physical port, it is possible for the cumulative Committed Information Rates (CIRs) to exceed the physical bandwidth of that port. This is referred to as oversubscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.

ENHANCED FRAME RELAY SERVICE

24.1 DESCRIPTION (Cont'd)

- I. The CIR and the Excess Burst Size (B_e) are traffic management parameters that allow the customer to fine tune implementation of EFRS in conjunction with the classes of PVCs offered.
- J. 64 Kbps Clear Channel Capability (CCC) will be provided upon request and where deemed applicable by the Company. The cost of construction may apply when technical limitations and/or the lack of facilities exist, or if it is necessary to construct facilities to satisfy service requests.

24.2 DEFINITIONS

64 KBPS CLEAR CHANNEL CAPABILITY (CCC)

A channel connection that provides an end-to-end digital connection between the customer's premises and the customer's Serving Central Office in which all 64 Kbps of bandwidth are available for the customer's use.

COMMITTED INFORMATION RATE (CIR)

Defines the amount of data throughput on any designated PVC that the Company will support under normal operating conditions. CIR is administered per PVC. Any data burst beyond the CIR may be labeled Discard Eligible (DE) if the data transfer rate exceeds the CIR of the PVC being used. If the EFRS network develops congestion, the frames marked DE may be discarded. Upon service subscription, the customer must specify the PVC class and CIR for each PVC. The retransmission of discarded frames is administered by the customer's CPE.

CUSTOMER DESIGNATED LOCATION (CDL)

The geographic location designated by the customer where the customer's CPE is first considered to enter the Company's network.

DATA LINK CONNECTION IDENTIFIER (DLCI)

The address information contained in the frame relay header that conveys to the network how an individual frame should be routed. The DLCI essentially defines the customer end point to which a particular frame should be sent.

EXCESS BURST SIZE (B_e)

Denotes the data above CIR at which customer data will be admitted to the EFRS network. All Excess Burst data admitted to the network that exceeds the CIR will be designated discard eligible.

FRAME

A sequence of contiguous bits delimited by beginning and ending flag sequences.

FRAME RELAY ACCESS LINE (FRAL)

A UNI that provides access to the EFRS network. A FRAL includes the provision of a frame relay access port and the physical facility from the customer designated location to the Company Central Office.

ENHANCED FRAME RELAY SERVICE

24.2 DEFINITIONS (Cont'd)

FRAME RELAY ACCESS PORT (FRAP)

A port on the EFRS network that is used to interconnect other Company provided private line services such as Digital Data Service, High Capacity Service or a digital cross connect system port to the EFRS network. The FRAP is the physical entry point for PVCs. Ports include the electronic equipment used in connecting these service elements to the EFRS network and enable customers to allocate bandwidth to applications as needed.

ENHANCED FRAME RELAY SERVICE (EFRS)

A fast packet network that provides the customer high-speed access and throughput to different customer addresses. Utilizing statistical multiplexing, the EFRS network enables the customer to allocate bandwidth to applications as needed, rather than dedicating fixed channels to specific applications. Customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion.

ENHANCED FRAME RELAY SERVICE NETWORK SERVING AREA

Area encompassing certain serving area points. Serving area points are those Company central offices designated for the EFRS Network Serving Area.

GATEWAY SERVICE

Allows the Company EFRS customers to interconnect to other frame relay networks. The service is available wherever the Company has established a network interface with another private or public frame relay network. Gateway Service is only available where such network connectivity exists or where suitable connectivity arrangements can be made that are acceptable to the Company.

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the provision and administration of communications service. It encompasses one or more designated exchanges that are grouped to serve common social, economic, and other purposes.

LOCAL AREA NETWORK (LAN)

A network permitting the interconnection and intercommunication of a group of computers, primarily for the sharing of resources such as data storage devices and printers.

LOGICAL CHANNEL

A communications channel that allows two-way, simultaneous transmission of sequenced data packets through the network. No circuit capacity is preassigned to a logical channel. Capacity is made available as the data is transmitted. Each PVC is considered one logical channel or one virtual channel.

MAXIMUM BURST RATE (MBR)

Denotes the maximum information rate at which customer traffic will be admitted to the EFRS network. Traffic rates in excess of MBR will be automatically discarded on ingress to the network. MBR is equal to the sum of the Committed Information Rate (CIR) and Excess Burst Size (B_e).

ENHANCED FRAME RELAY SERVICE

24.2 DEFINITIONS (Cont'd)

NETWORK TO NETWORK INTERFACE (NNI)

Specifies how a frame relay switch sends and receives data from a frame relay interexchange carrier's or other customer's network.

PERMANENT VIRTUAL CIRCUIT (PVC)

Provides a software-defined electronic path between the two ports within the EFRS network. A UNI or NNI port connection can be associated with multiple PVCs. Since all PVCs need not be in use at the same time, it is possible for the total CIR of all PVCs associated with one port to exceed the bandwidth of the port. It is not possible, however for the simultaneous aggregation of the PVCs throughput to exceed the bandwidth of the port. Such a relationship is referred to as oversubscription or overbooking. When oversubscription occurs, there is no guarantee that the bandwidth defined for that PVC will be available at any point in time. PVCs classified as Frame for Voice receive the highest priority routing with PVCs classified as Frame for SNA next in priority. Frame for LAN PVCs receive standard frame relay switching priority.

PRIVATE NETWORK LINK (PNL)

The facilities, normally DS1 service used from a customer's frame relay switch location to the Company's Enhanced Frame Relay Service Network.

PROTOCOL

A specific set of rules, procedures or conventions relating to format and timing of data transmission between two devices. It is a standard procedure that two data devices must accept and use in order to understand each other. Protocols break a file into parts called blocks or packets. When packets are sent, the receiving computer checks the arriving packets and sends an acknowledgment back to the sending computer.

SERVICING AREA POINTS

Geographical locations designated by the Company where EFRS network ports are located and where the EFRS network is accessed.

SERVING CENTRAL OFFICE (SCO)

The Company central office from which the customer normally receives dial tone.

SYSTEMS NETWORK ARCHITECTURE (SNA)

IBM's data communications scheme.

STATISTICAL MULTIPLEXING

A multiplexing technique in which timeslots are dynamically allocated on the basis of need rather than being predetermined. The data is typically transmitted on a first come, first served basis.

ENHANCED FRAME RELAY SERVICE

24.2 DEFINITIONS (Cont'd)

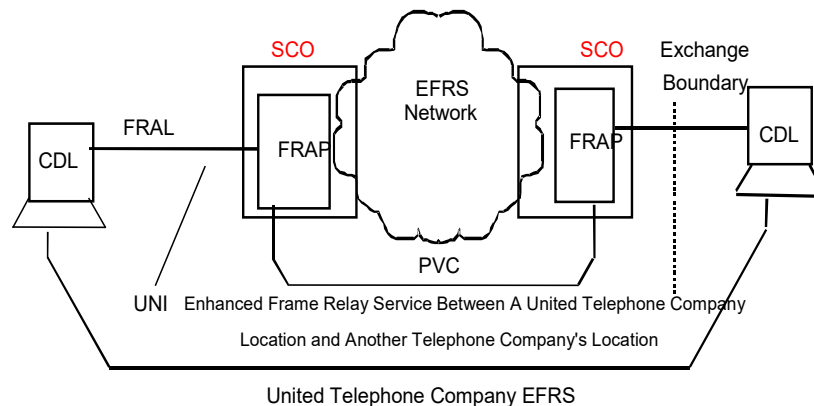
USER TO NETWORK INTERFACE (UNI)

A standard interface used to connect the end-user to the Company EFRS network. The UNI receives the data frame from the customer's LAN or other CPE devices and verifies that the DLCI is valid before relaying the frame to the destination point.

UTILIZATION REPORTS

Reports that the customer can order that display circuit utilization for Frame Relay Access Ports (FRAP) and Permanent Virtual Circuits (PVC).

The following diagram illustrates some of the above mentioned terms.



CDL = Customer Designated Location
EFRS = Enhanced Frame Relay Service
FRAL = Frame Relay Access Line
FRAP = Frame Relay Access Port
PVC = Permanent Virtual Circuit
SCO = Serving Central Office
UNI = User to Network Interface

ENHANCED FRAME RELAY SERVICE

24.3 GENERAL REGULATIONS

- A. EFRS is available at Company Servicing Area Point locations. EFRS is offered for local intraLATA and interLATA intrastate use where Company facilities exist. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other tariffs and other sections of this *Local Terms of Service*
- B. EFRS is provided subject to the availability of facilities.
- C. EFRS is provided to the customer in the form of an FRAL or a combination of digital, private line transport facilities (i.e., Digital Data Service or High Capacity Service) and a FRAP, and a PVC at a specified CIR. The FRAL, or a combination of Digital Data Service and High Capacity Service and a FRAP, form the customer access components to the EFRS network.
- D. 44.210 Mbps service is available at rates only from serving central offices that have an EFRS switch. 44.210 Mbps service is available at Individual Case Basis (ICB) rates from serving central offices that do not have an EFRS switch. The FRAP Only offerings are provided for digital special access line connections to the network supporting EFRS. Digital special access facilities are available from the Private Line section of this *Local Terms of Service*, the Company's Intrastate Access Service Tariff, or the CenturyLink Operating Companies Tariff F.C.C. No. 9.
- E. The minimum service period for EFRS is three months. EFRS may be ordered on a month to month basis or through a Term Discount Plan for fixed periods of 12 to 84 months.
- F. The temporary suspension of service at the customer's request is not allowed for Enhanced Frame Relay Service.
- G. The customer is responsible for payment of a Trouble Identification Visit Charge, as defined in this *Local Terms of Service*, for visits by the Company to the customer premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.
- H. When the customer orders additional PVCs, nonrecurring charges will apply. In addition, nonrecurring charges will apply to all changes made to a customer's Frame Relay configuration at the customer's request.
- I. A customer subscribing to a FRAL or FRAP and a PVC will be referred to as the Controller of the FRAL or FRAP. A customer may request data transmission capability to a different customer's location. Both customers must subscribe to Enhanced Frame Relay Service. The customer requesting PVC connectivity to another customer's location as such must have written permission from the Controller of the FRAL or FRAP for this data transmission capability.

The FRAL or FRAP and PVC may be ordered and billed independently and can have different customers as Controllers. A request by one customer to discontinue a PVC does not result in the disconnection of the FRAL and/or FRAP. Only the Controller of a FRAL or FRAP may authorize the disconnection of that FRAL or FRAP.

ENHANCED FRAME RELAY SERVICE

24.3 GENERAL REGULATIONS (Cont'd)

- J. Whenever facilities are provided jointly by the Company and one or more other telephone companies, the regulations, rates and charges of such other telephone companies apply for the equipment and facilities furnished by them for use in connection with the interexchange EFRS provided by the Company.
- K. Where it is necessary to use interexchange or local channel facilities of another telephone company in order to furnish a private line service to interconnect to the Company's EFRS, such service will be furnished only if satisfactory arrangements can be made with the other company.
- L. Due to technical limitations, the distance between the SWC and the customer designated location (CDL) is limited to approximately 12,000 feet for 1.544 Mbps access or 18,000 feet for 56 kbps access. A Company engineer may allow some deviation of this specification based on the gauge of wire used. For access lines that exceed this specification, the access line may be made operational by adding additional equipment. However, the actual cost of construction may apply.

24.4 OBLIGATIONS OF THE COMPANY

- A. The responsibility of the Company is limited to furnishing network equipment suitable for EFRS and to the maintenance and operation of such equipment in a manner proper for such service. Subject to this responsibility, the Company is not responsible for the through transmission of signals generated by the customer provided equipment or system, or for the quality of, or defects in, such transmission or the reception of signals by such equipment or systems.
- B. The Company is not responsible for installation, operation or maintenance of any terminal equipment, data unit or communications system provided by a customer or user. The Company is not responsible for adapting EFRS to the technological requirements of any specific customer equipment.
- C. The Company is not responsible to the customer or user if changes in any of the equipment, operations or procedures of the Company used in the provision of EFRS render any facilities provided by the customer or user obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance, provided the Company has met any applicable information disclosure requirements otherwise required by law.

