

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

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Original

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## CENTURYLINK GUIDEBOOK

### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.1 EXTENSION LINE SERVICE

##### 7.1.1 Description of Service

Extension Line service will be provided in conjunction with local exchange service. An extension provides the capability of originating or receiving calls from locations equipped with instruments in addition to the location of the primary line.

##### A. Same Customer

An off premises extension line will be installed on a different premises of the same customer except that a residence extension line will not be provided on a business premises other than a telephone answering service.

##### B. Different Customer

An off premises extension line will be installed on the premises of a different customer provided the different customer subscribes to individual telephone service and excludes a residence extension from being installed on a business premises other than a telephone answering service.

##### C. Extension Line service located within the same building as the primary line or another extension line will be provided and maintained by the customer.

##### D. The distance between the end user's designated premises (terminating end of the extension line) and the serving central office is billed a channel termination charge.

##### E. Because the extension line and the primary line share the originating loop, the following rate structure applies.

1. Where the primary line and the extension line are located on noncontinuous property, but both premises are served by the same central office, one (1) channel termination charge applies.

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MISCELLANEOUS SERVICE ARRANGEMENTS

7.2 CUSTOM CALLING SERVICES

7.2.1 General

- A. The offering of Custom Calling Services is limited to the capacities and capabilities of the central office so equipped with electronic switching equipment.

7.2.2 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 usage 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.

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.

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.

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7.2 CUSTOM CALLING SERVICES - (Cont'd)

7.2.2 Custom Calling Features (Cont'd)

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 or Enhanced 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.

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.

- 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 Waiting

Call Waiting allows a person involved in a telephone conversation to be alerted when another caller is attempting to call. The called party may hold the existing call and answer the new call by flashing the switchhook.

The customer may interexchange the held and talking connection as often as they wish by flashing the switchhook.

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7.2 CUSTOM CALLING SERVICES - (Cont'd)

7.2.2 Custom Calling Features - (Cont'd)

C. Three Way Calling

Three Way Calling allows a customer to add a third party to the existing originating or terminating call. At any time during the call, the added party may hang up without affecting the original connection.

There are no restrictions on the number of times a new party may be added or dropped from an existing call.

Three Way Calling is available on a monthly flat rate or a usage sensitive (per call) basis.

D. Speed Calling

Speed Calling allows a customer to establish and change a list of 7 digit telephone numbers which may then be accessed by dialing a 1 or 2 digit code.

A customer may subscribe to an 8 number list for 1 digit speed calling or a 30 number list for 2 digit speed calling but may not subscribe to both on the same line.

E. Call Within

Call Within allows a customer to communicate between telephone instruments connected to the same primary access line.

The customer, by dialing his own telephone number, is instructed via a recorded announcement to hang up his telephone receiver until ringing stops. When the Customer hangs-up, ringing current is applied to the line and all instruments equipped will ring.

When another telephone on the line is answered, ringing stops. The originator of the call then picks up his receiver and communication begins.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 CUSTOM CALLING SERVICES - (Cont'd)

##### 7.2.2 Custom Calling Features - (Cont'd)

###### F. SignalRing

SignalRing enables Customers to identify an incoming call by having up to three (3) additional directory numbers (Secondary Directory Numbers) assigned to their main access line (Primary Directory Number). Each Secondary Directory Number is assigned a distinctive ring to enable Customers to determine which number or person is being called. SignalRing is associated with incoming calls only and does not provide a separate dial tone line to place outgoing calls.

Each Secondary Directory Number is entitled to one directory listing.

Any Custom Calling Features assigned to the Primary Directory Number will work in conjunction with the Secondary Directory Numbers.

###### G. Call Waiting With Options

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 an Analog Display Service Interface (ADSI) compatible telephone. While continuing connection with the 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 "please hold" message to the caller, sending a busy message to the caller, forwarding the caller to voice mail or conferencing the caller with the current call.

Nonrecurring installation and service order charges will not be applicable when adding this feature to a Customer's service.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 CUSTOM CALLING SERVICES - (Cont'd)

##### 7.2.2 Custom Calling Features - (Cont'd)

###### H. Return Call

By dialing the Return Call activation code, a Return Call Subscriber directs the Central Office to recall the telephone number of the last incoming call to their telephone. The Subscriber can return a call without knowing the telephone number of the calling party, unless the calling party has activated Per Call Blocking or All Call Blocking as described in this Section.

