

**LOCAL TERMS OF SERVICE:
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES
(Indiana, Nevada, Ohio, South Carolina, Tennessee and Washington Residential Customers)**

The Standard Terms and Conditions for Residential Communications Services and these service-specific terms (collectively, the “Agreement”) govern the residential feature packages and bundle services described below. These feature packages and bundle services are provided in the following states by the listed entities: in Indiana by United Telephone Company of Indiana, Inc.; in Nevada by Central Telephone Company-Nevada Division; in Ohio by United Telephone Company of Ohio; in South Carolina by the United Telephone Company of the Carolinas, LLC; in Tennessee by United Telephone Southeast, LLC; and in Washington by the United Telephone Company of the Northwest (each of United Telephone Company of Indiana, Inc.; Central Telephone Company-Nevada Division; United Telephone Company of Ohio; United Telephone Company of the Carolinas, LLC; United Telephone Southeast, LLC; and United Telephone Company of the Northwest are referred to herein as “CenturyLink”).

South Carolina only: Custom Calling/ExpressTouch Feature Packages and Bundle Services created prior to July 1, 2004, are subject to rates, terms and conditions filed in the United Telephone Company of the Carolinas, d/b/a CenturyLink, General Subscriber Services Tariff, posted to <http://about.centurylink.com/tariffs/>. All current custom Calling/ExpressTouch Feature Packages were created prior to July 1, 2004, and are governed by the CenturyLink General Subscriber Services Tariff for South Carolina. Future feature packages will be deregulated and governed by these terms and conditions.

1. SOLUTIONS BUNDLES – RESIDENCE

1.1. General

- A.** Solutions is an optional residence service enrollment plan that permits a customer to receive Residence Flat Rate Local Exchange Service plus features for a flat monthly rate, for each Solutions residence line.
- B.** Solutions includes Flat Rate Local Exchange Service and one or more of the following features and services:
- (1) A Custom Calling/ExpressTouch Service Feature Package, an individual feature or a group of Custom Calling/ExpressTouch features. Descriptions of Custom Calling and Express Touch features may be found as set forth following:
 - (a) Indiana, Nevada, Ohio and Tennessee - in the *Miscellaneous Service Arrangements* section of the CenturyLink Local Terms of Service for Nontariffed, Consumer Services for the state where the Services are located, as posted to http://about.centurylink.com/legal/rates_conditions.html.
 - (b) South Carolina – in the United Telephone Company of the Carolinas d/b/a CenturyLink General Subscriber Services Tariff.
 - (c) Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink WN U-4 General Exchange Tariff.
 - (2) A 60 minute block of time for Message Telecommunications Service (Local Toll), with Consumer Sense Local Toll rates applicable for each additional minute; or the option of subscribing to Embarq Communications, Inc. (d/b/a CenturyLink Communications) Long Distance plans, described in applicable CenturyLink Communications Schedules posted at <http://about.centurylink.com/tariffs/>, incorporated by reference into this document.
 - (3) One or more of CenturyLink’s deregulated services: Voicemail, Integrated Calling Features, CenturyLink High Speed Internet, LineGuard/Data LineGuard, each described in the applicable terms and conditions posted to the Company’s website and incorporated by reference into this document.