ENHANCED FRAME RELAY SERVICE

24.4 OBLIGATIONS OF THE COMPANY

D. In order to maintain the quality of EFRS... (Cont'd)

1. Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is defined as occurring between midnight and 6 a.m., local time, on Monday. The Company reserves the same time period for any other day(s) of the week to facilitate maintenance which cannot be completed during the Monday maintenance window. The Company will provide advance notice of all scheduled maintenance.

2. Demand Maintenance

Demand maintenance may occur as a result of unexpected events and is performed when EFRS network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible; however, the customer will be informed when the maintenance has been completed.

24.5 OBLIGATIONS OF THE CUSTOMER

A. The customer's frame relay compatible terminal equipment is responsible for re-transmitting frames that are discarded due to errors or network congestion.

B. Where EFRS is available for use in connection with communications systems or equipment provided by a customer or user, the operating characteristics of such systems or equipment shall be such as not to interfere with any services offered by the Company. Such use is subject to the further provisions that the equipment provided by the customer or user does not endanger the safety of Company employees or the public; does not damage, harm, require change in or alteration of the equipment or other services of the Company; does not interfere with the proper operation of the Company's equipment or does not otherwise injure the public in its use of Company services. Upon notice from the Company that the equipment provided by the customer or user is causing, or is likely to cause, such hazard or interference, the customer shall take the necessary steps to remove or prevent such hazard or interference.

C. The customer, upon request, shall furnish such CPE information as may be required to permit the Company to design and maintain the EFRS it offers and to assure that the service arrangement is in compliance with the regulations contained herein.

D. Upon service subscription, the customer must specify the CIR class and B_e of each PVC ordered. CIR is the maximum information rate at which the customer's traffic will be admitted to the EFRS network without being designated eligible for discard. A default of fifty (50) percent of the smallest port size will be assigned as the CIR should the information not be provided. No individual PVC CIR shall exceed (95) percent of the FRAP access rate. The sum of all CIR on a single FRAP must not exceed two hundred (200) percent of the FRAP access rate.

ENHANCED FRAME RELAY SERVICE

24.6 TERM DISCOUNT PLAN (TDP)

- A. Term Discount Plans (TDPs) are available for FRALs, FRAPs and PNLs. TDPs provide the customer with discounted rates for the services listed. The customer agrees to a minimum service commitment period for EFRS when the TDP is established. Customers may disconnect or move PVCs and not be subject to termination liability charges. The customer must order a TDP in writing to the Company. A TDP may be ordered in one month increments, based on the following plan options:
- Plan A: 12 - 23 months
 - Plan B: 24 - 35 months
 - Plan C: 36 - 59 months
 - Plan D: 60 - 84 months
- B. The customer must specify the length of the initial service period at the time the service is ordered. When a customer converts to a TDP, no administrative charges are applied toward facilities in-service at that time. If a customer moves from a month to month plan to a TDP, or upgrades from one TDP to another, no administrative charges are applied.
- C. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of EFRS prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If Special Arrangements were applied to the service being terminated, any termination charges associated with Special Arrangements will also apply⁽¹⁾.
- D. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire Enhanced Frame Relay Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided the customer notifies the Company within 30 days after the effective date of the rate increase.
- E. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.
- F. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the prevailing rates set forth in section following. If the customer does not select a new TDP, the rates will convert to the prevailing month to month rates.

⁽¹⁾ Customers under contract prior to April 24, 2003, are grandfathered pursuant to the terms and conditions outlined in the contract.

ENHANCED FRAME RELAY SERVICE

24.6. TERM DISCOUNT PLAN (TDP) (Cont'd)

- G. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and;

The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the old service, and;

The service orders to install the new service and disconnect the old service are for the same customer at the same location.

- H. The Company will determine whether the replacement service qualifies as a next generation service offering.
- I. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

24.7. SERVICE COMPONENTS

- A. Administrative Charge – Applies to changes in a customer's network associated with existing PVCs or existing Gateway Service. For example, changing the CIR from 128 Kbps to 256 Kbps or changing the service class from Frame for LAN to Frame for SNA. Although multiple changes can be caused by such actions, only one administrative charge applies per customer request. The administrative charge does not apply when a customer moves an existing PVC to a new location within the customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.

This administrative charge applies in addition to applicable Service Connection Charges/Nonrecurring Charges as specified in this *Local Terms of Service*.

ENHANCED FRAME RELAY SERVICE

24.7 SERVICE COMPONENTS (Cont'd)

- B. CIR and PVC - A monthly rate applies for each PVC based on the CIR requested by the customer. If no CIR is indicated, the CIR will be set at the default of 50% of the associated FRAP. A nonrecurring charge applies for the establishment of each PVC and for each subsequent order of PVC(s). A separate rate is established for PVCs that are intraLATA and for PVCs that are interLATA.

Customers may select from three different classes of PVCs to ensure greater reliability for mission-critical applications in the event of network congestion:

<u>Service Class</u>	<u>Type</u>	<u>PVC Priority</u>
Frame for LAN	Standard	Normal
Frame for SNA	Premium	Higher
Frame for Voice	Premium	Highest

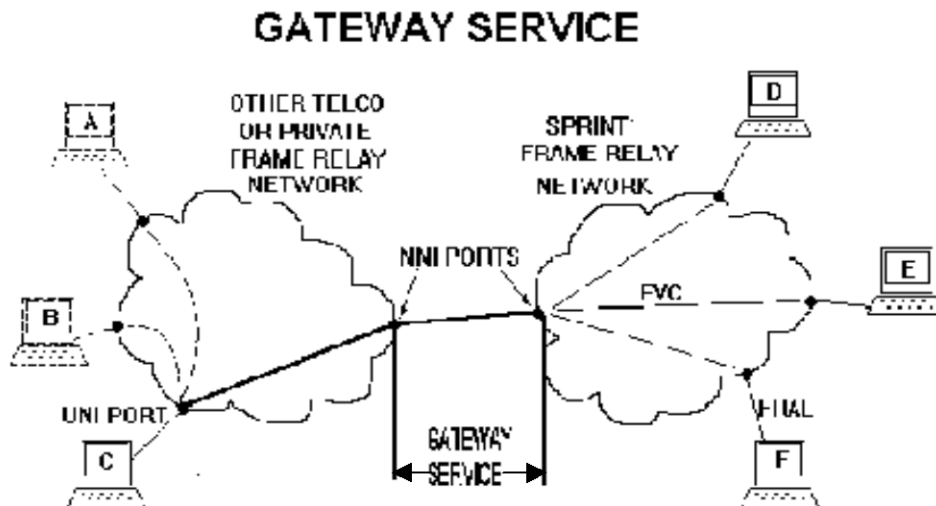
This flexibility helps to ensure maximum performance and satisfaction for individual customer data applications.

- C. Frame Relay Access Line (FRAL) - A nonrecurring charge and monthly rate applies based on the speed of the port connection for each physical connection. The FRAL includes the provision of a port.
- D. Frame Relay Access Port (FRAP) - A nonrecurring charge and monthly rate based on the speed of the port connection applies per port connection to the network supporting EFRS. The port rate element can be used in lieu of the FRAL element if the customer has an alternative Company-approved means of access to the EFRS network (such as Digital Data and/or High Capacity Service).

ENHANCED FRAME RELAY SERVICE

24.7 SERVICE COMPONENTS (Cont'd)

- E. Gateway Service - This service allows the Company EFRS customers to interconnect to another frame relay network. The service is available wherever the Company has established a network interface with another private or public frame relay network. The charge for this service covers the FRAP and interconnecting facilities from the Company to the interconnection point with the other provider. The Gateway charge is purchased in increments of CIR. The following diagram shows a typical customer network with three data devices interconnected to the Company EFRS (sites D, E & F). The customer needs to interconnect the data devices to a fourth site (C) served by another company. The customer accomplishes this by ordering three PVCs and three Gateway service connections to the other company's frame relay network. This example assumes that frame relay access from site C is already established as illustrated.



- F. Private Network Link (PNL) - A charge for a DS1 facility from a customer's frame relay switch location to the Company's EFRS Network. In addition to the access facility, a 1.544 FRAP must be purchased.
- G. Utilization Reports - Reports that the customer can order that display certain circuit utilization statistics for Permanent Virtual Circuits (PVC) and Frame Relay Access Ports (FRAP). The PVC report summarizes inbound and outbound packet discards and displays utilization as a percentage of CIR. The FRAP report summarizes inbound and outbound packet discards and displays utilization as a percent of port speed. Reports are ordered on a per port basis. Service is not available to NNI locations. A monthly plan and Term Discount Plans are available for fixed periods of 12 to 60 months. Reports are available only where Company facilities permit.

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES ⁽²⁾

A. Frame Relay Access Line (FRAL) (includes Access Line and Port)

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
56 Kbps		
Month to month	\$130.00	\$375.00
12-23 months	125.00	275.00
24-35 months	120.00	175.00
36-59 months	115.00	0.00
60-84 months	110.00	0.00
64 Kbps ⁽¹⁾		
Month to month	140.00	375.00
12-23 months	135.00	275.00
24-35 months	130.00	175.00
36-59 months	125.00	0.00
60-84 months	120.00	0.00
128 Kbps		
Month to month	275.00	495.00
12-23 months	270.00	395.00
24-35 months	260.00	295.00
36-59 months	255.00	0.00
60-84 months	240.00	0.00
256 Kbps		
Month to month	305.00	525.00
12-23 months	295.00	425.00
24-35 months	285.00	325.00
36-59 months	275.00	0.00
60-84 months	255.00	0.00
384 Kbps		
Month to month	330.00	550.00
12-23 months	320.00	450.00
24-35 months	315.00	350.00
36-59 months	300.00	0.00
60-84 months	280.00	0.00

(1) 64 Kbps Clear Channel Capability is provided upon request where facilities are available.

(2) **Effective July 1, 2015, month-to-month service is discontinued for all existing customers and is not available to new customers. Customers with an existing Term Discount Plan may retain their service until the expiration of that Term Discount Plan. Existing Term Discount Plans are not renewable.**

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

A. Frame Relay Access Line (FRAL) (includes Access Line and Port) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
512 Kbps		
Month to month	350.00	575.00
12-23 months	345.00	475.00
24-35 months	340.00	375.00
36-59 months	320.00	0.00
60-84 months	300.00	0.00
1.544 Mbps		
Month to month	390.00	625.00
12-23 months	380.00	490.00
24-35 months	370.00	340.00
36-59 months	365.00	0.00
60-84 months	330.00	0.00

(1) 64 Kbps Clear Channel Capability is provided upon request where facilities are available.

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

A. Frame Relay Access Line (FRAL) (includes Access Line and Port) (Cont'd)

	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
3 Mbps (2xDS1) ⁽¹⁾		
Month to month	\$800.00	\$625.00
12-23 months	650.00	490.00
24-35 months	550.00	340.00
36-59 months	475.00	0.00
60-84 months	425.00	0.00
6 Mbps (4xDS1) ⁽¹⁾		
Month to month	1,350.00	625.00
12-23 months	1,200.00	490.00
24-35 months	1,050.00	340.00
36-59 months	900.00	0.00
60-84 months	825.00	0.00
10.5 Mbps (7xDS1) ⁽¹⁾		
Month to month	1,825.00	625.00
12-23 months	1,675.00	490.00
24-35 months	1,575.00	340.00
36-59 months	1,500.00	0.00
60-84 months	1,450.00	0.00
12 Mbps (8xDS1) ⁽¹⁾		
Month to month	2,025.00	625.00
12-23 months	1,875.00	490.00
24-35 months	1,775.00	340.00
36-59 months	1,700.00	0.00
60-84 months	1,650.00	0.00

⁽¹⁾ Where facilities are available. CPE must be compliant with Frame Relay Forum.16 (FRF.16), Multilink Frame Relay Protocol Industry Standard.

