

Central Telephone Company  
d/b/a CenturyLink  
**5454 West 110th Street**  
**Overland Park, KS 66211**

Canceling First Revised  
Original

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## CENTURYLINK GUIDEBOOK

### DEFINITIONS

Certain terms and phrases used in this Guide Book have the meaning as given in the following definitions:

#### APPLICANT

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

#### AUXILIARY LINE

An additional individual line from the same central office to the same premises as the main individual line and associated therewith.

#### BASE RATE AREA

A specific area within an exchange wherein primary exchange service is furnished without the application of mileage charges.

#### BASIC NETWORK SERVICE

Basic Network Service is the provision of stand-alone telephone service furnished to a residential customer through the customer's primary residential line as the only service that:

1. Is not:
  - a. Part of a package of services;
  - b. Sold in a promotion;
  - c. Purchased pursuant to a contract; and
2. Provides to the customer:
  - a. Voice-grade access to the public switched telephone network with a minimum bandwidth of 300 to 3,000 hertz;
  - b. Dual tone multifrequency signaling and single party service
  - c. Access to:
    - (1) Operator services;
    - (2) Telephone relay services;
    - (3) Local directory assistance;
    - (4) Interexchange service; and
    - (5) Emergency 911 service.
  - c. The first single-line directory listing; and
  - d. Universal lifeline service for those eligible for such service

#### BASIC SERVICE

Basic service is the provision of local exchange telephone service and access to long distance services, including a residential basic access line or trunk, dial tone, touch tone, local usage, basic local unit calling where available, access to 911 emergency service, and single line directory listing.

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#### BUILDING

A non-mobile ground supported structure intended to give protection from the elements and usually enclosed by a system of essentially continuous exterior walls. A building may contain more than one premises. Carports, driveways, passageways, patios or similar connecting elements not intended for occupancy, covered or not, do not create a single building.

A trailer pad improved for regular use is treated as a single building.

For the provision of service connection, each of several single occupancy "Townhouse" living units constructed on a separate lot within a continuous property is treated as a separate building. Portions of a building may have more than one owner, as in a condominium.

#### BURIED WIRE OR CABLE

A wire or cable designed for use in underground construction and utilized in extending the Company's plant.

#### CENTRAL OFFICE

A unit of the Company's system comprising equipment for terminating, interconnecting and switching lines and trunks.

#### CENTRAL OFFICE AREA

A specific portion of an exchange area serviced by a particular central office.

#### CHANNEL

The communications path provided by the Company between two or more stations or channel terminations in the Company's offices, furnished by wire, radio or a combination thereof.

#### COIN CONTROL 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 microprocessor based "smart" payphone sets.

#### COMMUNICATION SYSTEM

The facilities and equipment capable of two way communication between Company stations or customer provided terminal equipment, when not connected to exchange or toll facilities.

#### COMPANY

CenturyLink

#### CONNECTION FEE

The charge for establishing service to a Customer, as defined in this Guide Book as the installation or service connection charge.

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CONTINUOUS PROPERTY

Property owned or leased and occupied by a Customer, which is not separated by a public thoroughfare, a railroad right of way or property occupied by others. Where a Customer's properties are divided by a public thoroughfare or a railroad right of way and the properties would otherwise be continuous, such properties are treated as continuous provided the Customer furnished at his expense an underground or enclosed overhead passage suitable for the running of telephone circuits between the properties in accordance with the requirements of the Company.

CO-SIGNER

A person who assumes liability for the payment for service provided by the Company if a Customer fails to pay for the service.

CUSTOMER

Residential

A person who receives or applies to receive any residential telecommunication service from the Company or in whose name such service is or is to be provided as evidenced by his signature on the application or contract for service or in the absence of a signed instrument, the receipt and payment of bills regularly issued in the name of the Customer, regardless of the identity of the actual user of the service.

CUSTOMER PROVIDED TERMINAL EQUIPMENT (CPE)

Telephone apparatus and associated wiring provided by a Customer.

DEPOSIT

Money provided by a Customer to ensure payment for service provided by the Company.