1.2. Regulations

- A. Each feature component of Solutions Bundles is governed by the terms and conditions of the applicable tariff or Local Terms of Service specified in 1.1.B. preceding.
- B. **Washington only:** Unless specified otherwise for a particular Solutions Bundle, Extended Area Service (EAS) charges, if applicable, as defined in Schedule AE-1 of the United Telephone Company of the Northwest d/b/a CenturyLink WN U-4 General Exchange Tariff, apply per each Solutions Bundle,
- C. Customers may terminate their enrollment in the Solutions Bundle Plan (“Plan”) upon notice to CenturyLink.
- D. Unless terminated by the Customer or CenturyLink, Customer will remain enrolled in the Plan, as amended from time-to-time, with any applicable changes in rate, for as long as this Plan continues to be offered by CenturyLink.
- E. Solutions is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.
- F. No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.
- G. Service Connection Charges apply to requests for new and additional Solutions lines and moves of existing lines. Service Connection Charges will not apply when Solutions replaces existing Local Exchange Services or if Customer requests a change from Solutions back to Local Exchange Service. Service Connection Charges are described as set forth following:
 - (1) Indiana, Nevada and Tennessee - in the *Service Charges* section of the CenturyLink Local Terms of Service for Nontariffed, Consumer Services for the state where the Services are located, as posted to http://about.centurylink.com/legal/rates_conditions.html.
 - (2) Ohio – in the United Telephone Company of Ohio d/b/a CenturyLink P.U.C.O. No. 5 General Exchange Tariff.
 - (3) South Carolina – in the United Telephone Company of the Carolinas d/b/a CenturyLink General Exchange Services Tariff.
 - (4) Washington - in the United Telephone Company of the Northwest d/b/a CenturyLink WN U-4 General Exchange Tariff.
- H. Solutions customers are not eligible for promotional offerings associated with the Custom Calling/ExpressTouch Services included in this Plan, unless specifically provided for in a promotional offering.
- I. Solutions may not be combined with any other Residence optional toll calling plan service.
- J. Residence customers enrolled in Solutions, who subsequently become subject to CenturyLink-initiated toll restriction will have all existing Solutions lines converted to the applicable tariff rates. Service Connection Charges will not apply for those existing lines converted, in place, due to termination procedures. In addition, any optional services not affected by the termination procedures will convert to their applicable monthly rates. Such customers will not be permitted to re-enroll in the Plan until such time as all associated unpaid balances are satisfactorily paid in full.

1.3. Solutions Bundles

- A. The following Solutions bundles **are currently available to new customers:**
 - (1) Pure Bundle
 - (a) Local Exchange Service
 - (b) Outbound Call Block Feature
 - (c) Nonpublished Number Service

- (d) Billed Number Service (optional)
 - Service Charges do not apply to this bundle.
 - Washington only: EAS Charges do not apply to this bundle.
- (2) Simple Choice Bundle
 - (a) Local Exchange Service
 - (b) Choice of Available Custom Calling or ExpressTouch Features
 - Subscription to the Embarq Communications, Inc. Easy Talk Simple Choice Long Distance plan is also required.
 - Simple Choice Bundle is available at a discounted rate when customers subscribe to the Company's Voicemail in addition to Embarq Communications, Inc. Easy Talk Simple Choice Long Distance plan.
 - Washington only: EAS charges are included in the rate for this bundle. No additional EAS charges apply.
- (3) Simple Choice Unlimited Bundle
 - (a) Local Exchange Service
 - (b) Choice of available Custom Calling or ExpressTouch Features
 - (c) Unlimited expanded local calling option (where available)
 - Subscription to the Embarq Communications, Inc. Easy Talk Simple Choice Unlimited Long Distance plan is required.
 - Simple Choice Unlimited Bundle is available at a discounted rate when customers also subscribe to the following services in addition to Embarq Communications, Inc. Easy Talk Unlimited Long Distance plan: (1) Voicemail, (2) High Speed Internet (1.5M or higher), or (3) Voicemail and High Speed Internet (1.5M or higher),
 - Washington only: EAS charges are included in the rate for this bundle. No additional EAS charges apply.
- (4) Economy Pack Bundle
 - (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection) – Optional
 - (c) Call Waiting ID – Optional
 - (d) Enhanced Call Waiting – Optional
 - The monthly rate for Economy Pack Bundle includes the Subscriber Line Charge. Customers who subscribe under a twelve month commitment will receive a \$5.00 discount off the monthly rate during the first twelve months of service, after which the listed monthly rate will apply.
 - Washington only: EAS charges are included in the rate for this bundle. No additional EAS charges apply.
- (5) Economy Pack Plus Bundle
 - (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection) – Optional
 - (c) Call Waiting – Optional
 - (d) Enhanced Call Waiting – Optional
 - Customers must also subscribe to CenturyLink's 768 Kbps High Speed Internet. The applicable Subscriber Line Charge applies in addition to the monthly rate.
 - Washington only: EAS charges are included in the rate for this bundle. No additional EAS charges apply.