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

A. Frame Relay Access Line (FRAL) (includes Access Line and Port) (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
44.210 Mbps ⁽¹⁾ Customer Provided Equipment		
Month to month		
0-3 miles	\$2,905.00	\$995.00
Over 3 miles	3,195.00	995.00
12-23 months		
0-3 miles	2,760.00	795.00
Over 3 miles	3,035.00	795.00
24-35 months		
0-3 miles	2,645.00	595.00
Over 3 miles	2,910.00	595.00
36-59 months		
0-3 miles	2,525.00	0.00
Over 3 miles	2,780.00	0.00
60-84 months		
0-3 miles	2,385.00	0.00
Over 3 miles	2,620.00	0.00
44.210 Mbps ⁽¹⁾ Company Provided Equipment		
Month to month		
0-3 miles	3,920.00	995.00
Over 3 miles	4,235.00	995.00
12-23 months		
0-3 miles	3,725.00	795.00
Over 3 miles	4,025.00	795.00
24-35 months		
0-3 miles	3,570.00	595.00
Over 3 miles	3,855.00	595.00
36-59 months		
0-3 miles	3,410.00	0.00
Over 3 miles	3,685.00	0.00
60-84 months		
0-3 miles	3,215.00	0.00
Over 3 miles	3,475.00	0.00

⁽¹⁾ Where facilities are available

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES (Cont'd)

B. Frame Relay Access Port (FRAP) Only

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
56 Kbps		
Month to month	\$ 61.20	\$155.00
12-23 months	58.00	135.00
24-35 months	55.00	115.00
36-59 months	53.00	95.00
60-84 months	50.00	75.00
64 Kbps ⁽¹⁾		
Month to month	65.00	175.00
12-23 months	60.00	155.00
24-35 months	58.00	135.00
36-59 months	55.00	115.00
60-84 months	53.00	95.00
128 Kbps		
Month to month	105.90	225.00
12-23 months	100.00	200.00
24-35 months	96.00	175.00
36-59 months	94.00	150.00
60-84 months	86.00	125.00
256 Kbps		
Month to month	141.20	250.00
12-23 months	138.00	225.00
24-35 months	134.00	200.00
36-59 months	132.00	175.00
60-84 months	120.00	150.00
384 Kbps		
Month to month	176.50	275.00
12-23 months	172.00	250.00
24-35 months	168.00	225.00
36-59 months	164.00	200.00
60-84 months	150.00	175.00
512 Kbps		
Month to month	180.00	300.00
12-23 months	176.00	275.00
24-35 months	172.00	250.00
36-59 months	170.00	225.00
60-84 months	160.00	200.00

⁽¹⁾ 64 Kbps Clear Channel Capability is provided upon request where facilities are available

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

B. Frame Relay Access Port (FRAP) Only (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1.544 Mbps		
Month to month	\$ 252.90	\$325.00
12-23 months	248.00	300.00
24-35 months	244.00	275.00
36-59 months	240.00	250.00
60-84 months	215.00	225.00
44.210 Mbps		
Month to month	2,035.00	695.00
12-23 months	1,930.00	595.00
24-35 months	1,850.00	495.00
36-59 months	1,770.00	395.00
60-84 months	1,670.00	295.00

C. Permanent Virtual Circuit (PVC) – IntraLATA

<u>CIR, per PVC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 0 thru 8 Kbps		
Frame for LAN	\$3.00	\$10.00
Frame for SNA	4.00	10.00
Frame for Voice	5.00	10.00
Over 8 thru 16 Kbps		
Frame for LAN	4.00	10.00
Frame for SNA	5.00	10.00
Frame for Voice	6.00	10.00
Over 16 thru 24 Kbps		
Frame for LAN	5.00	10.00
Frame for SNA	6.00	10.00
Frame for Voice	7.00	10.00
Over 24 thru 32 Kbps		
Frame for LAN	7.00	10.00
Frame for SNA	8.00	10.00
Frame for Voice	9.00	10.00
Over 32 thru 40 Kbps		
Frame for LAN	8.00	10.00
Frame for SNA	9.00	10.00
Frame for Voice	10.00	10.00

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

C. Permanent Virtual Circuit (PVC) - IntraLATA (Cont'd)

CIR, per PVC	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Over 40 thru 48 Kbp		
Frame for LAN	\$ 9.00	\$10.00
Frame for SNA	10.00	10.00
Frame for Voice	11.00	10.00
Over 48 thru 56 Kbps		
Frame for LAN	10.00	10.00
Frame for SNA	11.00	10.00
Frame for Voice	12.00	10.00
Over 56 thru 64 Kbps		
Frame for LAN	20.00	10.00
Frame for SNA	21.00	10.00
Frame for Voice	22.00	10.00
Over 64 thru 128 Kbps		
Frame for LAN	25.00	10.00
Frame for SNA	30.00	10.00
Frame for Voice	35.00	10.00
Over 128 thru 256 Kbps		
Frame for LAN	30.00	10.00
Frame for SNA	35.00	10.00
Frame for Voice	40.00	10.00
Over 256 thru 384 Kbps		
Frame for LAN	35.00	10.00
Frame for SNA	40.00	10.00
Frame for Voice	45.00	10.00
Over 384 thru 512 Kbps		
Frame for LAN	40.00	10.00
Frame for SNA	45.00	10.00
Frame for Voice	50.00	10.00
Over 512 thru 768 Kbps		
Frame for LAN	55.00	10.00
Frame for SNA	60.00	10.00
Frame for Voice	65.00	10.00
Over 768 thru 1.536 Mbps		
Frame for LAN	65.00	10.00
Frame for SNA	70.00	10.00
Frame for Voice	75.00	10.00
Over 1.536 thru 4 Mbps		
Frame for LAN	120.00	10.00
Frame for SNA	135.00	10.00
Frame for Voice	150.00	10.00

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

C. Permanent Virtual Circuit (PVC) - IntraLATA (Cont'd)

CIR, per PVC	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 4 thru 10 Mbps		
Frame for LAN	\$180.00	\$10.00
Frame for SNA	200.00	10.00
Frame for Voice	220.00	10.00
Over 10 thru 16 Mbps		
Frame for LAN	295.00	10.00
Frame for SNA	315.00	10.00
Frame for Voice	335.00	10.00
Over 16 thru 34 Mbps		
Frame for LAN	625.00	10.00
Frame for SNA	645.00	10.00
Frame for Voice	665.00	10.00
Over 34 thru 44.210 Mbps		
Frame for LAN	825.00	10.00
Frame for SNA	845.00	10.00
Frame for Voice	865.00	10.00

D. Permanent Virtual Circuit (PVC) - InterLATA

CIR, per PVC	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 0 thru 8 Kbps		
Frame for LAN	\$ 4.00	\$10.00
Frame for SNA	5.00	10.00
Frame for Voice	6.00	10.00
Over 8 thru 16 Kbps		
Frame for LAN	5.00	10.00
Frame for SNA	6.00	10.00
Frame for Voice	7.00	10.00
Over 16 thru 24 Kbps		
Frame for LAN	6.00	10.00
Frame for SNA	7.00	10.00
Frame for Voice	8.00	10.00
Over 24 thru 32 Kbps		
Frame for LAN	8.00	10.00
Frame for SNA	9.00	10.00
Frame for Voice	10.00	10.00
Over 32 thru 40 Kbps		
Frame for LAN	10.00	10.00
Frame for SNA	11.00	10.00
Frame for Voice	12.00	10.00

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24.8 RATES AND CHARGES

D. Permanent Virtual Circuit (PVC) - InterLATA (Cont'd)

CIR, per PVC	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Over 40 thru 48 Kbps		
Frame for LAN	\$12.00	\$10.00
Frame for SNA	13.00	10.00
Frame for Voice	14.00	10.00
Over 48 thru 56 Kbps		
Frame for LAN	14.00	10.00
Frame for SNA	15.00	10.00
Frame for Voice	16.00	10.00
Over 56 thru 64 Kbps		
Frame for LAN	16.00	10.00
Frame for SNA	17.00	10.00
Frame for Voice	18.00	10.00
Over 64 thru 128 Kbps		
Frame for LAN	28.00	10.00
Frame for SNA	31.00	10.00
Frame for Voice	34.00	10.00
Over 128 thru 256 Kbps		
Frame for LAN	38.00	10.00
Frame for SNA	42.00	10.00
Frame for Voice	46.00	10.00
Over 256 thru 384 Kbps		
Frame for LAN	44.00	10.00
Frame for SNA	48.00	10.00
Frame for Voice	52.00	10.00
Over 384 thru 512 Kbps		
Frame for LAN	50.00	10.00
Frame for SNA	53.00	10.00
Frame for Voice	56.00	10.00
Over 512 thru 768 Kbps		
Frame for LAN	55.00	10.00
Frame for SNA	60.00	10.00
Frame for Voice	65.00	10.00
Over 768 thru 1.536 Mbps		
Frame for LAN	90.00	10.00
Frame for SNA	100.00	10.00
Frame for Voice	110.00	10.00
Over 1.536 thru 4 Mbps		
Frame for LAN	180.00	10.00
Frame for SNA	200.00	10.00
Frame for Voice	225.00	10.00

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ENHANCED FRAME RELAY SERVICE

24.8 RATES AND CHARGES

D. Permanent Virtual Circuit (PVC) - InterLATA (Cont'd)

CIR, per PVC	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Over 4 thru 10 Mbps		
Frame for LAN	\$255.00	\$10.00
Frame for SNA	285.00	10.00
Frame for Voice	320.00	10.00
Over 10 thru 16 Mbps		
Frame for LAN	375.00	10.00
Frame for SNA	415.00	10.00
Frame for Voice	470.00	10.00
Over 16 thru 34 Mbps		
Frame for LAN	545.00	10.00
Frame for SNA	565.00	10.00
Frame for Voice	585.00	10.00
Over 34 thru 44.210 Mbps		
Frame for LAN	835.00	10.00
Frame for SNA	855.00	10.00
Frame for Voice	875.00	10.00

E. Private Network Link (PNL)

1.544 Mbps NNI	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Month to month	\$225.00	\$395.00
12-23 months	205.00	295.00
24-35 months	185.00	195.00
36-59 months	165.00	0.00
60-84 months	145.00	0.00

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24.8 RATES AND CHARGES (Cont'd)

F. Administrative Charge

An administrative charge will be applied, in addition to applicable Service Connection Charges/Nonrecurring Charges as specified in this *Local Terms of Service* when a customer-initiated change is made to the parameters associated with an existing PVC or existing Gateway Service. Such changes are defined as those requiring no changes in physical facilities, and can be facilitated by the Company without dispatching Company personnel to the customer's physical location. Only one administrative charge applies per customer request. The administrative charge does not apply when a customer moves an existing PVC to a new location within the customer's network. In this case, the appropriate nonrecurring charge will be applied to the new location.

Administrative Charge (Nonrecurring)	\$50.00
--------------------------------------	---------

G. Gateway Service

CIR, per PVC	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Over 0 thru 8 Kbps	\$ 20.00	\$50.00
Over 8 thru 16 Kbps	25.00	50.00
Over 16 thru 24 Kbps	30.00	50.00
Over 24 thru 32 Kbps	35.00	50.00
Over 32 thru 40 Kbps	40.00	50.00
Over 40 thru 48 Kbps	45.00	50.00
Over 48 thru 56 Kbps	50.00	50.00
Over 56 thru 64 Kbps	55.00	50.00
Over 64 thru 128 Kbps	65.00	50.00
Over 128 thru 256 Kbps	75.00	50.00
Over 256 thru 384 Kbps	90.00	50.00
Over 384 thru 512 Kbps	110.00	50.00
Over 512 thru 768 Kbps	130.00	50.00
Over 768 thru 1.536 Mbps	150.00	50.00

H. Utilization Reports

Per Port	Monthly <u>Rate</u>	Nonrecurring <u>Charge</u>
Month to month	\$ 18.95	\$50.00
12 - 23 months	16.95	50.00
24 - 35 months	14.95	50.00
36 - 59 months	12.95	50.00
60 - 84 months	10.95	50.00

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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(1) Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

(3) **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.** (N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾⁽²⁾

(C)

A. General

1. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI) is a local exchange telecommunications service that provides integrated voice and data communications capability. ISDN-BRI Service supports the simultaneous transmission of voice and data over a single exchange access line.