If the recalled number is busy, the Central office will monitor the status of that line for up to 30 minutes. When the line becomes available, the Return Call Subscriber will be signaled with a distinctive ring. When the Subscriber lifts the handset, the call will be automatically dialed.

Return Call is available only within the local area base rate dialing area.

Return Call is available on a monthly flat rate or a usage sensitive (per call) basis.

###### I. Repeat Dial

By dialing the Repeat Dial activation code, the Subscriber directs the central office to recall the telephone number of the last outgoing call from his telephone. The central office will redial the telephone number whether or not the original call was answered, unanswered or busy.

If the redialed number is busy, the central office will monitor the status of that line for up to 30 minutes. When the line becomes available, the Repeat Dial Subscriber will be signaled with a distinctive ring. When the Subscriber lifts the handset, the call will be automatically dialed.

Repeat Dial is available only within the local base rate dialing area.

Repeat Dial is available on a monthly flat rate or a usage sensitive (per call) basis.

###### J. Call Trace

By dialing the Call Trace activation code, the customer can initiate a trace of a phone call without having to obtain legal authorization or assistance from the Telephone Company. The results of the trace will be made available only to an authorized agency.

Call Trace will be billed on a per usage basis.

Call Trace is available only within the local base rate dialing area.

In situations where the Call Trace functionality is activated by a subscriber, information pertaining to nonpublished numbers will be provided to the authorized law enforcement agency upon request.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 CUSTOM CALLING SERVICES - (Cont'd)

##### 7.2.2 Custom Calling Features - (Cont'd)

###### K. Caller ID

With Caller ID, the subscriber can view the telephone number and name of an incoming call before answering. The name will be displayed as it appears in the Company's billing records. After the first ring, the central office sends the telephone number and name of the calling party as well as the current month, day, hour and minute. If the calling party has designated their telephone number as private or if the incoming call is handled by an operator or is from outside a Caller ID equipped calling area, the calling number and name will not be displayed.

Caller ID customers who do not wish to receive calls with blocked numbers can activate Anonymous Call Rejection. While the feature is activated, incoming calls with blocked numbers are routed to an announcement in the central office. Anonymous Call Rejection is automatically available, in the deactive state, where technically feasible.

The Caller ID display feature requires a telephone set or an adjunct unit capable of recognizing and displaying the calling telephone number and name sent from the central office.

If the incoming call is from a caller served by a PBX, only the main number and customer's name associated with the PBX is transmitted and available for display.

If the incoming call originates from a multi-line hunt group, the telephone number and name transmitted will always be the main number of the hunt group and associated customer name.

Caller ID is not available on operator handled calls.

Except for willful misconduct or gross negligence of the Company, each customer releases, indemnifies and holds harmless the Company, its employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property whether owned by the customer or others, arising out of the use of Caller ID service.

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7.2 CUSTOM CALLING SERVICES - (Cont'd)

7.2.2 Custom Calling Features - (Cont'd)

L. Caller ID Block

Per Call Blocking is automatically included with the provision of telephone service for residential customers. Per Call Blocking will be activated by the Company at no charge.

Before placing an outgoing telephone call, a customer may designate their number as private and prevent the delivery of their telephone number and name to the called party. On a per call basis, the customer dials the Per Call Blocking activation code which prevents their telephone number and name from being displayed.

Per Call Blocking, when activated, will prevent the use of Return Call.

All Call Blocking, when requested, will be provided to residential customers only. All Call Blocking prevents the delivery of the customer's telephone number and name on a permanent basis. The customer's number and name will always display as private on a Caller ID display unit, unless it is temporarily deactivated by the customer.

All Call Blocking is operational on a continuous basis, unless it is temporarily deactivated by the customer. There is no monthly recurring charge for All Call Blocking. The Company will provide to all new and existing residential customers, a one-time opportunity to subscribe free of charge to All Call Blocking. Subsequent requests for All Call Blocking will be assessed nonrecurring rates referenced in Section 4.