B. The following Solutions bundles are grandfathered and are **no longer available to new customers**. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011.

- (1) Ideal Solution

- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Three-Way Calling
 - (d) Call Forwarding
 - (e) Return Call
 - (f) Repeat Dial
 - (g) Caller ID with Name (includes Anonymous Call Rejection)
 - (h) Speed Dial 8 (not available in Washington)
 - (i) Call Waiting ID
 - (j) Call Forward No Answer - Fixed
 - (k) Call Forward Busy - Fixed
 - (l) 60 minutes of Local Toll
- (2) Sure Solution I
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Three-Way Calling
 - (d) Call Forwarding (not available in Washington)
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Return Call (not available in Washington)
 - (g) Call Forward No Answer - Fixed
 - (h) Call Forward Busy - Fixed
 - (i) Call Waiting ID
 - (j) 60 minutes of Local Toll
- (3) Sure Solution II
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Three-Way Calling
 - (d) Call Forwarding
 - (e) Return Call
 - (f) Repeat Dial
 - (g) Caller ID with Name (includes Anonymous Call Rejection)
 - (h) Speed Dial 8 (not available in Ohio or Washington)
 - (i) Call Waiting ID
 - (j) Call Forward No Answer - Fixed
 - (k) Call Forward Busy - Fixed
- (4) Custom Solution I
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Caller ID with Name (includes Anonymous Call Rejection)
 - (d) Return Call (not available in Washington)
 - (e) Call Forward No Answer - Fixed
 - (f) Call Forward Busy - Fixed
 - (g) Call Waiting ID
- (5) Choice Solution
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Three-Way Calling
 - (d) Call Forwarding
 - (e) Call Forward No Answer - Fixed
 - (f) Call Forward Busy - Fixed
 - (g) 60 minutes of Local Toll
- (6) Standard Solution I
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting

- (c) 60 minutes of Local Toll
- (7) Standard Solution II
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting
 - (c) Three-Way Calling
 - (d) Call Forwarding
 - (e) Call Forward Busy-Fixed
 - (f) Call Forward No Answer-Fixed
- (8) Basic Solution
- (a) Local Exchange Service
 - (b) Three-Way Calling
 - (c) Call Forwarding
 - (d) Return Call
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Call Forward No Answer – Fixed
 - (g) Call Forward Busy – Fixed
 - (h) 60 minutes of Local Toll
- (9) Classic Solution
- (a) Local Exchange Service
 - (b) Three-Way Calling
 - (c) Call Forwarding
 - (d) Return Call
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Call Forward No Answer - Fixed
 - (g) Call Forward Busy - Fixed
- (10) Core Solution
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting (Optional) or Talking Call Waiting (Optional)
 - (c) Call Forwarding
 - (d) Three-Way Calling
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Repeat Dial
 - (g) Return Call
 - (h) Call Forward No Answer-Fixed
 - (i) Call Forward Busy-Fixed
 - (j) Speed Dial 8
 - (k) Selective Call Acceptance
 - (l) Selective Call Forwarding
 - (m) Selective Call Ring
 - (n) Selective Call Rejection
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.
- (11) Clear Solution
- (a) Local Exchange Service
 - (b) Call Forwarding
 - (c) Three-Way Calling
 - (d) Caller ID with Name (includes Anonymous Call Rejection)
 - (e) Repeat Dial
 - (f) Return Call
 - (g) Call Forward No Answer-Fixed
 - (h) Call Forward Busy-Fixed
 - (i) Speed Dial 8
 - (j) Selective Call Acceptance