ISDN-BRI Service provides a customer two B-channels with transmission speeds up to 64 Kbps each and one 16 Kbps D-channel. The service provides communication paths providing end user access to a variety of services and features including data, voice and video, which conform to internationally developed, published and recognized standards generated by the International Telecommunications Union.

2. Service Capabilities

- a. ISDN-BRI Service consists of three distinct channels delivered to the customer's premises: two B (bearer) channels and one D (delta) channel. This is also known as 2B+D. ISDN-BRI Service is not available in other channel configurations of 1B+D or 0B+D.
- b. The B-channel carries voice and/or data communications at speeds up to 64 Kbps, from the customer's premise, over the loop facility, to the central office. Packet data services are not available over the B-channel.
- c. The D-channel carries administrative signaling at 16 Kbps for call-control for either a voice or data B-channel call on the ISDN-BRI line. The D-channel does not have voice capability. Packet data services are not available on the D-channel.
- d. Customers subscribing to ISDN-BRI Service must comply with ISDN Basic Rate Network Interface specifications as specified by the Company. The ISDN Basic Rate Interface is comprised of a limited set of standard user-network interfaces. The BRI customer premises equipment (CPE) located at the customer premises must be compatible with the network interface. This interface is defined as follows:

A two-wire interface is the physical interface between a central office switch equipped with ISDN and the customer premises equipment which is necessary for terminating a telephone circuit or facility at the customer premises.

3. Standard Features

- a. Closed User Group – Allows the user to establish subnetworks within which the members of the Closed User Group can communicate. Each data terminal in a Closed User Group can be arranged in one of the following modes:
 - (1) Outgoing Access – The data terminal originates outgoing calls only. These calls may terminate within or out of the Closed User Group.

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⁽²⁾ **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾⁽³⁾

(C)

A. General

3. Standard Features

a. Closed User Group – Allows the user... (Cont'd)

(2) Incoming Access – The data terminal receives incoming calls only. These calls may terminate within or out of the Closed User Group.

(3) Unrestricted Access – The data terminal receives and originates both incoming and outgoing calls.

(4) Incoming Calls Barred – The data terminal originates outgoing calls only to the data terminals in the Closed User Group with which it is associated.

(5) Outgoing Calls Barred – The data terminal receives incoming calls only from the data terminals in the Closed User Group with which it is associated.

b. Configuration Group – Associates a button or buttons of an ISDN-CPE station to a feature or group of features. Each different telephone set button arrangement requires that a different Configuration Group be assigned.

4. Service Capability Packages⁽²⁾

a. Through the North American ISDN Users' Forum, a set of ISDN Service Capability Packages have been defined and given a letter designation. Each of the Service Capability Packages describes a specific interface configuration as well as the features and capabilities of that interface. Detailed technical specifications are defined for each of the Service Capability Packages. These packages have been established to help simplify the ordering, provisioning, and installation of ISDN-BRI Service.

(1) Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

(3) **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾⁽³⁾

(C)

A. General

4. Service Capability Packages ⁽²⁾ (Cont'd)

- b. The Standard ISDN-BRI Package (Package S) without features is provided in conjunction with Individual Residence and Business, Key Trunk and Centrex Local Exchange Service. Packages H and L are provided in conjunction with Key Line Exchange Service only. Customers shall subscribe to one of the following Service Capability Packages specifying the assignment of each B-Channel.

(1) Standard ISDN-BRI Package (Package S) without features
1-B Alternate voice/data
1-B Alternate voice/data

(2) Package H:
(Key Telephone System only)
1-B Voice Only
1-B data only
(Includes Additional Call Offering)

(3) Package L:
(Key Telephone System only)
1-B data only
1-B Alternate voice/circuit switched data
(Includes Additional Call Offering)

5. Optional Services and Features⁽²⁾

- a. The ISDN-BRI Service offering provides the customer with the following features, where available.

(1) Call Pickup – Originating and Terminating – This feature allows a station user to answer any call within an associated predesignated pickup group. If more than one line within the pickup group has an unanswered incoming call, the call to be answered is selected by the central office switching system.

(2) Flexible Calling - This feature includes:
Hold/Retrieve
B-Channel Reservation
Three-Way Conference Calling
Add-on (previously held conference call)
Drop Last Call
Transfer
No Transfer Restriction
Consultation Hold

⁽¹⁾ Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

⁽²⁾ ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

⁽³⁾ **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)

(N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾⁽³⁾

A. General

(C)

5. Optional Services and Features ⁽²⁾

a. The ISDN-BRI Service offering provides ... (Cont'd)

- (3) Six-Way Conference Calling, Drop, Hold, Transfer – This feature allows the customer to add up to five parties to an existing call. This feature is for voice calls only.
- (4) Automatic Callback (Repeat Dial) – This feature provides automatic callback to the last dialed number.
- (5) Additional Call Offering (ACO) – This feature allows multiple call appearances per telephone number (B-channel) per telephone set. Example: A customer can put up to 3 calls on hold and receive another call on the phone, with all calling parties dialing the telephone number associated with voice on B-channel.
- (6) Call Forwarding – This feature provides the customer with Call Forwarding Variable, Call Forwarding Busy and Call Forwarding No Answer with Message Waiting Indicator, either Visual or Audible.
- (7) Caller ID with Name - This feature permits the customer to receive and display the calling party name and telephone number for calls placed to the customer.
- (8) Additional Directory Numbers – Additional Directory Numbers are available on each B-channel in addition to the primary directory number assigned to the B-channel. Additional Directory Numbers are subscribed to separately.
- (9) Multi-line Hunt Group – This feature is limited to hunting within ISDN-BRI lines and on an individual customer location basis. Directory numbers within the multi-line Hunt Group may not have multiple call appearances.
- (10) Loop Extension – ISDN-BRI Service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. This limitation is a cable plant distance of approximately 18,000 feet. The actual distance is dependent on decibel (db) loss and not just physical loop length. Should the customer's service location exceed said limitations, service will be provided where the Company has compatible facilities available, or where existing facilities can be made compatible by the addition of special equipment. This service carries an additional charge and will extend the loop to approximately 36,000 feet.
- (11) Feature Package 1 – This package includes:
 - Flexible Calling
 - Automatic Callback
 - Additional Call Offering
 - Call Forwarding
 - Caller ID with Name

(1) Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) ISDN terminal equipment is the responsibility of the customer and must support the configuration, optional services, and features chosen by the customer.

(3) **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾ ⁽²⁾ (Cont'd)

(C)

B. Regulations

1. This service is offered only where facilities and appropriate technology exist.
2. In exchanges where IntraLATA Presubscription has been implemented, only one InterLATA and one IntraLATA Carrier may be selected for all B-channels associated with the same ISDN-BRI Service. Access via 101XXXX to other Interexchange Carriers is available.
3. A minimum service period of three months is required.
4. Two Primary Directory Numbers will be included with an ISDN-BRI Service, one for each B-Channel. If Additional Directory Numbers are required on either channel, an additional charge, as specified in this *Local Terms of Service*, will apply for each additional number.
5. One directory listing will be provided with ISDN-BRI Service. Additional listings are available as specified in this *Local Terms of Service*.
6. ISDN-compatible customer premises terminal equipment is required for proper operation. It is the customer's responsibility to provide necessary power and obtain such equipment.
7. ISDN-BRI SERVICE does not provide for the transmission of packet data on either the D-channel or one of the B-channels.
8. ISDN-compatible terminal equipment is a requirement for operation and is the customer's responsibility. This equipment is dependent upon commercial power and not power from the Company's central office. For their safety and well-being, all ISDN customers are encouraged to maintain a non-ISDN access line on the premises for emergency calls in the event of a loss of commercial electrical power. In the event a subscriber elects to disconnect or not maintain a non-ISDN access line, the customer assumes full responsibility for telephone service in the event of an emergency.
9. ISDN-BRI lines may be purchased out of this *Local Terms of Service* to be associated with Centrex Service, as defined in this *Local Terms of Service*. Terms and conditions for Centrex Service will apply to these ISDN-BRI lines except as otherwise stated in this section. Optional features compatible with ISDN-BRI Service may be purchased from the Centrex Optional Features section as well as features unique to ISDN lines from the Optional Features in this section.

ISDN-BRI lines associated with Centrex Service may be purchased only for those features from the Centrex section of this *Local Terms of Service*. ISDN-BRI Service can be provisioned in the same Centrex customer group if, and only if, the customer group is resident in an ISDN equipped host or remote office. All other Centrex customers can subscribe to ISDN-BRI Service; however, the service will be provisioned as a stand-alone service and will not be included in the customer group.

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⁽²⁾ **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI) ⁽¹⁾ ⁽²⁾

(C)

B. Regulations (Cont'd)

10. ISDN-BRI Service may be terminated in key telephone systems that are ISDN compatible.
11. ISDN-BRI Multi-line Hunt Group optional feature specified in this *Local Terms of Service* is available exclusively with ISDN-BRI Service and cannot be provisioned in conjunction with non-ISDN lines. The monthly rate associated with the Multi-line Hunt Group feature is not applicable to ISDN-BRI Service terminating on Key Line Systems or the Centrex Key Trunk equivalent access line rate.
12. ISDN-BRI Service is not offered in conjunction with Local Measured Service or PBX Trunk Local Exchange Service.

C. Application of Rates

1. ISDN-BRI Service is offered on an unlimited use basis. Long Distance (Local Toll) charges apply when voice or data calls are completed outside the customer's designated Local Calling Area or Extended Area Service (EAS) exchanges. When two simultaneous B-channels are combined for a maximum data speed of 128 Kbps, the call will be billed as if two calls were dialed by the originating customer.
2. The monthly rates for Service Capability Packages are applied on a per package basis. The monthly rates for the Optional Features and Feature Package 1 are applied on a per Service Capability Package basis.
3. The ISDN-BRI monthly rates are in addition to the applicable Residence or Business, Key Line, or Centrex Service access line rates. These rates vary by service area and can be found in this *Local Terms of Service*. All applicable state and federal charges will also apply.
4. The Non-Recurring Charge for ISDN-BRI Service Capability Package installation will be discounted 50% when a customer commits to a 12-month service period or 100% when a customer commits to a 24-month service period. If termination of service prior to the end of the commitment occurs, the customer is responsible for payment of the discounted amount of the Non-Recurring Charge, which represents the installation charge initially waived.
 - a. However, this termination requirement will not apply when the customer converts to a next generation service offering of a separate service, provided that:
 - (1) The service period for the new service offering is a minimum period equal to or exceeding the remaining service period of the disconnected arrangement, whichever is greater; and

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⁽²⁾ **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI)⁽¹⁾ ⁽²⁾

(C)

C. Application of Rates

4. The Non-Recurring Charge for ISDN-BRI Service...

a. However, this termination requirement... (Cont'd)

(2) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between installation of the new service and disconnection of the existing service; and

(3) The service orders are for the same customer at the same location.

Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) to: Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI), or Frame Relay Service (FRS) are a few examples of a next generation service offering.

5. ISDN-BRI Service provides for one Configuration Group to be established at the initial implementation of service. Subsequent additions of Configuration Groups or in excess of one group on the initial establishment of service will be charged an installation charge per Configuration Group.

6. A Change Charge will apply for a database change subsequent to the installation of an ISDN-BRI Service. This includes changing, adding, or deleting features or feature packages, directory numbers, or number appearances.

7. Service Connection/Nonrecurring Charges as specified in this *Local Terms of Service*, do not apply to ISDN-BRI Service.

