

**LOCAL TERMS OF SERVICE:  
RESIDENTIAL FEATURE PACKAGE AND BUNDLE SERVICES**

The Embarq Standard Terms and Conditions for Residential Communications Services and these terms (collectively, the "Agreement") govern the Embarq residential feature packages and bundle services described below. These feature packages and bundle services are provided in South Carolina by the United Telephone Company of the Carolinas, LLC.

**1. CUSTOM CALLING/EXPRESSTOUCH SERVICE FEATURE PACKAGES**

- 1.1.** Custom Calling/Expresstouch Service Feature Packages and Bundled Services created prior to July 1, 2004 are subject to rates, terms and conditions filed in Embarq's General Subscriber Services tariff, posted to [www.embarq.com/ratesandconditions](http://www.embarq.com/ratesandconditions). All current service feature packages were created prior to July 1, 2004, and are governed by Embarq's General Subscriber Services tariff. Future service feature packages will be deregulated and are governed by these terms and conditions.
- 1.2.** Individual Custom Calling and ExpressTouch features are subject to the conditions set forth in the Embarq General Subscriber Services Tariff. Custom Calling/ExpressTouch Service Feature Packages are combinations of the individual features listed in the Embarq General Subscriber Services Tariff.
- 1.3.** 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 set forth in the Embarq General Subscriber Services Tariff, incorporated by reference into this document. Each feature component of this bundle is governed by the terms and conditions in the applicable sections of the Embarq General Subscriber Services Tariff.
- 1.4.** Nonrecurring charges will not apply when installing Custom Calling/ExpressTouch Service Feature Packages.

**2. SOLUTIONS BUNDLES – RESIDENCE**

- 2.1. General.** 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
- 2.2. Regulations**
  - A.** Solutions customers may terminate their enrollment in the Plan upon notice to Embarq.
  - B.** Unless terminated by the Solutions customer or Embarq, a 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 Embarq.
  - C.** The Plan is not available with Residential ISDN-BRI Service lines or to customers who are or become toll restricted.
  - D.** No more than four (4) residence lines can be enrolled with the Solutions option for each customer Billed Telephone Number account.
  - E.** Service Connection Charges, as described in the Embarq General Subscriber Services Tariff, 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 Service or if the customer requests a change from Solutions back to Local Exchange Service.
  - F.** 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.
  - G.** The Plan may not be combined with any other Residence optional toll calling plan service.
  - H.** Residence customers enrolled in the Plan, who subsequently become subject to Embarq-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 tariff 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.

### 2.3. Solutions Bundles.

**A. Current Solutions Bundles.** The following Solutions bundles are currently available from Embarq. Each feature component of this bundle is governed by the terms and conditions in the applicable sections of the Embarq General Subscriber Services Tariff. Extended Area Service (EAS) charges, if applicable, as defined in the Embarq General Subscriber Services Tariff, apply per each Solutions Bundle.

- (1) 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
  - Talking Call Waiting is available as an add-on to this package. Talking Call Waiting is described in the Embarq General Subscriber Services Tariff. Customers must also subscribe to Embarq Voicemail.
  
- (2) 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
  - Privacy ID is available as an add-on to this package. Privacy ID is described in the Embarq General Subscriber Services Tariff. Customers must also subscribe to Embarq’s non-regulated Voicemail and one of the following services: Privacy ID, LineGuard, Data LineGuard, Voicemail or Home Phone Warranty.
  
- (3) 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
  - Privacy ID is available as an add-on to this package. Privacy ID is described in the Embarq General Subscriber Services Tariff.
  - 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 Embarq or any Embarq Wireless Plan.
  
- (4) 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.

(5) Simple Solution

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