- (k) Selective Call Forwarding
 - (l) Selective Call Ring
 - (m) Selective Call Rejection
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.
- (12) Personal II Solution
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting (Optional) or Talking Call Waiting (Optional)
 - (c) Call Waiting ID
 - (d) Call Forwarding
 - (e) Three-Way Calling
 - (f) Caller ID with Name (includes Anonymous Call Rejection)
 - (g) Repeat Dial
 - (h) Return Call
 - (i) Call Forward No Answer-Fixed
 - (j) Call Forward Busy-Fixed
 - (k) Selective Call Forwarding
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.
- (13) Home II Solution
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting (Optional)
 - (c) Call Waiting ID (provided when Enhanced Call Waiting is selected)
 - (d) Three-Way Calling
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Call Forward No Answer-Fixed
 - (g) Call Forward Busy-Fixed
 - Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.
- (14) Safe and Sound II Solution
- (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection)
 - Customers must purchase the non-regulated services LineGuard or Data LineGuard and Home Phone Warranty.
- (15) Core Solution Plus
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting (Optional) or Talking Call Waiting (Optional)
 - (c) Call Forwarding
 - (d) Three-Way Calling
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Repeat Dial
 - (g) Return Call
 - (h) Call Forward No Answer-Fixed
 - (i) Call Forward Busy-Fixed
 - (j) Speed Dial 8
 - (k) Selective Call Acceptance
 - (l) Selective Call Forwarding
 - (m) Selective Call Ring
 - (n) Selective Call Rejection
 - (o) Privacy ID

- Includes unlimited expanded local calling option (where available) when customers also subscribe to Embarq Communications, Inc. Solutions Unlimited Option 4.
- (16) Progressive Plan
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting – Optional
 - (c) Call Waiting ID
 - (d) Three-Way Calling
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Call Forwarding
 - (g) Call Forward No Answer-Fixed
 - (h) Call Forward Busy-Fixed
 - Customers must also subscribe to CenturyLink Voicemail.
- (17) Standard Home Phone II
- (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection)
 - (c) Enhanced Call Waiting or Talking Enhanced Call Waiting – Optional
 - (d) Call Waiting ID
 - (e) Three Way Calling
 - (f) Repeat Dial
 - (g) Return Call
 - (h) Selective Call Forward
 - (i) Speed Calling – 8 Numbers
 - Customers must also subscribe to CenturyLink’s non-regulated Voicemail and one of the following services: Privacy ID, LineGuard, Data LineGuard, Voicemail or Home Phone Warranty.
- (18) Special Plan Bundle
- (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection)
 - (c) Enhanced Call Waiting or Talking Enhanced Call Waiting – Optional
 - (d) Call Waiting ID
 - (e) Selective Call Acceptance
 - (f) Repeat Dialing
 - (g) Return Call
 - (h) Call Forwarding
 - (i) Call Forward No Answer – Fixed
 - (j) Call Forward Busy – Fixed
 - Available with unlimited expanded local calling plan (where available) at a discounted rate if the subscriber also purchases ECI Solutions Unlimited Long Distance Plan – Option 1 Plus High Speed Internet or DISH Network Satellite TV from CenturyLink or any company-provided Wireless Plan.
- (19) Follow Me Plan
- (a) Local Exchange Service
 - (b) Enhanced Call Waiting or Talking Enhanced Call Waiting – Optional
 - (c) Call Waiting ID
 - (d) Three Way Calling
 - (e) Caller ID with Name (includes Anonymous Call Rejection)
 - (f) Call Forward No Answer – Fixed
 - (g) Call Forward Busy – Fixed
 - (h) Return Call
 - (i) Repeat Dial
 - Customers must purchase the deregulated services Voicemail with Integrated Calling Features. This bundle is only available where Voicemail with Integrated Calling Features is technically feasible.