All Call Blocking, unless temporarily deactivated, will prevent the use of Return Call.

Except for willful misconduct or gross negligence of the Company, each customer releases, indemnifies, and holds harmless the Company, its employees and agents, from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by the customer, or by any other party or person, per personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the customer or others, arising out of the use of Caller ID Block service.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 CUSTOM CALLING SERVICES - (Cont'd)

##### 7.2.2 Custom Calling Features - (Cont'd)

###### M. Selective Call Rejection

Selective Call Rejection allows the subscriber to designate telephone numbers that are to be denied access on future incoming calls. Rejected calls are redirected to a prerecorded call rejection message.

The subscriber can establish a Selective Call Rejection list of twelve telephone numbers or less. Subscribers can program and edit the specified telephone numbers by dialing an access code and following the recorded instructions.

###### N. Selective Call Ring

Selective Call Ring allows the subscriber to designate telephone numbers that will be automatically identified by a distinctive ring or call-waiting tone (short-long-short). However, the subscriber will receive the call waiting tone (short-long-short) only if that subscriber also has the custom calling feature "call waiting."

The subscriber can establish a Selective Call Ring list of twelve telephone numbers or less. Subscribers can program and edit the designated telephone numbers by dialing an access code and following the recorded instructions.

###### O. Selective Call Forward

Selective Call Forward allows the subscriber to designate telephone numbers that are to be forwarded on future incoming calls. The subscriber also designates a remote telephone number to which the incoming calls will be forwarded.

The subscriber can establish a Selective Call Forward list of twelve telephone numbers or less. The subscriber can program and edit the designated telephone numbers by dialing an access code and following the recorded announcements.

###### P. Selective Call Acceptance

Selective Call Acceptance screens incoming calls and restricts the acceptance of calls to only those from preprogrammed telephone numbers. Calls from any other telephone number are denied access and are redirected to a prerecorded message.

The subscriber can program and thereby establish a Selective Call Acceptance list of twelve telephone numbers or less. The subscriber can program and edit the designated telephone numbers by dialing an access code and following the recorded announcements.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 Custom Calling Services - (Cont'd)

##### 7.2.2 Custom Calling Features - (Cont'd)

###### Q. Anonymous Call Rejection

Anonymous Call Rejection allows a 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 a calling party by use of either Caller ID Per Call or All Call Blocking.

##### 7.2.3 Advanced Intelligent Network Services (AIN)

###### A. Privacy ID

Privacy ID provides Caller ID subscribers with the ability to identify unavailable, unknown, blocked and private numbers. Privacy ID intercepts all unidentified calls before the subscriber's telephone rings then asks the caller to state their name or company. Once the calling party has responded, the service rings the subscriber and announces the calling party's information. The subscriber has the option to accept the call, reject the call, play an announcement to the calling party or forward the call to voicemail.

The Privacy ID subscriber may provide calling parties with a Caller's Access Code. Use of this access code allows the calling party to bypass Privacy ID.

Privacy ID is provided subject to availability of facilities.

When the Call Trace and Return Call features are activated on calls intercepted by Privacy ID, the telephone number captured is that of the Service Node, which performs Privacy ID, not the telephone number of the calling party.

Caller ID Service is required in order to subscribe to Privacy ID.

Service Connection Charges do not apply when Privacy ID is installed.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.2 Custom Calling Services - (Cont'd)

##### 7.2.3 Advanced Intelligent Network Services (AIN) - (Cont'd)

###### B. Talking Call Waiting

Talking Call Waiting allows customers to know who is calling while they are on the telephone with another party. Talking Call Waiting enhances Call Waiting by allowing the customer to hear who is calling after hearing the call waiting tone while the customer is on the line, unless the message is suppressed, either via per-call or per-line blocking or unless the calling and called parties are not connected via SS7 facilities, or the number is not passed by the calling party Telecommunication Provider, or the calling party's number is not associated with a name in the LIDB database. Any and all available names will be voiced to the subscriber. If the name is not available, the terms "private" or "unavailable" will be voiced in the appropriate situation. The term "private" is voiced if the caller has suppressed the delivery of name and number using per-line or per-call blocking. The term "unavailable" is voiced if the calling and called parties are not connected via SS7 facilities, or the number is not passed by the calling party Telecommunication Provider, or the calling party's number is not associated with a name in the LIDB database. Talking Call Waiting Service subscribers will hear both a call waiting tone plus the name of the calling party, if available, on an incoming call. The customer then presses the switch hook or flash button to place the current call on hold and talk to the call waiting party.