⁽¹⁾ Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

⁽²⁾ **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)
(N)

United Telephone Company of the Northwest d/b/a CenturyLink
Local Terms of Service
Washington

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.1 BASIC RATE INTERFACE (BRI)⁽¹⁾ ⁽³⁾ (Cont'd)

(C)

D. Rates and Charges

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
1. Service Capability Packages ⁽²⁾		
Standard ISDN-BRI Package (Package S without features)	\$25.00 35.00	\$200.00 200.00
Package H	35.00	200.00
Package L	35.00	200.00
2. Optional Features	<u>Monthly Rate</u>	
a. Individual Features		
Call Pickup (per member)	\$ 2.00	
Flexible Calling	3.00	
Six-Way Conference Calling	5.00	
Automatic Callback (Repeat Dial)	2.00	
Additional Call Offering (ACO)	4.00	
Call Forwarding	3.00	
Caller ID with Name	7.00	
Additional Directory Number (each)	2.00	
Multi-line Hunt Group	2.00	
Loop Extension	20.00	
b. Feature Packages		
Feature Package 1	12.00	
Flexible Calling		
Automatic Callback		
Additional Call Offering		
Call Forwarding		
Caller ID with Name		
3. Change Charges	<u>Nonrecurring Charge</u>	
Closed User Group	\$35.00	
Configuration Group	65.00	
Database Change	15.00	

(1) Effective August 1, 2008, this service is no longer available to new residential customers. Existing customers may retain their current service at the same location until such service is changed or discontinued by the customer.

(2) The ISDN-BRI Service rates set forth above are in addition to applicable Residence or Business, Key Line, or Centrex Service access line rates.

(3) **Effective June 1, 2023, Basic Rate Interface (BRI) is grandfathered for small business customers and will no longer be available to new small business customers.**

(N)

(N)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)

Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

A. General

1. Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is an intraLATA group of offerings supported by the ISDN architecture.
2. ISDN-PRI Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service will initially provide connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. Options are available for plus or minus 23 B-Channels.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way **trunks**).

(C)

3. ISDN-PRI Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
4. Unless specified, the regulations for ISDN-PRI Service apply.
5. ISDN-PRI Service and its optional features are provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Line Extension Service Connection Charges may apply as specified in this *Local Terms of Service*.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

B. Regulations

1. Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Service is the responsibility of the customer for provisioning.
2. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
3. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
4. Service Order Charges specified in this *Local Terms of Service* apply unless specific Service Connection Charges are otherwise stated in this section.
5. The minimum service period for ISDN-PRI Service is six months.
6. Verification and Emergency Interrupt service is not available for ISDN-PRI Service.
7. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Service Subscriber. Resale of this call identification information is prohibited by this *Local Terms of Service*.
8. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's over a single D-Channel (NB+D). This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer will order one ISDN-PRI Service arrangement with 23 B-Channels and 1 D-Channel. Additional ISDN-PRI Services arrangements are ordered with 24 B-Channels at rates and charges provided in Section 25. The D-Channel activated on the initial arrangement serves the additional ISDN-PRI arrangements.

After the first 23B + D PRI is purchased, a customer can purchase additional B-Channels in increments of 12. Additional Primary Rate Access Lines may be ordered in a 24B configuration. However, the Company recommends that the quantity of Primary Rate Access Lines supported by one (1) D-Channel not exceed four (4). The Company recommends the use of a backup D-Channel for the support of signaling beyond four (4) facilities.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

B. Regulations (Cont'd)

9. This service is available only from central offices, which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is provided service from a non-ISDN compatible central office, the Company will provide ISDN-PRI Service from an alternative serving central office. This provision is accomplished by utilizing 'hubbing' architecture and the subscriber may be required to accept a unique NXX.

When a unique NXX is required, mileage charges for intraLATA 1.544 Mbps channels, as defined in WN U-10 Access Service Tariff, will apply in addition to the rates and charges specified in Section 8. Due to the nature of the 'hubbing' architecture and the use of a unique NXX, the local calling area (e.g., Extended Area Service) may change.

Emergency 911 calls placed over ISDN-PRI Primary Rate Access Lines provisioned via this arrangement will be identified as the alternative serving central office NXX and not the non-ISDN compatible central office NXX. The Company shall not be liable for any loss or damages arising from the emergency calls placed from ISDN-PRI Primary Rate Access Lines provisioned via an alternative serving central office.

10. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electrically compatible facilities available, or where existing facilities can be made electrically compatible when regenerated or extension service is provisioned.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

B. Regulations (Cont'd)

11. In order to maintain the quality of ISDN-PRI Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled Maintenance

Scheduled maintenance is used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance

Demand Maintenance may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

12. The customer is responsible for payment of a Trouble identification visit charge, as defined in Section 23 of this *Local Terms of Service*, for visits by the Company to the customer premises when a service difficulty resulting in a trouble report is caused by the use of equipment or facilities provided by the customer.
13. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in this *Local Terms of Service*.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾ (Cont'd)

C. Definitions

B-Channel – A bidirectional synchronous channel capable of supporting 64 Kbps of digital transmission.

D-Channel – A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.

D. Features

1. Standard Features

Dynamic Allocation of Bandwidth

Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

Incoming Call Identification (Caller ID)

Provides the customer with the telephone number of the calling party. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX. Caller ID Blocking is available as stipulated in this *Local Terms of Service*.

Clear Channel Capability

The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

D. Features

1. Standard Features (Cont'd)

D-Channel Control of Multiple ISDN Lines

Provides capability for a single D-Channel to provide signaling and control for one or more ISDN-PRI connections. The 24th channel on one or more ISDN-PRI lines is then made available for customer use.

Digital Voice Transmission

All voice calls are transmitted using digital signaling.

Direct Inward Dialing Signaling

Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE, which can further process the calls as desired.

PBX Station ID Capability

Allows the station users number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

D. Features (Cont'd)

2. Optional Features

D-Channel Backup

Provides backup for the D-Channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

Network Ring Again

This optional feature enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

Call-by-Call/Integrated Service Access Feature Capability

Allows the customer to dynamically allocate the use of channels for ISDN-PRI Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels and dynamically change the services in use.

Incoming Call Identification (Caller ID with Name)

This optional feature provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. Caller ID Blocking is available as specified in this *Local Terms of Service*.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

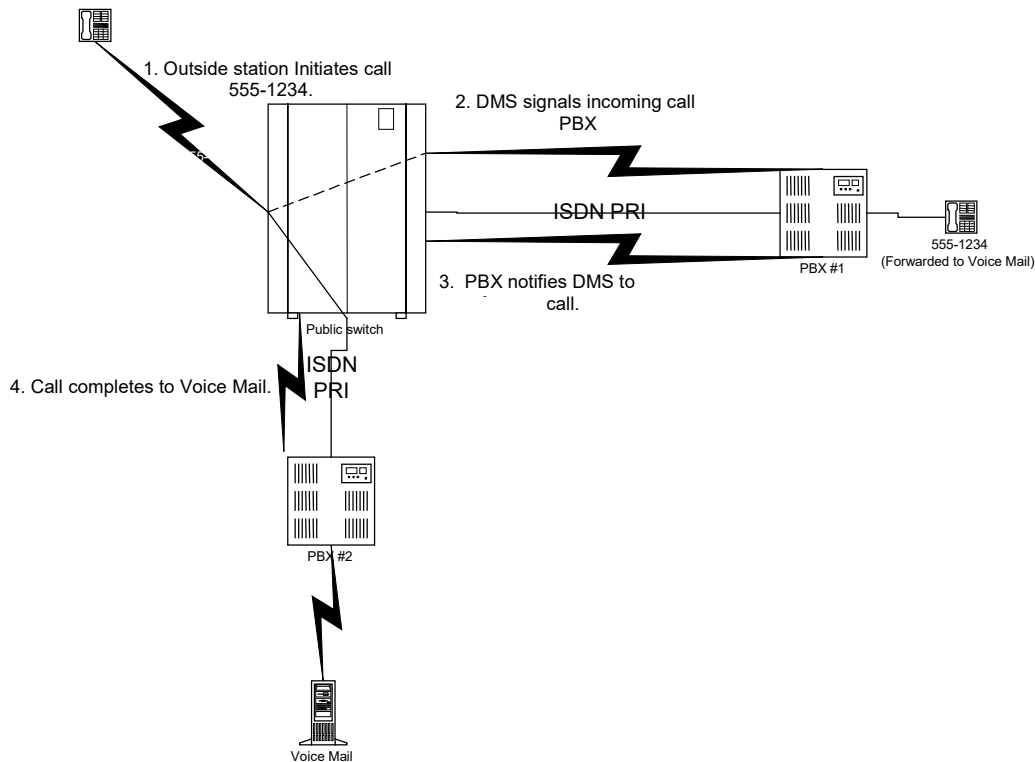
25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

D. Features

2. Optional Features (Cont'd)

2 B-Channel Transfer

If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.



⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

D. Features

2. Optional Features (Cont'd)

Circular Hunt

Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

National ISDN-2 Protocol

National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

E911 Call Screening

E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Automatic Location Identification (PSALI) Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾ (Cont'd)

E. Service Components

1. The components for ISDN-PRI Service will be as follows:

Primary Rate Access Line
Primary Rate Interface
Primary Rate Channels

- a. Primary Rate Access Line - Will provide a four-wire access loop from the customer premises to the serving central office. The transmission of this loop supports Clear Channel Capability.
- b. Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

E. Service Components

1. The components for ISDN-PRI Service will be as follows: (Cont'd)

c. Primary Rate Channels - Will provide an unlimited usage of rated channel that will allow either voice or data transmission up to 64 Kbps.

(a) Voice calls may be completed to both ISDN and non-ISDN lines.

(1) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN compatible central offices. ISDN interconnection to non-ISDN equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

(2) The customer may choose to subscribe to additional non-exchange based **services**. The subscription to these services is in addition to the charges for ISDN-PRI Service. (C)

2. With the first ISDN-PRI Primary Rate Access Line the customer is required to purchase 23 B-Channels and an initial D-Channel.

After the initial 23B + D configuration, the customer may choose channels in increments of 12 up to twenty-three B + D or twenty-four B with NFAS, per ISDN-PRI Primary Rate Access Line (facility) to be active with a corresponding number of services (i.e., inward/outward **trunks**) selected. The customer may also choose to have more services selected than channels available for specific applications. The total number of communication paths may not exceed the number of channels subscribed. (C)

(1) Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾ (Cont'd)

F. Application of Rates

1. ISDN-PRI Primary Rate Access Lines furnished between a serving central office and the customer designated premises will be charged at rates per each Primary Rate Access Line.
2. Nonrecurring charges will not be applicable for the Primary Rate Access Line or interoffice channel facilities when upgrading an existing intraexchange High Capacity Service to an ISDN-PRI Service.
3. ISDN-PRI Primary Rate Access Line rates, including interoffice channels if applicable, apply in addition to Primary Rate Interface and Primary Rate Channel charges.
4. If the customer chooses to purchase additional channels after purchasing the original 23B + D configuration, the customer must purchase another Primary Rate Access Line and another Primary Rate Interface as well as the additional channels. Additional channels can be purchased in increments of 12.
5. Rates and charges for optional features and functions are applied to each Primary Rate Interface for which the option is ordered.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI) ⁽¹⁾ (Cont'd)

G. Rates and Charges

1. ISDN-PRI Primary Rate Access Line

Primary Rate Access Line Service Termination is furnished between a serving central office and the customer's designated premises. Service Termination charges apply per point of termination.

a. Primary Rate Access Line (Intraexchange)

	Monthly Rate	Nonrecurring First	Nonrecurring Add'l ⁽²⁾
1.544 Mbps			
Month to month ⁽³⁾	\$290.00	\$415.00	\$110.00
12-23 months	276.00	315.00	110.00
24-35 months	258.00	215.00	110.00
36-59 months	235.00	N/A	N/A
60-84 months	204.00	N/A	N/A

b. Primary Rate Access Line (Interexchange)

For interexchange Primary Rate Access Lines, the Company concurs in the rates, charges and regulations governing intraLATA 1.544 Mbps channels as defined in the Company's Access Service Tariff.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section C at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

⁽²⁾ Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

⁽³⁾ Minimum Service Period for ISDN-PRI is six months.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges (Cont'd)

2. Primary Rate Interface

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Primary Rate Interface One Way Per ISDN-PRI Primary Rate Access Line (Data only or Voice and Data)		
Month to month	\$107.00	\$290.00
12-23 months	102.00	190.00
24-35 months	95.00	90.00
36-59 months	87.00	N/A
60-84 months	75.00	N/A