DIAL TELEPHONE SERVICE

Telephone service provided by means of a system in which telephone connections between customers are ordinarily established by electrical and mechanical apparatus controlled by manipulations of dials operated by the calling parties.

DIRECT ELECTRICAL CONNECTION

A direct wire path for current between 2 points in the circuit.

DIRECTORY LISTING

Essential information in the telephone directory or information records whereby telephone users may ascertain the telephone number of a listed Customer.

DISTRIBUTION FACILITIES

The Company's cable, wire and associated supporting structures and appurtenances, located in dedicated streets and utility easements, designed to service more than one property and extending from the serving central office to the points of connection with service connection facilities.

DUPLEX SERVICE

Provides for simultaneous transmission in both directions.

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#### ELDERLY

A person who is 60 years of age or older.

#### CENTURYLINK LOCAL OPERATING COMPANY (a.k.a. CenturyLink LOC) -

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

#### EMERGENCY

A situation which exists when serious sickness, public safety, necessity or war conditions are involved.

#### ESPECIALLY DANGEROUS TO HEALTH

A condition or event likely to cause serious impairment to the health of a person subscribing to residential service who appears unable, without assistance, to manage his own resources, carry out the activities of daily living or protect himself from neglect or a hazardous situation.

#### EXCHANGE AREA

An area within which the Company holds itself out to furnish telephone service from one or more central offices serving that area.

#### EXCHANGE MESSAGE

A completed telephone call or telephonic communication between stations in the same local service area except messages between toll points.

#### EXCHANGE SERVICE

Telephone service furnished between customers within an area.

#### EXTENDED AREA SERVICE

An exchange service available to customers in a particular exchange area for communication throughout that exchange area and other designated areas.

#### FACILITIES

Central office equipment, poles, cables and other materials and mechanisms necessary to or furnished in connection with telephone service furnished by the Company.

#### FEEDER CABLE

One of several large cables which leave a central office, each to serve a specific area.

#### FLAT RATE SERVICE

Exchange service furnished at a fixed periodic charge.

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#### FOREIGN EXCHANGE SERVICE

Exchange service furnished a Customer from an exchange area other than that exchange from which the Customer's local service would normally be furnished, or off premises station service furnished a Customer in an exchange area other than that in which the Customer's primary station is located.

#### HANDICAPPED

A person who has a physical or mental disability for which he receives benefits from a government agency.

#### HERTZ

An electrical term meaning one cycle per second.

#### INDIVIDUAL LINE SERVICE

A grade of exchange service furnished by means of a central office line arranged to serve a primary station only, although additional stations may be connected to the line as extensions.

#### INTERFACE

A point at which the facilities of the Company are connected with customer premises equipment.

#### KEY TELEPHONE SERVICE

Exchange service furnished by means of one or more individual, party, PBX or private line station lines and associated facilities arranged for various combinations of cut off, holding, intercommunicating, pickup and signaling.

#### LIFELINE ASSISTANCE

A program sponsored by the FCC which provides discounted basic local residential service to qualifying low-income subscribers.

#### LINE EXTENSION

A pole line or buried wire or cable extension, to existing facilities, required for the establishment of telephone service.

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#### LOCAL MEASURED SERVICE

A class of exchange service furnished a Customer at a specific rate which includes receiving of unlimited local calls and originating usage measured in terms of a message unit allowance to stations within the local service area of the exchange in which the Customer is located.

#### LOCAL SERVICE

Exchange service that is provided by the local Telephone Company within a local area of transport and access as defined in NAC 704.7515.

#### LOCAL SERVICE AREA

An area containing the stations which customers may call at exchange rates. The local service area may include the whole or a part of an exchange area, or parts or all of two or more exchange areas.

#### MESSAGE

A completed call or telephonic communication between two or more telephone stations. A station call is completed when connection is established between the calling and called stations. A person call is completed when connection is established between the calling and called persons.

#### MESSAGE RATE SERVICE

A telephone service, the charges of which are based upon the number of outgoing messages to stations receiving service from the same local service area.

#### MESSAGE UNIT

The unit of measurement by which charges for certain local messages are ascertained when the calling station is in an area in which measured service is operative.