###### Terms and Conditions

- a) Talking Call Waiting will be provided subject to availability of facilities.
- b) Talking Call Waiting will be available on a monthly subscription basis. This service requires no additional adjunct or telephone display equipment.
- c) A Call Waiting Custom Calling Feature, including but not limited to, Call Waiting, Enhanced Call Waiting, Call Waiting Options or any package containing the Call Waiting feature, is required in order to subscribe to Talking Call Waiting.
- d) Service Connection Charges do not apply when Talking Call Waiting is installed.

##### 7.2.4 Warm Line

This feature will dial a predesignated telephone number if dialing has not begun within the preset delay interval after the telephone goes off-hook.

The Company shall not be liable for any errors, omissions or failure associated with the programming, transmission, or receipt of a signal to or at a predesignated number.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.4 900 BLOCKING SERVICE

##### 7.4.1 General

- A. 900 Blocking Service blocks all outgoing calls to 900 service telephone numbers.
- B. 900 Blocking Service is available on all line classes.
- C. The offering of 900 Blocking Service is limited to the capacities and capabilities of the central office so equipped with electronic switching equipment.

##### 7.4.2 Rates and Charges

- A. Effective November 1, 1993, there is no monthly recurring or nonrecurring charge for 900 Blocking services on initial or subsequent requests.

#### 7.5 PERSONALIZED TELEPHONE NUMBERS

- A. Personalized telephone number service provides the customer with a search for a specially requested telephone number from his or her serving central office, verification of the availability of the requested number and a placement of the number into service if so requested by a subscriber.
- B. Personalized telephone numbers are furnished subject to the availability of facilities and the requirements of local exchange service as defined by the Company.
- C. A Non-Recurring charge will apply for each personalized number placed in service, as well as the standard service order charges as set forth in Section 4 of this guide.
- D. All telephone numbers including Personalized numbers are the property of the Company. Since the Company maintains the rights to all personalized telephone numbers, the Company may change them at any time if deemed necessary.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 7.6 CALL TRAP

##### 7.6.1 General

- A. A Call Trap traces, identifies and records the telephone numbers of incoming calls to a designated telephone number. A Call Trap will be provided only to federal, state and local government law enforcement agencies (including but not limited to State and Federal Attorney Generals' offices), under the following circumstances as applicable:
1. To assist a law enforcement agency, upon a written request received by such agency from a customer of the Company, in tracing a telephone call pursuant to NRS 707.340 or NRS 201.255; or
  2. In response to a court order.
- B. The law enforcement agency must provide the Company with the following before the Company will implement a Call Trap. This provision may be waived in cases where the law enforcement agency indicates, in writing, that an emergency situation exists involving imminent danger to any person.
1. Under the circumstances outlined above, a letter from the law enforcement agency which requests implementation of the Call Trap and a written authorization from the Company's customer acknowledging the customer's agreement to pay the Call Trap charge; or
  2. A copy of the Court Order.
- C. Information obtained from a Call Trap can be provided on a daily or weekly report as requested by the law enforcement agency. The information will be released only to the law enforcement agency, and to no other person or customer.
- D. The Company shall not be liable to any person for any claim, loss or damage arising out of or in any way connected with any defect, error, omission, delay, mistake, interruption or other failure in connection with the furnishing of service or facilities under this guide.
- E. In situations where the Call Trap functionality is activated by a subscriber, information pertaining to nonpublished numbers will be provided to the authorized law enforcement agency upon request.

##### 7.6.2 Rates and Charges

- A. When the Call Trap is implemented in accordance with 7.6.1.A.(1) above, the customer who requested the Call Trap through the law enforcement agency will be assessed a charge.
- B. When the Call Trap is implemented in accordance with 7.6.1.A.(2) above, the law enforcement agency which requested the Call Trap from the Company will be assessed a charge.