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI) ⁽¹⁾

G. Rates and Charges

2. Primary Rate Interface (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
b. Primary Rate Interface Two-Way Per ISDN-PRI Primary Rate Access Line		
Month to month	\$217.00	\$290.00
12-23 months	\$207.00	\$190.00
24-35 months	\$194.00	\$ 90.00
36-59 months	\$176.00	N/A
60-84 months	\$153.00	N/A

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI) ⁽¹⁾

G. Rates and Charges (Cont'd)

3. ISDN-PRI Services will be available in combinations of Primary Rate Channels according to the limits of the Company central office type. Customers will choose the most appropriate combination(s) and will be billed for the services as appropriate. The initial configuration must be 23 B-Channels and 1 D-Channel.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. B-Channel Charge, each channel		
Month to month	\$ 18.50	\$ 5.00
12-23 months	\$ 17.50	\$ 5.00
24-35 months	\$ 16.50	\$ 5.00
36-59 months	\$ 15.00	N/A
60-84 months	\$ 13.00	N/A
b. Initial D-Channel		
Month to month	\$ 18.50	\$ 5.00
12-23 months	\$ 17.50	\$ 5.00
24-35 months	\$ 16.50	\$ 5.00
36-59 months	\$ 15.00	N/A
60-84 months	\$ 13.00	N/A

4. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. D-Channel Backup ⁽²⁾		
each channel	\$ 50.00	\$ 20.00

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

⁽²⁾ Available only to customers subscribing to more than one Primary Rate Interface.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges

4. Optional Features (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
b. Network Ring Again Per Primary Rate Interface ⁽²⁾ (Available with Two-Way Primary Rate Interface only)	\$160.00	N/A
c. Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	\$35.00
d. Incoming Call Identification (Caller ID with Name) Per Primary Rate Interface	100.00	N/A
e. 2 B-Channel Transfer ⁽²⁾ Per Primary Rate Interface	75.00	100.00
f. Circular Hunt ⁽²⁾ Per Primary Rate Interface	25.00	100.00
g. National ISDN-2 Protocol ⁽²⁾ Per Primary Rate Interface	0.00	0.00
h. E911 Call Screening ⁽²⁾ Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

⁽²⁾ Certain equipment restrictions apply.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges (Cont'd)

5. Optional Feature Packages

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. Premium Package ⁽²⁾ Includes: National ISDN-2 Protocol ⁽³⁾ ; E911 Call Screening ⁽³⁾ , Incoming Call Identification (Caller ID with Name), Call-by- Call/Integrated Service Access Feature Capability and 2 B-Channel Transfer ⁽³⁾		
Per Primary Rate Interface	\$195.00	\$285.00

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

⁽²⁾ Only available for customers subscribing to ISDN Primary Rate Interface Two-Way under a Term Discount Plan.

⁽³⁾ Certain equipment restrictions apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges (Cont'd)

6. Move Charge

A move charge, per ISDN-PRI Primary Rate Access line, applies for each Primary Rate Access line moved to a new location in the same building. This move charge is equal to the sum of the Primary Rate Access line nonrecurring charge, Service Change Charge - Inside Moves and Premises Visit Charge specified below.

7. Service Connection Charges

- a. Service Establishment Charges are applicable for each ISDN-PRI Primary Rate access line ordered, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The non-recurring charges associated with service establishment are found within this section.
- b. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing Primary Rate Access line. A Service Change Charge is applicable for each Primary Rate Access line associated with the customer request (in lieu of a Service Establishment Charge).
- c. Premises Visit Charges are applicable per Primary Rate Access Line, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges

7. Service Connection Charges (Cont'd)

d. Charges

	<u>Nonrecurring Charge</u>
(1) Service Change Charge per Primary Rate Access Line	
a. For termination change at the same premises, physical, per PRI interface	\$165.00
b. For termination change at the same premises, programming, per PRI interface	\$ 35.00
(2) Premises Visit Charge per Primary Rate Access Line or for an inside move	\$125.00

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI)⁽¹⁾

G. Rates and Charges (Cont'd)

8. Termination Liability Charges

- a. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of ISDN PRI Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the **TDP**. If Special Arrangements were applied to the service being terminated, any termination charges associated with Special Arrangements will also apply⁽²⁾.
- b. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the TDP. If a Company initiated rate increase to any rate element or combination of rate elements causes the charges for the entire ISDN PRI Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the company within 30 days after the effective date of the rate increase⁽²⁾.
- c. TDP commitment periods can be extended by the customer at any time during the term of the plan, up to a maximum of 84 months. The number of months accrued in the current plan will apply toward the new plan selected.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

⁽²⁾ Customers under contract prior to April 24, 2003, are grandfathered pursuant to the terms and conditions outlined in the contract.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.2 PRIMARY RATE INTERFACE (PRI) ⁽¹⁾

G. Rates and Charges

8. Termination Liability Charges (Cont'd)

- d. At the end of the Term Discount Plan (TDP) service commitment period, the customer may subscribe to a new TDP at the prevailing rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI services installed under the expired TDP. Additional ISDN-PRI services installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing month to month rates unless the customer selects a TDP for those services.
- e. Termination Liability Charges will not apply when a service or rate element under a TDP is disconnected prior to the expiration of a selected service period as a result of a change in jurisdiction and/or a customer requested upgrade to a next generation service offering, under the following conditions:
 - (1) The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and
 - (2) The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service and the disconnection of the old service, and
 - (3) The service orders to install the new service and disconnect the old service are for the same customer at the same location.
- f. The Company will determine whether the replacement service qualifies as a next generation service offering.
- g. Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

⁽¹⁾ Effective February 4, 2011, this service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service in Section 25.3 of this section at any time without incurring any Nonrecurring Charges or Service Connection Charges. Term Discount Plan (TDP) customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

A. General

1. Integrated Services Digital Network - Primary Rate Interface (ISDN-PRI) Business Service ("ISDN-PRI Business Service") is a local exchange offering supported by the ISDN architecture.
2. ISDN-PRI Business Service provides a method of access to the telephone network called Primary Rate Access. Primary Rate Access is an ISDN based, DS1 access link to the telecommunications network and provides integration of multiple voice and data transmission channels on the same line. The service provides connectivity between an ISDN-PBX or other ISDN-compatible CPE and a serving central office. The basic channel structure for Primary Rate Access is twenty-three 64 Kbps B-Channels and one 64 Kbps D-Channel. After purchasing the original 23 B-Channel plus one D-Channel configuration, the customer may purchase additional ISDN-PRI Business service arrangements in 24-B Channel or 23-B + D Channel increments.

These channels may be used to connect the customer's CPE to the Public Network (i.e., outward, inward, and two-way **trunks**).

(C)

3. ISDN-PRI Business Service provides network communication paths providing the end user with access to a variety of network services and features including data, voice and video which conforms to internationally developed, published, and recognized standards generated by the International Telecommunications Union (ITU).
4. Unless specified, the regulations for ISDN-PRI Business Service apply in addition to the General Regulations set forth in this *Local Terms of Service*.
5. ISDN-PRI Business Service and its optional features and functions are provided within a LATA from central offices where appropriate ISDN facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Construction charges may apply as specified in this *Local Terms of Service*.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE (Cont'd)

B. Regulations

1. The customer is responsible for providing Customer Premises Equipment (CPE) that is compatible with ISDN-PRI Business Service.
2. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of ISDN-PRI Business Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.
3. Digital transmission rates at speeds less than those indicated may be accomplished as a function of the particular CPE furnished by the user.
4. Suspension of service at the customer's request, as defined in Section AE-12 of this *Local Terms of Service*, is not available for ISDN-PRI Business Service.
5. Service Connection Charges apply to any charges not specified in this section.
6. The minimum service period for ISDN-PRI Business Service is six months. Term Discount Plan commitment periods of one year, two years or three years is available.
7. Telephone numbers transmitted via the Optional or Standard Incoming Call Identification feature are intended solely for the use of the ISDN-PRI Business Service subscriber. Resale of this call identification information is prohibited by this *Local Terms of Service*.
8. Non-Facility Associated Signaling (NFAS) provides the capability to serve multiple DS1's via a single D-Channel. This feature can be ordered where switch capabilities exist as determined by the Company. When NFAS is selected, the customer must order one ISDN-PRI Business Service Arrangement that includes 23 B-Channels and 1 D-Channel. After the first 23-B + D arrangement is purchased, a customer may purchase additional arrangements in increments of 24-B-Channels. The D-Channel activated on the initial arrangement serves the additional arrangements. The Company recommends that the quantity of B-channels supported by a single D-Channel not exceed 95.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

B. Regulations (Cont'd)

9. This service is available only from central offices which have the necessary facilities to provide ISDN-PRI on the standard network platform. In the event a customer is served by a non-ISDN capable central office, the Company may provide ISDN-PRI Business Service from an alternative serving central office, as designated by the Company. The subscriber may be required to accept a foreign NXX. When a foreign NXX is required, the rates for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement, as specified in 25.3.E.5 of this Section, will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement. The local calling area may not be the same as the local calling area of the exchange in which the customer is located.

When ISDN functionality becomes available from the central office that normally serves this subscriber, ISDN-PRI Business Service will be provided from that office and the subscriber may be required to accept a different NXX. If the subscriber chooses to continue ISDN-PRI Business Service from the alternative serving central office, the additional charges applicable for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will continue to apply.

Similarly, if a subscriber requests ISDN-PRI Business Service from an alternative serving central office other than that designated by the Company, the rates applicable for the interoffice facilities of an interexchange ISDN-PRI Business Service arrangement will apply in addition to the rates normally applicable for an ISDN-PRI Business Service arrangement.

Emergency 911 calls placed over ISDN-PRI Business Service provisioned via a foreign central office serving this arrangement will be identified as the alternative serving central office NXX and not the non-ISDN capable central office NXX. The Company shall not be liable for any loss or damages arising from emergency calls placed from ISDN-PRI Business Service provisioned via an alternative serving central office.

10. This service is available only where the customer's service location is within the provisioning limitations as determined prior to installation of the service. Should the customer's service location exceed said limitations, service will be provided where the Company has electronically compatible facilities available, or where existing facilities can be made compatible.
11. Rotary hunt functionality, at no additional charge, is available with ISDN-PRI Business Service. This functionality increases the likelihood of an incoming call being completed over an ISDN-PRI B-channel. The functionality is exclusively within the B-channels of a single ISDN-PRI Business Service arrangement or between multiple ISDN-PRI Business Service arrangements and is not allowed between ISDN-PRI Business Service arrangements and other services, including but not limited to, Business Individual Line Service. The total number of Primary Rate Interfaces in a single, standard hunting configuration may not exceed 50.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

B. Regulations (Cont'd)

12. ISDN-PRI Business Service is not offered in conjunction with Local Measured Service. No additional charges apply for calls to Local Calling Area exchanges.
13. In order to maintain the quality of ISDN-PRI Business Service, the Company reserves the right to perform preventative maintenance and software updates to the network. The Company has classified this maintenance as indicated below:

Scheduled Maintenance - used to perform such functions as hardware and software upgrades and network optimization. The Company will perform these tasks in a maintenance window that is anticipated to minimize disruption of customer service and activity. The Company will provide advance notice of all scheduled maintenance.

Demand Maintenance - may occur as a result of unexpected events and is used when ISDN-PRI network elements are in jeopardy. The Company will perform this type of maintenance at its discretion. Due to the nature of demand maintenance prior notification may not be possible, however, the customer will be informed when the maintenance has been completed.

14. One Directory Listing will be provided per D-Channel. Additional Directory Listings are available as specified in this *Local Terms of Service*.
15. Relocation of an ISDN-PRI Business Service arrangement to a new location with the same building or to a different location within the same central office serving area is considered a "move" and a Move Change Charge will apply for each ISDN-PRI Business Service arrangement that is relocated. Customer requested moves to a location in a different central office serving area are treated as disconnections at the existing location, and service establishment charges will apply for each ISDN-PRI Business Service arrangement established at the new location.