#### MILEAGE CHARGE

The additional charges for exchange telephone service based upon airline distance measurement for service furnished outside the base rate area or off the premises of the primary stations or in connection with foreign exchange or private line service.

#### NETWORK CONTROL SIGNALING

The transmission of telephonic signals which perform such functions as supervision, address signaling, call progress, alerting, number identification, coin tones, and control of network switching equipment.

#### NETWORK PROTECTION CRITERIA

The minimum electrical specifications, to which the voltages applied by customer provided equipment to a Company interface, must conform.

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#### PERMANENT DISCONNECT

A discontinuance of service in which the facilities used for that service become available for use in providing other service.

#### PREMISES

Any room of a building provided all of the room or a portion thereof is occupied by the Customer in person or the Customer's personnel. Any two or more rooms located on the same floor of a building provided all of the rooms or portions of each of the rooms are occupied by the Customer in person or the Customer's personnel. That portion of an individual house or building entirely occupied by one family or one flat or apartment occupied by one family. Private garages and caretaker's quarters and other locations, such as private laundries, patios, garden houses, and private swimming pools, which are part of the Customer's domestic establishment and used in connection with an individual residence if located on the same continuous property.

#### PUBLIC UTILITIES COMMISSION OF NEVADA

The Public Utilities Commission of the State of Nevada, sometimes referred to as the Commission.

#### RESIDENCE SERVICE

A class of exchange service furnished to an individual at a residence or place of dwelling where the actual or obvious use of the service is for domestic purposes.

#### ROOM

Space in a building surrounded by walls or closed partitions.

#### SATISFACTORY CREDIT

Credit that is not unsatisfactory credit.

#### SERVICE CONNECTION CHARGE

A non-recurring charge made to cover in part certain operating expenses incident to the establishment of telephone service and the connection of the service with the telephone system.

#### SPECIAL RATE AREA

An outlying section of an exchange within which special rate treatment is applicable without suburban mileage charge.

#### SPECULATIVE PROJECT

Projects involving oil wells, mining operations, stock or other promotional schemes, club memberships or drives, sales campaigns, resorts, business ventures that are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and other projects which present more than the usual liability of loss.

#### SUBSCRIBER

See Customer.

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#### SUBURBAN AREA

That portion of an exchange area located outside of the base rate area or special rate area.

#### SUPERSEDURE

The transfer of customer service, including the telephone number, from one person to another with the consent of the relinquishing and acquiring customer.

#### TELEPHONE SERVICE

Telephonic communication between persons at different locations by means of facilities furnished or provided by the Company.

#### TEMPORARY DISCONNECT

The abridgment or suspension of telephone service at the request of the Customer or on the initiative of the Company without a permanent disconnect of the service.

#### TEMPORARY SERVICE

Service to be required for a short period, including but not limited to service provided for contractors for use during the construction of a building, sales campaigns, athletic contests, conventions, fairs, election campaigns and circuses.

#### TERMINATION OF SERVICE

The intentional cessation of service by the Company to a Customer that has not been requested by the Customer.

#### THIRD PERSON

Any person or public agency designated by the Customer to the Company.

#### TOLL MESSAGE

A completed telephone call or telephonic communication between exchange stations when the called station is not within the local service area of the calling station, between toll stations, or between a toll station and an exchange station.

#### TOLL RESTRICTION

A service which allows complete or partial blocking of toll calls.

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TOLL SERVICE

Telephone service furnished between two exchange stations located in different local service areas, between two toll stations, or between a toll station and an exchange station.

TOUCH CALLING SERVICE

A service arrangement permitting use of telephone instruments equipped with keys/ buttons, each of which generates a distinctive tone, for the origination of calls. Touch Calling is offered for use with customer lines from a central office equipped to furnish the service.

TRIBAL LINK UP

**Tribal Link Up is a federal program designed to provide a discount on connection charges for qualified residents living on federally recognized Tribal Lands. Tribal Lands include any federally recognized Indian tribe's reservation, pueblo, or colony.**

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UNSATISFACTORY CREDIT

The credit of a residential customer who, within the preceding 12 months, has had his service terminated for nonpayment of a delinquent bill or any installment due on such a bill; or has had dishonored two or more checks drawn by him in payment for service.