- (20) Simple Solution
 - (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection)
 - (c) Speed Dial 8

- (21) Essential Home Phone Plan
 - (a) Local Exchange Service
 - (b) Caller ID with Name (includes Anonymous Call Rejection)
 - (c) Call Waiting ID (optional)
 - (d) Enhanced Call Waiting
 - (e) Speed Dial 8

2. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES

- 2.1.** Custom Calling/ExpressTouch Services Feature Packages are combinations of individual Custom Calling and/or ExpressTouch individual features.

- 2.2.** Individual Custom Calling and ExpressTouch features are subject to the terms and conditions set forth following:
 - A. Indiana, Nevada, Ohio and Tennessee - in the *Miscellaneous Service Arrangements* section of the CenturyLink Local Terms of Service for Nontariffed, Consumer Services for the state where the Services are located, as posted to http://about.centurylink.com/legal/rates_conditions.html, and incorporated by this reference.
 - B. Washington – in the United Telephone Company of the Northwest d/b/a CenturyLink WN U-4 General Exchange Tariff.

- 2.3.** No substitutions in package features will be allowed. Requests for disconnect of an individual feature will result in the loss of the package, and customers will be required to subscribe to each remaining feature at that feature’s individual rates as described in the Miscellaneous Service Arrangements section of the CenturyLink Local Terms of Service or as set forth in tariffs referenced in 2.2 preceding.

- 2.4.** Nonrecurring charges will not apply when installing Custom Calling/ExpressTouch Service Feature Packages.

- 2.5.** The following Custom Calling/ExpressTouch Service Feature Packages are no longer available for new customers. Availability to current customers is limited to lines in service at existing locations as of July 18, 2011.
 - A. Advantage
 - (1) Enhanced Call Waiting
 - (2) Caller ID with Name (includes Anonymous Call Rejection)
 - (3) Call Waiting ID
 - (4) Call Forward Busy – Fixed
 - (5) Call Forward No Answer – Fixed
 - (6) Return Call (not available in Washington)
 - (7) Three-Way Calling (Washington only)

 - B. Call Manager
 - (1) Call Forwarding
 - (2) Enhanced Call Waiting
 - (3) Three-Way Calling
 - (4) Repeat Dial
 - (5) Return Call
 - (6) Call Forward Busy – Fixed
 - (7) Call Forward No Answer – Fixed

 - C. Essentials
 - (1) Call Forwarding

- (2) Enhanced Call Waiting
- (3) Caller ID with Name (includes Anonymous Call Rejection)
- (4) Three-Way Calling
- (5) Repeat Dial
- (6) Return Call
- (7) Call Forward Busy – Fixed
- (8) Call Forward No Answer – Fixed
- (9) Speed Dial 8 (not available in Washington)

D. In Touch with Call Forward

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Three-Way Calling
- (4) Call Forward Busy – Fixed
- (5) Call Forward No Answer – Fixed

E. Elite

- (1) Call Forwarding
- (2) Enhanced Call Waiting
- (3) Call Waiting Options
- (4) Caller ID with Name (includes Anonymous Call Rejection)
- (5) Repeat Dial
- (6) Return Call
- (7) Three-Way Calling
- (8) Call Forward Busy – Fixed
- (9) Call Forward No Answer – Fixed

F. Classics Calling Package

- (1) Call Forwarding
- (2) Caller ID with Name (includes Anonymous Call Rejection)
- (3) Three-Way Calling
- (4) Return Call
- (5) Call Forward Busy – Fixed
- (6) Call Forward No Answer – Fixed

G. Priority

- (1) Call Forwarding
- (2) Call Forward Busy – Fixed
- (3) Call Forward No Answer – Fixed
- (4) Enhanced Call Waiting
- (5) Caller ID with Name (includes Anonymous Call Rejection)

H. In Touch with Return Call

- (1) Enhanced Call Waiting
- (2) Return Call
- (3) Three-Way Calling
- (4) Call Forward Busy – Fixed
- (5) Call Forward No Answer – Fixed

I. Enhanced Call Forwarding

- (1) Call Forward No Answer-Fixed
- (2) Call Forward Busy-Fixed