C. Definitions

1. B-Channel - A bi-directional synchronous channel capable of supporting 64 Kbps of digital transmission.
2. D-Channel - A 64 Kbps digital signaling only channel for call establishment when used with Primary Rate Access.
3. Primary Rate Access Line – The facility between the serving central office and the customer's premises. Provides transport for up to twenty-four (24) 64 Kbps.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

C. Definitions (Cont'd)

4. Primary Rate Interface – The central office switching elements that are dedicated to a customer's ISDN-PRI service.
5. Primary Rate Channels – B-Channels or D-Channels, as defined above.
6. Rotary Hunt Functionality - A service arrangement which allows calls made to a busy number to be completed to another idle line in that rotary number group.

D. Features

1. Standard Features

Clear Channel Capability - The B-Channels on ISDN-PRI are clear, since all signaling and control functions are handled by the D-Channel. This allows all 64 Kbps on each B-Channel to be used for customer information.

Digital Voice Transmission - All voice calls are transmitted using digital signaling.

Direct Inward Dialing (DID) Signaling - Permits incoming dialed calls from the exchange network to reach a specific number served by customer premises equipment (CPE) without the assistance of an attendant. The central office will outpulse digits to the CPE that can further process the calls as desired. The rates and charges for DID telephone numbers are in addition to the ISDN charges and are provided within this *Local Terms of Service*.

Dynamic Allocation of Bandwidth - Allows the voice and data services to share B-Channels and arrange them as a single trunk group. This allows incoming and outgoing voice and data calls to utilize B-Channels on a call by call basis. Without this capability, each service will have a dedicated B-Channel.

Incoming Call Identification (Caller ID) - When provided by the originating carrier's facilities, incoming call identification transmits the telephone number of the calling party to the subscriber via the D-Channel subject to availability. Incoming call identification is provided via the D-Channel associated with the incoming calls on a B-Channel to a PBX.

PBX Station ID Capability - Allows the station user's number (calling party) to be transmitted over the ISDN-PRI D-Channel from Direct Inward Dialing equipped CPE PBXs that use ISDN-PRI. This number is provided by the originating station and must have an associated Direct Inward Dialing telephone number working in the central office.

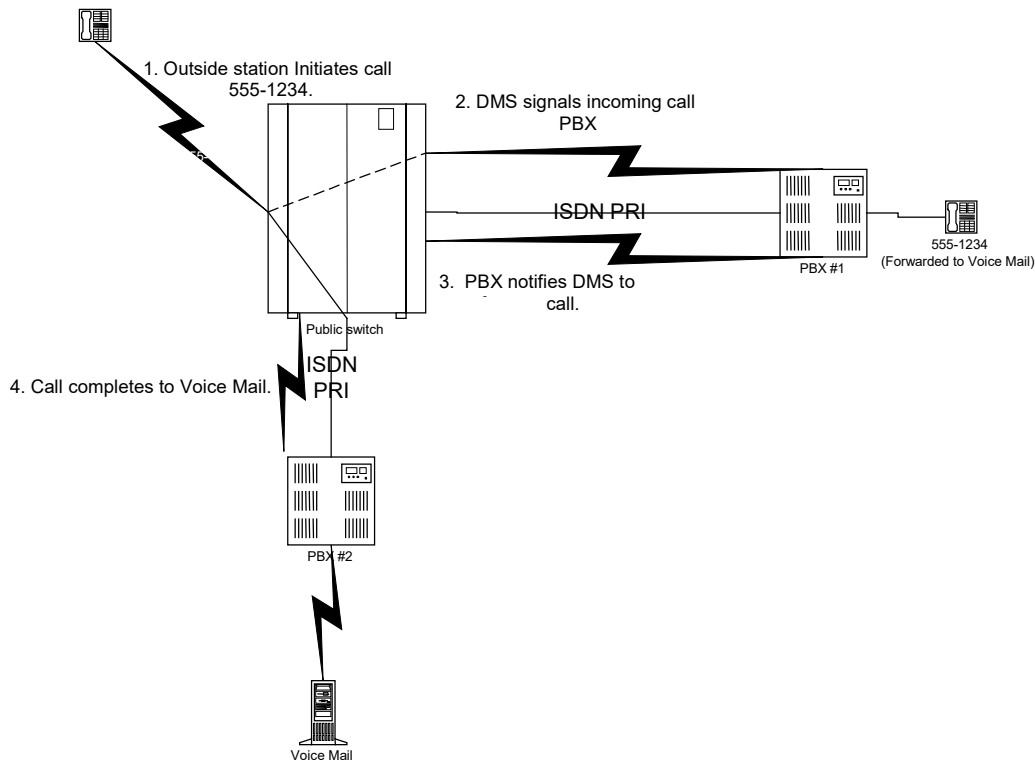
INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE

D. Features (Cont'd)

2. Optional Features

2 B-Channel Transfer - If a call terminates at a given location, but is then forwarded to another location, two trunks between the Central Office and the original device are typically employed for the duration of the forwarded call. 2 B-Channel Transfer allows the central office switch to establish the call directly to the final destination and release the trunks going in and out of the forwarding device. This saves the customer PRI facilities and provides for more efficient use of the network. A common use of 2 B-Channel Transfer is illustrated below.



INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

D. Features

2. Optional Features (Cont'd)

Call-by-Call/Integrated Service Access Feature Capability - Allows the customer to dynamically allocate the use of channels for ISDN-PRI Business Service. The customer may also choose voice or data transmission on a per call basis. In addition, the customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward **trunk**) to access for each call.

(C)

Circular Hunt - Circular Hunt provides the most efficient hunting sequence available, plus allows for much larger trunk groups than the standard ISDN-PRI packages. With circular hunt, an incoming call is completed to the next available trunk (bearer) in sequence starting from the last trunk selected. This can occur across multiple PRI facilities. The feature can support up to 220 Primary Rate Interfaces in a single hunting configuration. The standard limit is 50.

D-Channel Backup – Provides backup for the D-Channel for a customer with multiple ISDN PRI Business Service arrangements by automatically switching signaling capability over to another D-Channel if service to the primary D-Channel is interrupted.

E911 Call Screening - E911 Call Screening provides for the transmission of PBX or Key System station information via the ISDN-PRI facility to local emergency services authorities. This provides for the possible identification of the specific location on a customer's premises where a 911 call originated. This option is available only in communities where local emergency authorities support the service in conjunction with the Company's Private Switch Database Service, associated with E911 Service. This service is only available in conjunction with National ISDN-2 Protocol.

Incoming Call Identification (Caller ID Name and Number) - Provides the customer with the telephone number and name of the calling party. Incoming call identification is provided via the D-Channel associated with incoming calls on a B-Channel to a PBX. The Customer's equipment must be compatible with this service. Caller ID Blocking is available as specified in this *Local Terms of Service*.

National ISDN-2 Protocol - National ISDN-2 Protocol is a communication protocol that governs interactions between the customer's equipment and the telephone network. This protocol is more advanced than the standard ISDN-PRI protocol. Most CPE is capable of using the ISDN-2 Protocol.

Network Ring Again - Enables the customer to complete calls to a busy station without continually redialing. Certain equipment restrictions may apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE (Cont'd)

E. Service Components

1. Each ISDN-PRI Business Service arrangement consists of the following functional components:
 - Primary Rate Access Line
 - Primary Rate Interface
 - Primary Rate Channels
 - a. Primary Rate Access Line - Provides a four-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability. One Primary Rate Access Line is provided for every 24 channels.
 - b. Primary Rate Interface - Provides the multiplexing to support up to twenty-three (23) B-Channels at 64 Kbps and one (1) D-Channel for signaling also at 64 Kbps. When NFAS is ordered, the Primary Rate Interface can provide up to twenty-four B-Channels at 64 Kbps. Primary Rate Interfaces may be provisioned as one-way or two-way.
 - c. Primary Rate Channels - The initial ISDN-PRI Business Service arrangement consists of 24 channels (23-B + D) with unlimited usage that will allow either voice or data transmission up to 64 Kbps. Additional arrangements may be ordered in 24-B Channel or 23-B + D Channel increments.
 - (1) Voice calls may be completed to both ISDN and non-ISDN lines.
 - (2) Data Transmission on the B-Channels will be at 64 Kbps within the switch and between ISDN-PRI compatible central offices. ISDN-PRI interconnection to non-ISDN-PRI equipped central offices may be potentially subjected to analog transmission or sub-rated to 56 Kbps.
 - (3) The customer may choose to subscribe to additional non exchange based **services**. The subscription to these services is in addition to the charges for ISDN-PRI Business Service. (C)
2. Each Primary Rate Access Line may be active with a corresponding number of services (i.e., inward/outward **trunks**) selected. The customer may also choose to subscribe to more services than channels. The Customer Premises Equipment signals the local central office as to which type of service (inward/outward **trunk**) to access for each call. (C)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE (Cont'd)

F. Application of Rates

1. Nonrecurring charges will not be applicable for ISDN-PRI Business Service arrangements that are updated from an existing 1.544 Mbps service to ISDN-PRI Business Service.
2. The initial ISDN PRI Service arrangement at any location must include a 23-B + D configuration, after which additional arrangements may be ordered with 23-B + D Channels or 24-B Channels.
3. Rates and charges for optional features and functions are applied to each ISDN-PRI Business Service arrangement for which a separate Primary Rate Interface is required. For example, when a customer has the initial 23-B+D configuration and an additional 24-B Channel arrangement, two Primary Rate Interfaces are provided. The feature charge applies for each Primary Rate Interface over which the optional feature is activated.

G. Rates and Charges

1. ISDN-PRI Business Service Arrangement

An ISDN-PRI Business Service Arrangement is furnished between a serving central office and the customer's designated premises. The customer must initially subscribe to a 23-B + D configuration per location, after which additional arrangements may be either 23-B + D or 24-B Channel configurations.

The rates, charges and regulations for a 1.544 Mbps service interoffice channel, as specified in the Company's Access Service Tariff, apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business service arrangement.

ISDN-PRI Business Service Arrangement is available at month-to-month rates (subject to minimum service period of six months) or under a Term Discount Plan (TDP) with a one, two, three or five year commitment period.

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25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

G. Rates and Charges

1. ISDN-PRI Business Service Arrangement (Cont'd)

a. ISDN-PRI Business Service Arrangement with One-Way Primary Rate Interface
(23-B + D and 24-B)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (Initial)</u>	<u>Nonrecurring Charge (Add'l*)</u>
Month-to-month (6 mo. Min.)	\$841.00	\$650.00	\$0.00
One Year	798.00	450.00	0.00
Two Years	749.00	250.00	0.00
Three Years	682.00	0.00	0.00
Five Years	591.00	0.00	0.00

b. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface
(23-B + D and 24-B)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (Initial)</u>	<u>Nonrecurring Charge (Add'l*)</u>
Month-to-month (6 mo. Min.)	\$ 951.00	\$ 650.00	\$ 0.00
One Year	903.00	450.00	0.00
Two Years	848.00	250.00	0.00
Three Years	771.00	0.00	0.00
Five Years	669.00	0.00	0.00

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

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25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

G. Rates and Charges (Cont'd)

2. Optional Features

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
a. D-Channel Backup* each channel	\$ 50.00	\$ 20.00
b. Network Ring Again Per Primary Rate Interface** (Available with Two-Way Primary Rate Interface only)	160.00	0.00
c. Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	35.00
d. Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
e. 2 B-Channel Transfer** Per Primary Rate Interface	75.00	100.00
f. Circular Hunt** Per Primary Rate Interface	25.00	100.00
g. National ISDN-2 Protocol** Per Primary Rate Interface	0.00	0.00
h. E911 Call Screening** Per Primary Rate Interface (up to 100 station numbers)	125.00	150.00

* Available only to customers subscribing to more than one Primary Rate Interface.

** Certain equipment restrictions apply.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

G. Rates and Charges (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
3. Optional Feature Packages		
a. Premium Package* Includes National ISDN-2 Protocol**, E911 Call Screening**, Incoming Call Identification (Caller ID Name and Number), Call-by-Call/Integrated Service Access Feature Capability, and 2 B-Channel Transfer** Per Primary Rate Interface	\$195.00	\$285.00

4. Move Charge

A Move Charge, per ISDN-PRI Business Service arrangement, applies for each arrangement moved to a new location in the same building or to a different location within the same central office serving area. This Move Charge is equal to the sum of the Service Change Charges plus the Premises Visit Charge.

5. Service Connection Charges

- a. Service Establishment Charges are applicable for each ISDN-PRI Business Service arrangement, based on the quantity of Primary Rate Access Lines required, for receiving and recording information and/or taking action in connection with a customer's request, and processing the necessary data. These charges include engineering design, common centralized testing and coordination. The nonrecurring charges associated with service establishment are found in B.7.a.(1) and (2), preceding.
- b. Service Change Charges are applicable for receiving and recording information and/or taking action in connection with a customer's termination change at the same premises or transfer of service responsibility request, for processing the necessary data on an existing ISDN-PRI Business Service. A Service Change Charge is applicable for each ISDN-PRI Business Service associated with the customer request (in lieu of a Service Establishment Charge).
- c. Premises Visit Charges are applicable per ISDN-PRI Business Service arrangement, for the termination of a channel at a customer's premises or for termination change at the same premises. Only one Premises Visit Charge applies when more than one channel service of the same type is terminated or moved at the same premises at the same time.

* Only available for customers whose ISDN-PRI Service arrangements include a Two-Way Primary Rate Interface under a Term Discount Plan.

** Certain equipment restrictions apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

G. Rates and Charges

5. Service Connection Charges (Cont'd)

d. Nonrecurring Charges

(1) Service Change Charge

- | | |
|--|----------|
| a. For termination change at the same premises,
Physical, per ISDN-PRI Business Service
arrangement | \$165.00 |
| b. For termination change at the same premises,
Programming, per ISDN-PRI Business Service
arrangement | 35.00 |

- | | |
|--|--------|
| (2) Premises Visit Charge per ISDN-PRI Business
Service arrangement | 125.00 |
|--|--------|

6. Termination Liability Charges

- a. If a customer under a Term Discount Plan (TDP) disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP, then a Termination Liability Charge will apply to those services that are disconnected. The Termination Liability Charge will be a one-time charge equal to the sum of 50% of the payments remaining for the rest of the TDP. If Construction Charges were applied to the service being terminated, any termination charges associated with Construction Charges will also apply.
- b. If a customer relocates an existing ISDN-PRI Business Service arrangement to a new location with the same building or to a different location within the same central office serving area prior to the expiration of the TDP, a Termination Liability Charge will not apply, and the number of months accrued at the prior location will carry over to the new location. Move Charges will apply for each arrangement relocated.

If a TDP customer requests relocation of an existing ISDN-PRI Business Service arrangement to a location in a different central office serving area, termination charges will not apply if the customer converts to a new TDP commitment period that is equal to or greater than the original TDP commitment period. The number of months accrued at the prior location under the original TDP will not carry over to the new location. Service Establishment Charges will apply for the ISDN-PRI Business Service arrangement(s) installed at the new location.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

25.3 INTEGRATED SERVICES DIGITAL NETWORK-PRIMARY RATE INTERFACE (ISDN-PRI)
BUSINESS SERVICE

G. Rates and Charges

6. Termination Liability Charges (Cont'd)

- c. Rate increases or decreases will automatically be applied to the monthly term plan rates for the remaining term of the Term Discount Plan (TDP). If Company initiated rate increases causes the charges for the ISDN-PRI Business Service under the TDP to increase by 10% or more annually, then the customer may cancel the TDP without incurring termination liability charges provided that the customer notifies the Company within 30 days after the effective date of the rate increase.
- d. The customer can extend TDP commitment periods at any time during the term of the plan. The number of months accrued in the current plan will apply toward the new plan selected.
- e. At the end of the TDP service commitment period, the customer may subscribe to a new TDP at the then prevailing rates. If the customer does not select a new TDP, the prevailing rates applicable for the expired TDP will continue in effect for as long as the customer chooses to continue subscribing to the ISDN-PRI Business Service arrangements installed under the expired TDP. Additional ISDN-PRI Business Service arrangements installed after the TDP expiration date will not be eligible for the TDP rates and will be charged at the prevailing Month-to-month rates unless the customer selects a TDP for those services.
- f. Termination Liability Charges will not apply when a service or rate element under a (TDP) arrangement is disconnected prior to the expiration of a selected service period as a result of a change in jurisdiction and/or a customer requested upgrade to a next generation service offering under the following conditions:

The service period of the new TDP for the new service offering is a period equal to or exceeding the remaining service period of the disconnected TDP, and

The service orders to install the new service and disconnect the old service are related together, and there is no lapse in service between the installation of the new service the disconnection of the existing service, and

The service orders to install the new service and disconnect the old service are for the same customer at the same location.

The Telephone Company will determine whether replacement service qualifies as a next generation service offering.

Nonrecurring charges and Service Connection Charges for the new service will apply according to the requirements of the new service.

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PACKAGED SERVICES

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PACKAGED SERVICES

As of March 1, 2022, 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.

26.1 RESIDENCE PACKAGED SERVICES

See [LOCAL TERMS OF SERVICE: RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES](#) for descriptions, terms and conditions for currently available and grandfathered Solutions-Residence Packages.

A. Currently Available Residence Packages:	<u>Monthly Rate</u>
1. Solutions-Residence Packages	
Economy Pack Bundle ⁽¹⁾ (Customers who subscribe under a 12-month commitment will receive a \$5.00 discount off the monthly rate during the first 2 months of service, after which the listed monthly rate will apply.)	\$41.95 (I)
Economy Pack Plus Bundle ⁽²⁾ (Subscriber Line Charge billed separately)	39.00 (I)
B. Reserved	

(1) Rate includes Subscriber Line Charge.

(2) Effective April 12, 2019, Economy Pack Plus bundles are grandfathered. Availability to current customers is limited to lines and features in service at existing locations.

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PACKAGED SERVICES

26.1 RESIDENCE PACKAGED SERVICES (Cont'd)

C. Grandfathered Solutions-Residence Packages:

As of July 18, 2011, the following services are limited to existing lines in service at existing locations for current residential customers.

Package	Monthly Rate
Core Solution	\$57.00 (I)
Personal II Solution	54.00 (I)
Clear Solution	N/A
Follow Me Plan	52.00 (I)
Progressive Plan	51.50 (I)
Ideal Solution, Essential Home Phone Plan	51.00 (I)
Sure Solution, Basic Solution	49.00 (I)
Home II Solution	47.00 (I)
Sure Solution II	48.00 (I)
Simple Solution, Custom Solution I, Classic Solution	46.00 (I)
Choice	N/A
Standard Solution I	43.00 (I)
Standard Solution II	N/A
Safe and Sound II	39.00 (I)

Effective January 19, 2015, Simple Choice Bundle and Simple Choice Bundle Unlimited are not available to new customers and are limited to lines in service for existing customers.

Package	Monthly Rate
Simple Choice Bundle	\$43.95 (I)
-Discounted rate with subscription to Voicemail	34.00

Simple Choice Unlimited Bundle	Monthly Rates	Discounted Monthly Rates		
		With VoiceMail	With HSI	With VoiceMail and HSI
Paterson, Roosevelt, White Swan, Whitstran, Willard	\$45.95 (I)	\$36.00	\$34.95	\$31.00
All Other Exchanges	35.95 (I)	26.00	24.95	21.00

Effective June 11, 2017, Pure Bundle and Home Phone II are grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.

Package	Monthly Rate
Pure Bundle	\$30.00
Home Phone II	
- Paterson, Roosevelt, White Swan, Whitstran, Willard	42.95 (I)
- All Other Exchanges	32.95 (I)

PACKAGED SERVICES

26.1 RESIDENCE PACKAGED SERVICES (Cont'd)

D. 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

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PACKAGED SERVICES

26.2 BUSINESS PACKAGED SERVICES

A. Currently Available Business Packaged Services:

The descriptions, terms and conditions for the following deregulated business packaged services are contained in the [LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES](#).

	<u>Monthly Rate</u>
1. Solutions-Business Packages	
Pure Bundle ⁽¹⁾	\$42.00
2. Business Assist Advantage Plans	
a. Business Assist Advantage Plan	
- Initial Line	64.50 (I)
- 2nd through 10th Lines, Per Line	64.50 (I)
b. Unlimited Business Assist Advantage Plan	
- Initial Line	63.50 (I)
- 2nd through 10th Lines, Per Line	57.50 (I)
3. Hosted Multiline Bundle	
- 1 Year	28.00
- 3 Years	26.00
4. PRI Bundle II	
See LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") FOR The descriptions, terms and conditions for PRI Bundle II.	
- 2 Year	\$820.00
- 3 Years	760.00
- 5 Years	675.00

(1) Rate includes Subscriber Line Charge.

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PACKAGED SERVICES

26.2 BUSINESS PACKAGED SERVICES

A. Currently Available Business Packaged Services (Cont'd)

5. 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

(a) Core Connect 1

Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
Keyport Torpedo Station, Poulsboro, Suquamish	\$60.00	\$40.00	\$35.00	\$32.50	\$30.00
Bickleton, Dalesport, Glenwood, Grandview, Granger, Klickitat, Mabton, Prosser, Sunnyside, Toppenish, Trout Lake, Wapato, White Salmon, Wishram, Zillah	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00

(b) Core Connect 1 LITE

Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ⁽¹⁾	One Year Term	Two Year Term	Three Year Term
Keyport Torpedo Station, Poulsboro, Suquamish	\$60.00	\$40.00	\$35.00	\$32.50	\$30.00
Bickleton, Dalesport, Glenwood, Grandview, Granger, Klickitat, Mabton, Prosser, Sunnyside, Toppenish, Trout Lake, Wapato, White Salmon, Wishram, Zillah	70.00	40.00	35.00	32.50	30.00
All Other Exchanges	80.00	50.00	45.00	42.50	40.00

(1) Only available after expiration of a TDP when customer does not renew or select a new TDP.

PACKAGED SERVICES

26.2 BUSINESS PACKAGED SERVICES

A. Currently Available Business Packaged Services

5. CORE CONNECT

b. Rates and Charges (Cont'd)

(c) Core Connect 2

Exchanges	Per Location, Per Month				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
All Exchanges	\$65.00	\$40.00	\$35.00	\$32.50	\$30.00

(d) Core Connect 2 LITE

Exchanges	Per Location, Per Month ⁽¹⁾				
	Initial Bundle	2 nd through 10 th bundle			
	All Terms	Month-to-Month ⁽¹⁾	One Year Term	Two Year Term	Three Year Term
All Exchanges	\$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.

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PACKAGED SERVICES

26.2 BUSINESS PACKAGED SERVICES

A. Currently Available Business Packaged Services

6. 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.

Effective: 01-15-2024

BUSINESS PACKAGED SERVICES

26.2 BUSINESS PACKAGED SERVICES

B. Grandfathered Business Packaged Services

As of July 18, 2011, the following Solutions and Solutions II grandfathered packages are limited to existing lines in service at existing locations for current business customers. The descriptions, terms and conditions for the following deregulated business packaged services are contained in the [LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS FEATURE PACKAGE AND BUNDLE SERVICES](#).

1.

Solutions-Business Packages	Monthly Rate, Per Package
Sure Solution II	\$68.50 (I)
Choice Solution	63.50 (I)
Standard Solution II	57.50 (I)
Classic Solution	63.50 (I)
Basic Solution	N/A
Priority Solution	62.50 (I)
Economy Solution	60.50 (I)
Economy Solution II	60.50 (I)
Economy Bundle IIA	60.50 (I)
Rotary Classic	N/A
Complete Business Bundle	68.50 (I)

2.

Solutions II Business Packages	Monthly Rate, Per Package (Month-to-Month, 1, 2, and 3 Year Terms)
Connected II	\$68.50 (I)
Economy II-B	60.50 (I)
Complete Business Bundle II	70.50 (I)
Basic Offer Bundle	N/A

3.

PRI Bundle I	Monthly Rate
Month-to-Month	N/A
1 Year Term	\$774.00
2 Year Term	714.00
3 Year Term	629.00

PACKAGED SERVICES

26.3. 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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26.4. 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)